

2008

## Annual Report (2008): Greater Hazleton Health Alliance; Community Service

2008

Follow this and additional works at: <http://scholarlyworks.lvhn.org/reports>

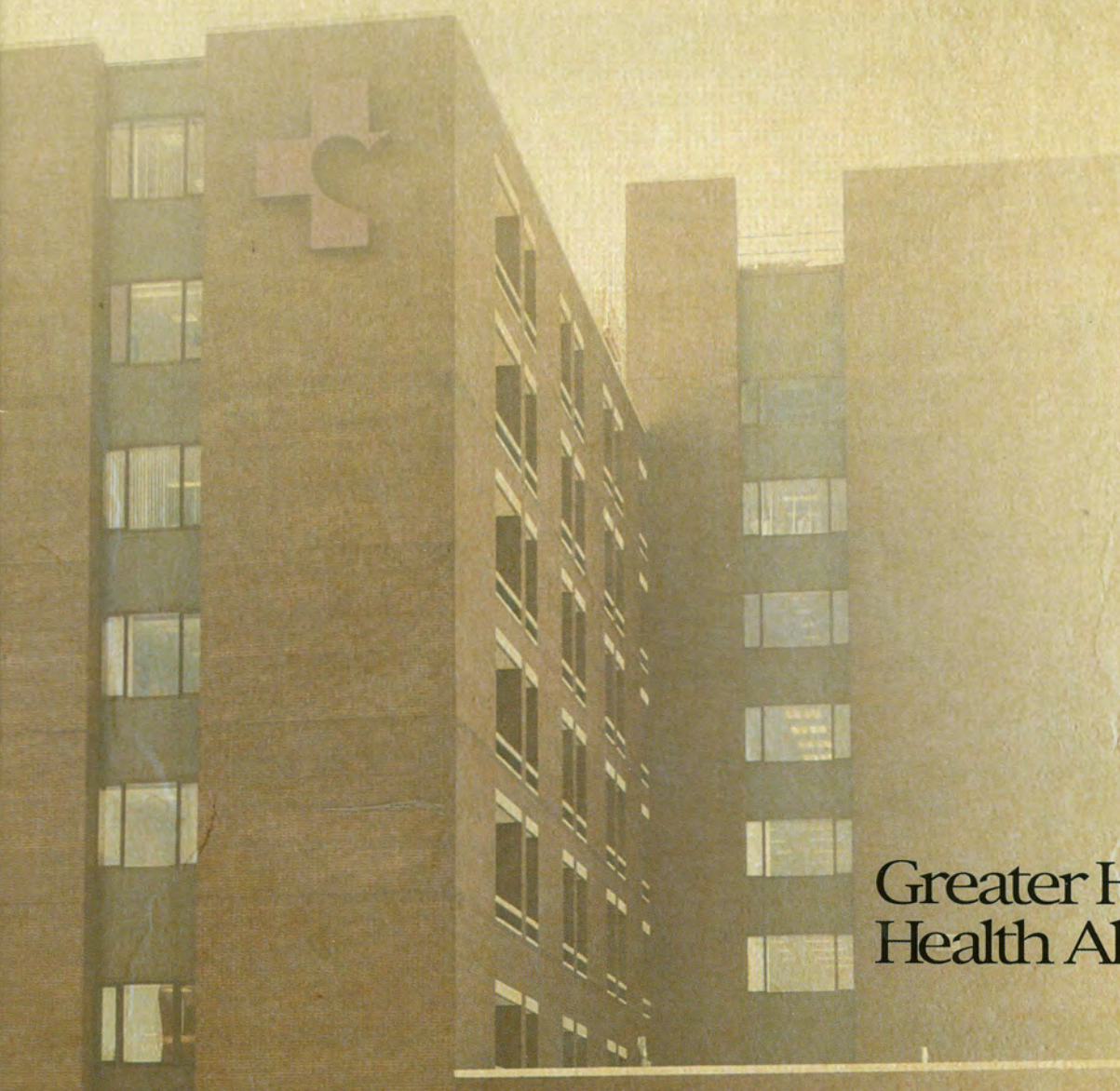
---

### Recommended Citation

2008, "Annual Report (2008): Greater Hazleton Health Alliance; Community Service" (2008). *LVHN Annual & Statistical Reports*. .  
<http://scholarlyworks.lvhn.org/reports/48>

This Newsletter is brought to you for free and open access by LVHN Scholarly Works. It has been accepted for inclusion in LVHN Annual & Statistical Reports by an authorized administrator of LVHN Scholarly Works. For more information, please contact [LibraryServices@lvhn.org](mailto:LibraryServices@lvhn.org).

