2011 COMMUNITY BENEFITS REPORT

High Point Regional Health System

Living Proof of Total Care
1904  Hospital in High Point opened by the Junior Order of United American Mechanics

1944  High Point’s two hospitals merge to become High Point Memorial Hospital

1950  New 100-bed facility is constructed

1986  New Hospital Opens

1986  Endowment Fund established by the Board of Trustees

1991  Open heart surgery program launched

1996  Structure of the Health System was formed to account for additional services offered by the organization

2001  Carolina Regional Heart Center, The Women’s Resource Center and Women’s Imaging Suite open

2003  The Hayworth Cancer Center opened

2004  Regional Physicians created

2006  First in Triad to offer da Vinci Surgical System robotic surgery

2010  Opening of Premier Imaging Center

2012  Clinical affiliation with Duke Medicine for Heart and Cancer Care is announced

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This has been an exciting year of change and growth for health care in general and for High Point Regional Health System, in particular.

We kicked off 2012 with the announcement of our new partnership with Duke Medicine to further improve upon our stellar cancer and cardiac care and research. Throughout the year, HPRHS was recognized with several national achievement awards, including honors for our Hayworth Cancer Center, Regional Center for Bariatric Surgery and the Carolina Regional Heart Center.

We have also been proud to offer community services to keep the Triad healthy and informed. Our commitment to public health has never been more focused. The seminars and community workshops that we provided offered extensive information relating to weight loss, women’s health care needs, helping the elderly reduce fall risks, to name a few.

Thanks to the commitment and hard work of our hospital staff, doctors, and volunteers, and our generous financial supporters, we have been able to further raise the bar on the exceptional care we provide our patients.

As a team we continually push ourselves to exceed the most rigorous standards of quality and safety. But more than that we aim to give the same level of care and compassion we would want for our own families.

I am so grateful for the continued trust the people of the Triad have placed in our hands. We, at High Point Regional Health System, value being your health care partner.

Jeffrey S. Miller, President
High Point Regional Health System
OWNERSHIP
The Hospital is a 501(c)(3) private not-for-profit corporation governed by a 20-member volunteer Board of Trustees selected from the community.

FACILITY
The current facility was constructed in the mid 1980s and occupied on January 8, 1986. The total cost was $54 million, funded by $10.2 million raised through a community fund drive, $30 million in bonds financed through the North Carolina Medical Care Commission, and $14.5 million from the Hospital’s funded reserves.

GENERAL
351 Licensed Beds
22 Bassinets
28 Emergency Examination Rooms
12 Inpatient Operating Rooms
6 Outpatient Operating Rooms
6 Labor/Delivery Rooms

STAFF
409 Medical/Dental
2,212 Full-Time/Part-Time
66 Employed Physicians
808 Registered Nurses
500 Volunteers

PATIENTS SERVED
63,081 Emergency Visits
184,542 Outpatient Visits
17,216 Adult Discharges
1,440 Newborn Discharges

HOSPITAL FINANCIALS
$237.4 million Net Revenue
$113.1 million Salaries & Benefits
$58.1 million Supplies/Fees/Other
$44.5 million Services
$18.7 million Depreciation
$2.9 million Interest

COMMUNITY STEWARDSHIP
$40.8 million Uncompensated Care
As I look back on the accomplishments of High Point Regional Health System this past year, I am proud of all that we have done. This has been a remarkable time. The high quality of care and recognition we have received this past year is something that our community can take great pride in. Our hospital has been serving the High Point and surrounding communities for more than 100 years, and we are planning to continue to meet the healthcare needs of the patients and families we serve well into the future.

While the future of health care is all about change with many challenges ahead of us, at High Point Regional we have a highly skilled team of physicians & nurses with dedicated staff and volunteers who remain committed to our tradition of providing compassionate care to all.

The High Point Regional Board of Trustees and Administration is carefully setting a course for continued growth and success, while keeping the all important mission of providing exceptional health services to our patients and families. We, as the Board of Trustees, take our responsibility to the community very seriously and as such can be counted on to do everything within our power to protect and guide High Point Regional moving forward.

We are privileged to serve the community and we look forward to continuing with our long-standing commitment to your good health. I am proud of this Hospital, and excited about our future.