# Community Service Report 2008



Greater Hazleton<sup>™</sup>  
Health Alliance 

# Table of Contents



## Introduction

1-5

- Vision and Mission
- Strategic Plan
- Message from the CEO



## Quality

6-9

- Our Commitment to Excellence
- When Minutes Count... Count on Us
- Treating Your Heart With Award-Winning Care
- Learning Our ABCs
- Hospitalists Providing Care 24/7
- In Pursuit of Excellence



## Growth

10-13

- New Technology is Leading the Way
- Implementing the Electronic Medical Record
- The EMR is for Babies, Too
- Tele-Burn
- The Perfect Image
- Recruiting Physicians to Improve Access to Care
- Partnerships in Caring
- Confidence, Consideration, and Caring



## Community

14-17

- We are Our Community
- Caring for Your Children
- Helping Our Seniors
- Awareness: The Key to Disease Prevention
- Responding to Diversity
- We're There for You in an Emergency
- Charity Care for Those in Need
- Serving Our Community in Other Ways



## Finances

18-21

- Community Benefit
- Noteworthy Numbers

# Vision

To be the preferred healthcare provider in the Hazleton community and throughout the tri-county region, contributing toward creating a healthier community.

# Mission

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



The Greater Hazleton Health Alliance is a not-for-profit healthcare system that is dedicated to providing quality, customer-friendly services to the Greater Hazleton area and its surrounding communities. The Greater Hazleton Health Alliance's affiliated non-profit entities—Hazleton General Hospital, the Hazleton Health & Wellness Center, and Hazleton Professional Services—are committed to providing the highest quality inpatient and outpatient services to ensure healthier lives within the community. Our Vision and Mission serve as the cornerstone of our healthcare system and guide our actions as we strive to provide the best in quality care for the patients we serve.

## OUR VISION

To be the preferred healthcare provider in the Hazleton community and throughout the tri-county region, contributing toward creating a healthier community.

## OUR MISSION

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



# Strategic Plan

## Our Road Map to a Successful Future

In 2007, the Board of Directors approved a three-year strategic plan for the Greater Hazleton Health Alliance, which outlines four key objectives that are essential to the growth and prosperity of our healthcare organization: engage our community, assure quality in all that we do, build a great team, and achieve growth in service volume. By implementing these strategic plan objectives, the Greater Hazleton Health Alliance has built upon its high-quality healthcare services and continues to provide improved access to quality care for our ever-growing and diverse community.



The Greater Hazleton Health Alliance has witnessed remarkable growth and improvement in the four strategic planning areas. We have completed our second successful year of the strategic plan and, although our organization has made tremendous strides, we will stop at nothing short of excellence. The year 2008 has put a major emphasis on achieving excellence in all that we do, particularly in quality care and patient safety. The quality compassionate services of our professional caregivers, combined with new standards in quality care, have allowed us to raise the bar in healthcare.

The vision of the Greater Hazleton Health Alliance is to contribute toward a healthier community and to be the preferred healthcare provider not only within the Greater Hazleton area, but also throughout the region. Our strategic plan road map is leading us down a path of outstanding quality care and continual growth. What does this mean for our community? It means access to high-quality care and services without leaving your home town.

### Message from our President/CEO

The Greater Hazleton Health Alliance is a non-profit organization dedicated to enriching the lives of the community through state-of-the-art healthcare services. In December 2006, Hazleton General Hospital and St. Joseph Medical Center merged to provide the community with the highest quality healthcare and the latest available technology without duplicating services, equipment, and costs. Although the merging of the two organizations marked the end of an era in healthcare when St. Joseph Medical Center closed its doors to patient care, it provided tremendous opportunities to expand programs and services at Hazleton General Hospital and in the community.



Since the consolidation, our organization has made great strides to expand as a healthcare provider by enhancing the many services we provide and by offering a variety of new healthcare services that are conveniently available right here in the community. In addition, the Greater Hazleton Health Alliance has purchased an array of high-tech equipment and technology to improve its quality healthcare services, as well as its patient satisfaction. Because of the many positive changes made throughout the organization, we have received various regional and national awards that are reminders of our dedication and success as a primary healthcare center.

# Featured

in US News and World Report  
as a top hospital in cardiac  
care.

# First

Primary Care Stroke Center in  
Northeast Pennsylvania



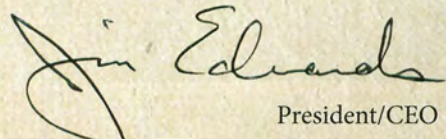
The Greater Hazleton Health Alliance is committed to the ongoing development of a healthier community through compassionate, patient-centered, quality healthcare. We value the effect we have in the evolution of patient care, continuous research and education, advanced technology, and improved services. Hazleton General Hospital is an integral part of the healthcare system and recognizes its fundamental responsibility to secure the health and well-being of the community. Our physicians and caregivers exude a combination of professionalism and a compassionate nature for medicine, two qualities that have helped us become leaders in healthcare.

Recognizing early on the trend to increased outpatient health and wellness services, the Greater Hazleton Health Alliance developed the Hazleton Health & Wellness Center as a convenient, one-stop outpatient center. It has provided the community with outstanding services in a comfortable and customer-friendly atmosphere that is supported by state-of-the-art technology, as well as a strong commitment to quality and patient satisfaction. The Hazleton Health & Wellness Center has enabled our organization to enhance its outpatient healthcare services and continually reach a level of excellence in the overall continuum of patient care.

The Greater Hazleton Health Alliance welcomes its partnership with the Lehigh Valley Health Network, an innovative and award-winning tertiary facility. By combining our knowledge and resources, the Greater Hazleton Health Alliance has been able to provide the community with specialty healthcare services not usually available at small community hospitals. Collaborative efforts with Lehigh Valley have helped us create top-notch emergency care.

This 2008 Community Service Report will provide you with an overview of our dedication and compassion to the health and wellness of our patients through community outreach, education programs, technological advancement, and, most importantly, our commitment to quality care. These are a few of the ways we are striving for excellence to become the preferred healthcare provider in the region. We are a healthcare organization comprised of neighbors helping neighbors, friends helping friends.

Thank you for entrusting your care to us,

  
President/CEO



# Quality:

Our chief strategic focus is to create and maintain a quality-focused environment and pursue excellence in clinical quality and patient safety.



## Our Commitment to Excellence

The Greater Hazleton Health Alliance is a healthcare organization that leads by example. Our success stems from a combination of state-of-the-art medical and technological enhancements and processes we've put in place, as well as the care provided by our kind and compassionate caregivers—the heart of our healthcare system. The employees of the Greater Hazleton Health Alliance are an important part of your patient experience and work together to bring you high-quality safe care with a smile. Our commitment to excellence is evident in what we do each and every day... for you, our patient.



## When Minutes Count... Count on Us

In February 2008, Hazleton General Hospital received the highest level of accreditation as a Primary Care Stroke Center from the American Osteopathic Association. This distinguished honor recognizes our excellence in care from the onset of a stroke through rehabilitation. As the first Primary Care Stroke Center in Northeastern Pennsylvania, our patients are assured of receiving quality stroke care right here in the Greater Hazleton community. Through our Stroke Alert Program, which was co-developed through our partnership with Lehigh Valley Health Network, potential stroke patients who enter our Emergency Department are quickly assessed, provided with a CT scan in 20 minutes or less, and treated with quality stroke care right here at home, or at Lehigh Valley if more advanced medical services are necessary.



# 14 Minutes

Hazleton General Hospital's average door-to-CT scan time for stroke victims. (National Standard is 25 minutes.)

# Regional Record

Hazleton General Hospital set a regional record of 51 minutes from the time the patient entered HGH's emergency department until patient was in the cath lab at Lehigh Valley Health Network. (National Standard is 109 minutes.)



## Treating Your Heart With Award-Winning Care

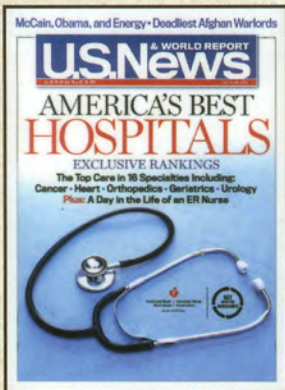
The American Heart Association recognized Hazleton General Hospital with a Silver Award for excellence in treating patients with heart failure (also known as congestive heart failure) by meeting national standards set forth in its Get With The Guidelines program. Get With The Guidelines is a hospital-based quality improvement initiative designed to ensure that heart failure care is consistent, following the most up-to-date clinical care guidelines and recommendations. Hazleton General Hospital serves as a mentor hospital on the Institute for Healthcare Improvement's website, providing education and clinical tools to other hospitals wanting to improve their heart failure care.