Thank you for allowing us to serve you.

Owen Bertschi, Board Chairman
High Point Regional Health System
HIGH POINT REGIONAL BOARD OF DIRECTORS

Seated: Michael J. Lucas, MD, Chief of Medical Staff; Leah Price; Elisabeth Stambaugh, MD; Owen Bertschi, Chairman, Board of Trustees; Linda Taylor, MD

Second Row: George Clopton; Virgil V. Willard, MD; Charles Cain; James Keever; Darrell Frye; Ken Smith; Jeffrey S. Miller, President

Back Row: Greg York; Tom Dayvault; Jeff Horney; Ned Covington; Harry R. Culp, DDS; Reid Marsh; Stephen A. Mills, MD; Donald W. Cameron, Ed.d.; Barry Cheek, MD

Not pictured: Ron Jones
Maps & Accreditations

Primary Map

Accredited Chest Pain Center
Society of Chest Pain Center

Magnet Recognition
American Nurses Credentialing Center

Accredited Acute Rehab Center
Commission on Accreditation of Rehabilitation Facilities

Accreditation for Pathology
College of American Pathologists
PATIENT ORIGIN
69.0% Guilford County
13.6% Davidson County
11.0% Randolph County
3.3% Forsyth County
3.1% Other
A comprehensive heart center offering a full spectrum of cardiac and vascular services including, cardiac cath labs, EP labs, open heart surgery, fitness center, 24 hour critical care transport team, Carolina Cardiology Cornerstone and cardiac offices.
The walk of a lifetime

You experience a lot of feelings before your daughter's wedding. Chest pains shouldn't be one of them.

Pic & Jane
High Point, NC
Quadruple Bypass Surgery

ANNUAL ACHIEVEMENT

> 201 open heart surgeries
> 1,716 angiopathies
> 1,867 Cardiac Catheterizations
> 647 Electrophysiology/pacemaker procedures

RECENT ACCOLADES

> Ranked the only Top 50 Heart Hospital in North Carolina in 2010 by Thomson Reuters
> Received the Silver Mission Lifeline award from the American Heart Association in 2011
A comprehensive cancer center including outpatient radiation therapy, medical oncology, outpatient chemotherapy, inpatient hospitalization Emerywood Hematology Oncology offices and support facilities.
ANNUAL ACHIEVEMENT
> 18 inpatient beds, oversized rooms
> Serene atmosphere including a garden, labyrinth, outdoor balcony and family lounge
> Breast and Lung Navigator
> Full time Nutritionist, Psychologist and Social Worker

RECENT ACCOLADES
> A clinical affiliation with Duke brought radiation oncology coverage to the team in July 2012 and state-of-the-art services

A tough disease meets its match

The staff at Hayworth Cancer Center at High Point Regional really go into action like an army fighting the enemy.

Cathy
High Point, NC
Breast Cancer
The Esther R. Culp Women’s Center offers comprehensive support for the unique health care needs and concerns of women. The all-female staff includes a certified lactation consultant, certified mammography technicians, nurse educators, and instructors. Experience and quality are the hallmarks of our care.
ANNUAL ACHIEVEMENTS

- The *Esther R. Culp Women's Center* is conveniently located within the hospital.
- Houses the Women’s Imaging Suite and Women’s Resource Center.
- The *Esther R. Culp Women's Center* includes waiting rooms, spacious classrooms for educational sessions and meetings with direct access to childbirth suites and advanced care newborn nursery.

> In 2011, The *Esther R. Culp Women’s Center* delivered 1,440 babies.

STAFF

- Certified lactation consultant
- Certified mammography technicians
- Nurse Educators and Instructors

No one wants to hear they need to be hospitalized, but my high risk pregnancy made bed rest necessary.