A heart attack can strike at any moment, and the sooner you get emergency care, the greater your chances of survival. That's why Hazleton General Hospital and Lehigh Valley Health Network co-developed an award-winning MI Alert program. The MI Alert program has trained local EMT personnel to quickly identify heart attack victims using state-of-the-art equipment and relay that information to Hazleton General Hospital. Once the patient reaches our facility, the emergency physician and staff on site quickly assess the patient and transfer him or her by way of air or ground transport to our partner Lehigh Valley Hospital, where life-saving cardiac catheterization services are available. Excellent cardiac care is only a heartbeat away.





# Quality



Hazleton General Hospital joined a select group of hospitals recognized in the July 2008 “America’s Best Hospitals” issue of *US News and World Report*. This award recognizes Hazleton General Hospital as among the best in providing heart failure care, for which it received the Get With The Guidelines Silver Performance Award from the American Heart Association.

## Learning Our ABCs

In 2007, Hazleton General Hospital became one of only two hospitals in Pennsylvania to pilot the Baylor Health System’s Accelerating Best Care (ABC) program, an evidence-based quality improvement initiative spearheaded by Pennsylvania State Representative Todd Eachus. Funded through a state grant secured by Representative Eachus, and in partnership with Thomas Jefferson University Medical Center in Philadelphia, Pennsylvania, and Baylor Health System in Dallas, Texas, a team of hospital managers and supervisors completed training on a rapid-cycle methodology of quality improvement. In January 2008, ABC’s quality improvement methodology was adopted throughout our entire organization and is now known as Accelerating Best Care in Pennsylvania. As a result of the work of more than 40 ABC teams currently in place, the Greater Hazleton Health Alliance is meeting and exceeding quality outcomes in patient care based upon national quality baseline measures of performance.

It also was an honor for Hazleton General Hospital to be featured in the July/August 2008 issue of the *American Journal of Medical Quality*. An article detailing our overwhelmingly positive experiences and clinical outcomes utilizing the Accelerating Best Care in Pennsylvania quality improvement program was featured. By adopting the ABC methodology, the Greater Hazleton Health Alliance has committed itself to the enhanced quality improvement of patient care outcomes based on national quality measures.

## Hospitalists Providing Care 24/7

Appropriately managing care during an inpatient stay is paramount to a patient’s quick and full recovery. That’s why we developed a Hospitalist Program, a new initiative that consists of a dedicated group of internal medicine and critical care physicians who specialize only in the care of hospitalized patients. The Hospitalist, an important part of the healthcare team, works closely with a patient’s primary care physician to coordinate the best treatment plan for him or her. This exclusive inpatient focus allows the Hospitalist to devote more time, attention, and energy to addressing the patient’s individual health needs and concerns 24 hours a day, 7 days a week. Because it is important to us for everyone to receive the same high-quality care, our Hospitalists are available to provide inpatient care to any patient who is admitted through our emergency department and does not have a primary care physician. We are committed to ensuring that everyone has access to high-quality care.



Top 5%

of all hospitals for Patient Safety

Top 10%

of all hospitals for Pulmonary Care

Bronze & Silver Awards

for Heart Failure Care



## In Pursuit of Excellence

The Greater Hazleton Health Alliance is not only committed to achieving its mission to providing quality healthcare services and contributing to the ongoing development of a healthier community, but also doing so with the goal of *excellence* in mind. Our efforts have garnered acclaim in the form of awards and recognition from state and national organizations. Here are some of the honors we are proud to have received:

### 2008

Achievement Award for Excellence and Innovation in Healthcare from the Hospital Association of Pennsylvania

Appropriate Care Measure Award, part of the Keystone Healthcare Quality Awards

Most Improved in Quality Award from Quality Insights of Pennsylvania

Patient Safety Performance Award as one of the top 5% of all hospitals for Patient Safety

Pulmonary Care Excellence Award as one of the top 10% of all hospitals for Pulmonary Care

Award in Patient Safety from the National Patient Safety Foundation

Get With the Guidelines Bronze Award for Heart Failure Care from the American Heart Association

Get With the Guidelines Silver Award for Heart Failure Care from the American Heart Association

Listed in *US News and World Report's* Top Hospitals' edition for Quality in Heart Failure Care



# Growth:

Creating environments and practices that allow physicians and caregivers to experience enhanced efficiencies.



## New Technology is Leading the Way

State-of-the-art technology enables our organization to provide the community with some of the finest and most advanced healthcare services available anywhere. That's why we've invested millions of dollars in new technology, equipment, and renovations in 2008. When patients visit any of our healthcare facilities, they can be confident that they are receiving the most optimal care. Through the use of high-speed electronic systems, physicians and caregivers are able to gain immediate access to medical records and view patient information real-time at any of our health facilities or remotely at physician offices, which provides patients and physicians with quicker access to test results to better manage care.



## Implementing the Electronic Medical Record

In May 2007, the Greater Hazleton Health Alliance implemented Phase I of its new Meditech information system, which prepared our organization for implementation of the electronic medical record (EMR). Part of this project was to provide physicians and caregivers at any Health Alliance facility with immediate access to patient laboratory and imaging results electronically. In August of 2008, the hospital went live with Phase II by implementing the Patient Care System (PCS), allowing inpatient clinical documentation to become part of the EMR. There's no more waiting for paper copies of test and treatment results in order to manage patient care. All patient information is safely and confidentially stored in the EMR. The greatest advantage of the electronic medical record is the ability to have immediate access to patient health records at the click of a mouse. This is particularly important in emergency situations



# \$5 Million

is being invested to implement the electronic medical record system, part of a government mandate.

# \$3.2 Million

invested in technology, equipment and renovations in 2008.



when having the most current and complete health information at your caregivers' fingertips is critical. The implementation of the EMR and PCS has taken patient care and safety to an entirely new level at Hazleton General Hospital.

## The EMR is for Babies, Too

The GE Healthcare Centricity Perinatal electronic medical record (EMR) was installed in the Hazleton General Hospital Family Birthing Center. This innovative EMR is designed to further enhance quality care and patient safety during the labor and delivery process. By expanding the depth of clinical information available at the bedside, Centricity Perinatal improves the workflow and helps to drive informed collaborative care across the perinatal continuum. The system provides caregivers with the ability to electronically view patient information at the bedside, giving them access to the latest clinical findings so that they are equipped to deliver safe and appropriate care for mothers and their precious newborns. Everything is electronically and safely stored in the EMR. The system greatly reduces any chance of error and improves the quality and continuity of patient care and satisfaction at Hazleton General Hospital.



## Tele-Burn

A new technology was co-developed by Hazleton General Hospital and Lehigh Valley Health Network to provide burn victims with quicker access to appropriate care. Emergency physicians at Hazleton General can now transfer burn images to Lehigh Valley Burn Center via a special Internet application. Rather than solely relying on verbal communication, the photos enable physicians at both healthcare facilities to consult and interact in a way that only state-of-the-art technology allows. Together, physicians assess the patient and determine an appropriate treatment plan. The technology brings specialty expertise to the bedside and enables our staff to work quickly and efficiently to determine the severity of a burn and to provide the highest level of care.

## The Perfect Image

Another new addition was the installation of a state-of-the-art fluoroscopy unit in the Hazleton General Hospital radiology department. The AXIOM Luminos TF is a top-of-the-line fluoroscopy system that was designed for the complete spectrum of patient profiles—from pediatrics to bariatrics. The high-quality images allow our radiologists and physicians to study the intestinal tract of patients and view the stomach, small intestine, and colon with even more precision. It provides ease of use and comfort and a reduction in radiation, making this a very important diagnostic tool for our patients.

## Recruiting Physicians to Improve Access to Care

The Greater Hazleton area is a diverse community providing many challenges for healthcare providers. From the very young to the young at heart, and from those who are native to America to the visitors and immigrants from other countries, the Greater Hazleton Health Alliance is here to meet the healthcare needs of all. To better meet our community's unique needs, we continue to recruit physicians whose skills reflect the personal needs of the Greater Hazleton area. Fourteen new physicians joined the hospital's medical staff in 2008 in a variety of specialties, including orthopedic surgery, family practice, internal medicine, emergency medicine and podiatry.

## Partnerships in Caring

Quality healthcare is about building relationships with other healthcare providers to increase the availability of high-quality services to our community. Our partnership with Lehigh Valley Health Network has allowed the Greater Hazleton community to experience the acute-care resources of a larger healthcare provider right here at home. This partnership has flourished to include a team of board certified emergency-trained physicians from the Lehigh Valley Physician Group who are ready to quickly and proficiently assess any critical condition. Lehigh Valley also provides Hazleton General Hospital staff with the opportunity to receive the most up-to-date medical training and education programs to remain current on the newest findings in medical care and treatment options for patients. By combining our knowledge and resources, the community has access to the multiple healthcare resources of a larger, acute-care hospital so that we may provide our life saving MI Alert, Stroke Alert, and Tele-Burn programs.



**\$258,000**

spent by the Greater Hazleton Health Alliance in 2008 to recruit high-quality physicians and surgeons to our community.

**\$249,000**

spent on providing free or low cost community programs and services.