Meredith
High Point, NC
Maternity Patient
As a Level III trauma center, The Emergency Center features some of the most high-tech diagnostic and treatment equipment in the country. Diagnostic technology allows for quicker and more accurate diagnosis, allowing for treatment to begin sooner. Yet with all this high tech capability, we haven’t forgotten the art of delivering compassionate care.
I was being rushed by ambulance to High Point Regional and I needed immediate emergency care.

living to tell the tale

Lane
Asheboro, NC
Cardiogenic Shock

annual achievements

> Last year, our Emergency Department was designated as a Level III Trauma facility and it received 63,081 visits from citizens in the Triad
> Accredited stroke center and chest pain center
> Door-to-provider wait time in the Emergency Department has decreased by more than one hour since implementing the new patient flow process

recent accolades

> American Heart Association’s Mission: Lifeline Silver Performance Achievement Award. The award recognizes the commitment and success of implementing a higher standard of care for heart attack patients that effectively improves the survival and care of STEMI (Segment Elevation Myocardial Infarction) patients.
The Piedmont Joint Replacement Center (PJRC) provides a program specially designed to meet the unique needs of patients requiring total replacements. Through experienced Orthopedic Surgeons and expert nurses and physical therapists, more than 1,700 orthopedic surgery patients receive outstanding care each year.
ANNUAL ACHIEVEMENTS

> Focuses on successful outcomes for each individual patient
> Educational sessions are provided for patients prior to and following surgery
> Overall patient satisfaction scores consistently rank the PJRC at 99 percent.

> PJRC nurses are ranked in the 99th percentile for patient satisfaction according to Press Ganey and our knee replacements were ranked 5 out of 5 stars for fewest complications according to Health Grades.

Focused on success

Overall patient satisfaction scores consistently rank the PJRC at 99 percent.

Linda
High Point, NC
Hip Replacement
Millis Regional - Health Education Center

Regional Wellness - The Fitness Center at Kernersville
OUR SUBSIDIARIES
> Advanced Home Care
> Guilford Child Health/ Guilford Adult Health
> Regional Physicians Multi-specialty Group
> High Point Surgery Center
> Regional Wellness - Fitness Center at Kernersville

ADDITIONAL SERVICES
> Diabetes Self-Care Management Center
> Fitness Center
> Heart Strides
> Behavioral Health
> Inpatient Rehab Unit
> Millis Regional Health Education Center
> MRI & Open MRI
> PET Imaging
> Regional Center for Bariatric Surgery
> Regional Wound Center
> The Stroke Center
> Vascular Services
1. Jeffrey S. Miller, President and Chief Executive Officer  2. Greg Taylor, M.D., Chief Operating Officer  3. Kimberly Crews, Vice President, Chief Financial Officer  4. Linda Roney, Senior Vice President  5. Denise Potter, Vice President, Foundation/Public Relations and Marketing  6. Dale Willams, M.D., Vice President, Chief Medical Officer  7. Katherine Burns, Vice President, People Services  8. Tammi Erving-Mengel, Vice President, Chief Nursing Officer
AMERICAN HEART ASSOCIATION’S MISSION:
LIFELINE RECOGNITION FOR HEART ATTACK CARE
High Point Regional Health System recently qualified for the American Heart Association’s Mission: Lifeline Gold Performance Achievement Award. The award recognizes High Point Regional Health System’s commitment and success in implementing a higher standard of care for heart attack patients that effectively improves the survival and care of STEMI (Segment Elevation Myocardial Infarction) patients.

U.S. NEWS & WORLD REPORT RANKS HIGH POINT REGIONAL HEALTH SYSTEM HIGHEST RANKED
According to U.S. News & World Report’s latest rankings of the nation’s Best Hospitals, High Point Regional Health System is the highest ranked non-academic hospital in North Carolina and the fourth best hospital in North Carolina.

High Point Regional Health System was also ranked 23rd in the nation for the treatment of Diabetes and Endocrinology. In addition, the Health System was designated as a “high performer” in seven specialties.
MISSION
Our mission is to provide exceptional health services to the people of our region.

VISION
High Point Regional Health System, in collaboration with our partners, will provide the highest quality, cost effective, patient-centered care to promote the health and well-being of the people in the communities we serve, by: Being the Health System of choice for integrated, health services across a seamless continuum of care; Being the recognized leader in the provision of the highest quality, value-based health care and; Attracting and retaining talented employees, physicians and volunteers dedicated to delivering exceptional patient experiences.

VALUES
Our values are teamwork, compassion and integrity.