## Confidence, Consideration, Caring

The Greater Hazleton Health Alliance recognizes the importance of outpatient services as a vital part of a patient's continuum of care. Since its grand opening in May 2007, the Hazleton Health & Wellness Center has become the premiere outpatient facility in the area, a facility that fosters a culture of confidence, consideration, and caring—one individual at a time. The Hazleton Health & Wellness Center was created as a part of the Greater Hazleton Health Alliance to provide the community with a high-quality, convenient, customer-friendly outpatient center that is committed to healthier lives in the Greater Hazleton area and its surrounding communities. The Greater Hazleton Health Alliance is at the forefront of healthcare, acknowledging the need to develop along with the trends in our community and cultivating a comfortable outpatient environment that offers a variety of services to meet the numerous healthcare needs of our ever-growing and diverse community.





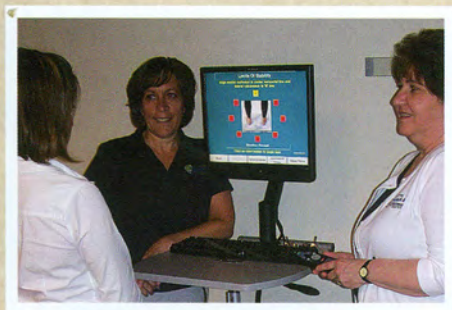
# Community:

We demonstrate our commitment by seeking to understand our community and respond in meaningful ways.



## We Are Our Community

At the Greater Hazleton Health Alliance, we're not just people taking care of people; we're friends taking care of friends, neighbors taking care of neighbors. You can expect this friendly service not only when you enter one of our facilities, but also after you leave. Our staff is regularly out in the community volunteering their time to fulfill our mission of contributing to a healthier community. We do this by providing a variety of free education programs, health fairs, health screenings, school health and wellness programs, and more. The following illustrates some of the many ways in which we are a vital part of the community.



## Caring For Your Children

Prenatal care and parenting instruction are essential to the overall health and well-being of mothers and their precious newborns. To help both get off to a good start, Hazleton General Hospital offers various free or low-cost classes about labor and delivery, parenting, infant/child CPR, and breastfeeding to new parents. Car seat checks and sibling classes are also available.



The Healthy Beginnings Plus program is designed to ensure that all mothers receive the special care they need during pregnancy. This state-funded program is designed to give low-income mothers an opportunity to experience positive prenatal care and is available to pregnant women who are eligible for Medical Assistance. For more information on this special program, call 570-459-0082.

# 3,929 Rides

via our patient shuttles were provided free to patients visiting HGH, HHWC, Healthy Beginnings, or doctors' offices for healthcare services.

# 6,856 Hours

of volunteer time were provided by our staff and physicians to community education and outreach.

# 21,467 Meals

were provided for the Meals-on-Wheels program.



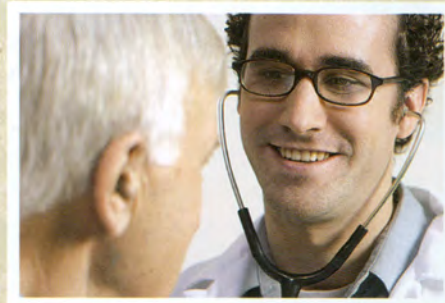
Hazleton General Hospital participates in the Safe Haven program—a free, legal, and confidential way to give up an unwanted newborn at any hospital in Pennsylvania. This state program allows, by law, a parent to give up a newborn to the care of any hospital. As long as the baby has not been harmed, the authorities are not called. A layette is available in the hospital's emergency department waiting area.

## Helping Our Seniors

The Greater Hazleton Health Alliance prides itself in taking care of its own, which includes the young and elderly alike. We provide our senior citizens with a free patient shuttle service to and from the hospital and wellness center for diagnostic testing and rehab therapy, as well as to doctors' appointments. We offer a variety of health screenings, Senior Choice Lunch & Learn programs, health fairs, and meals for the local Meals-on-Wheels program. A new Balance Program was developed with our seniors in mind, so that they may continue to enjoy a healthy and independent lifestyle.

## Awareness: The Key to Disease Prevention

The Greater Hazleton Health Alliance provides the community with quality healthcare information—information that increases awareness and builds knowledge. We are reaching out to the community, young and elderly alike, with preventive healthcare solutions through education on topics, such as cancer, stroke awareness, heart





# Community

disease, and more. Our free community library located at Hazleton General Hospital provides valuable sources of health information. Education and awareness are the keys to prevention. Call our librarian at 570-501-4800.

## Responding to Diversity

The Greater Hazleton Health Alliance welcomes people of all backgrounds without prejudice of age, race, color, national origin, religious creed, financial status, physical or mental handicap, sex or sexual preference.

- To accommodate our growing Hispanic and Latino population, we are adding bilingual staff and physicians to our organization. A telephone translation system, which interprets over 100 languages, is available at all of our healthcare facilities. The addition of a bilingual patient liaison in the Emergency Department and on inpatient nursing floors is helping to break down the communication barrier between the hospital and its patients. Also, essential health documents are produced in Spanish and medical education information is available in Spanish through our Community Health Library.
- People with hearing loss or speech difficulty can now communicate with us through a free text relay link on the homepages of our websites—[www.ghha.org](http://www.ghha.org) and [www.hazletonhealthandwellness.org](http://www.hazletonhealthandwellness.org).
- A leaf symbol has been placed on select furniture, bathroom doors, and equipment throughout the hospital and Hazleton Health & Wellness Center to signify support of above-average weight up to 450 pounds.

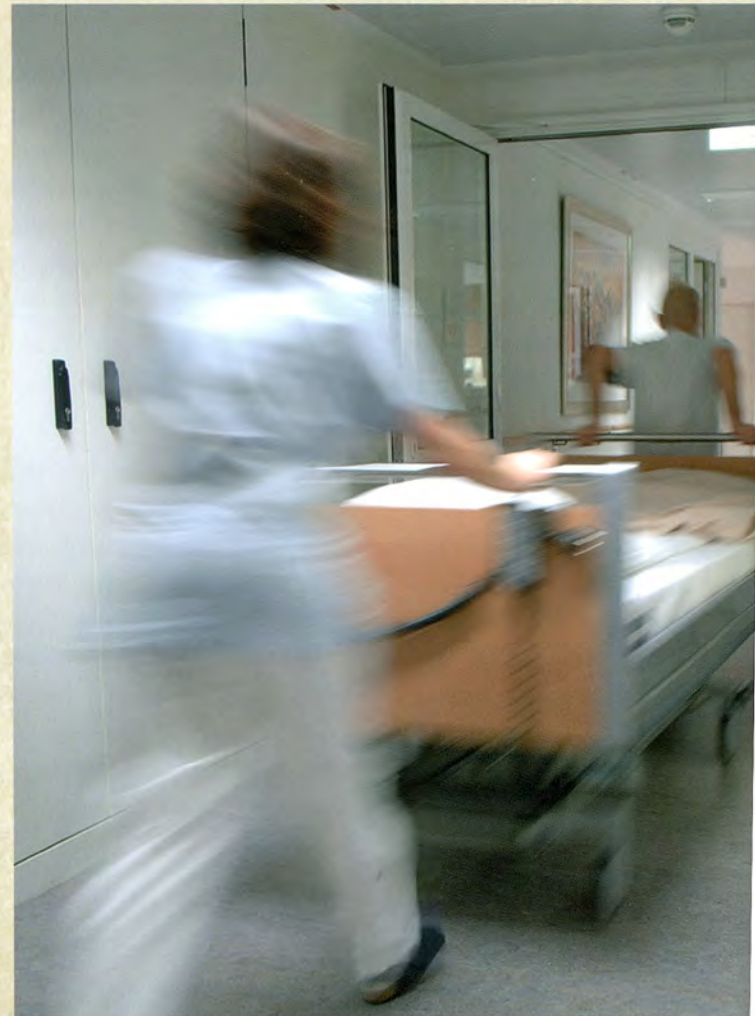


## We're There for You in an Emergency

Our emergency services department plays an important role in our commitment to the community. Our emergency department is open 24 hours a day, seven days a week. Highly-qualified emergency nurses and support staff work in partnership with emergency-trained physicians and physician assistants from the Lehigh Valley Physician Group, as well as local EMS personnel, to provide high-quality care. In the event of an emergency, no one will be turned away, regardless of their ability to pay. Our award-winning MI Alert and Stroke Alert programs are credited with saving many lives of heart attack and stroke victims.

## Charity Care for Those in Need

A central component of the Greater Hazleton Health Alliance's healthcare mission is to provide necessary medical care to the uninsured, underinsured, and financially disadvantaged members of the community. No patient is ever denied emergency treatment due to inability to pay. Financial counselors are available to discuss financial concerns with patients, determine eligibility for government insurance programs, and/or assist with the charity care application process. A discount payment program is also available to patients who don't meet the criteria of charity care or other insurance programs. For more information, contact 570-501-4813.



191 free

health fairs and screenings were provided to the community and area businesses.

117

community education programs were held on a variety of health and wellness topics.

\$135,000

was dedicated to financial sponsorships of community organizations and events.



## Serving our Community in Other Ways

The Greater Hazleton Health Alliance's commitment to the community expands to not only include financial support, but also our employees' eagerness to volunteer their time and effort to help our community become a better place to live, work, and play. Some of the organizations we support include: Meals-on-Wheels, Miller Keystone Blood Center, Chamber of Commerce, American Cancer Society, YM/YWCA, American Red Cross, Serento Gardens, Leadership Hazleton, and the United Way, just to name a few. Involvement in community service is just as important to us as caring for our community's healthcare needs and, hopefully, will remind our community that our hearts are in healthcare.





# Finances:

We are working towards maintaining a financially viable organization through diligent financial stewardship while at the same time giving back to our community.



While we are committed to providing quality services to anyone in the community who needs it, our organization must also ensure financial stability in order to continue to meet the growing healthcare needs of the community. Because the Greater Hazleton Health Alliance is a non-profit organization, it is able to focus more on you—the patient—instead of the shareholders. Ultimately, this means that 100% of any operating revenues in excess of operating expenses is returned back to the community in the form of new or improved services, state-of-the-art technology and equipment, and community outreach programs. By using and supporting your local hospital and participating in its services, you can help assure that high-quality healthcare will be available in Hazleton for many years to come.



**\$13.4  
Million**

contributed in 2008  
to community benefit  
programs.

**100%**

of operating revenues  
in excess of operating  
expenses is reinvested  
back into local healthcare  
services.



## Noteworthy Numbers

Net GHHA revenue	\$103,341,000
Total community benefit	\$13,441,000
Community benefit as % of total expenses	12.9%
% of patient revenue from Medicare	48.5%
% of patient revenue from Medicaid	12.6%
Equipment/technology/renovations	\$3,244,000
Inpatient admissions	7,792
Emergency visits	29,861
Outpatient visits	131,759
Home health visits	17,714
Births	614
Healthy Beginning Plus visits	3,654
Number of employees	961
Employee wages	\$39,092,000
Employee benefits	\$12,268,000
Payroll local tax (including service tax)	\$705,000

## Community Benefit

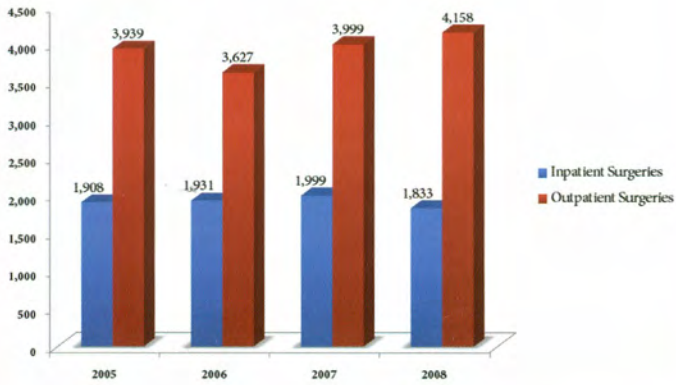
Each entity of the Greater Hazleton Health Alliance contributed to the community benefit programs in 2008 for a system-wide total contribution of \$13,441,000.

<b>Uncompensated Care</b> – the cost of services provided for which no payment is received due to charity care, bad debts, or insurance company denials.	\$4,916,000
<b>Subsidized Health Services</b> – the subsidized cost of providing emergency, anesthesia, imaging, and hospitalist services.	\$3,747,000
<b>Medicare Shortfall</b> – the difference between reimbursement from Medicare and the actual cost of providing care.	\$2,080,000
<b>Medicaid Shortfall</b> – the difference between reimbursement from Medicaid and the actual cost of providing care.	\$1,909,000
<b>Community Outreach</b> – 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.	\$ 789,000

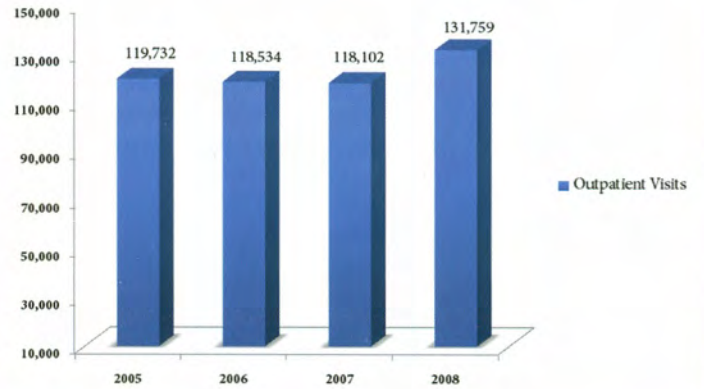


# Finances

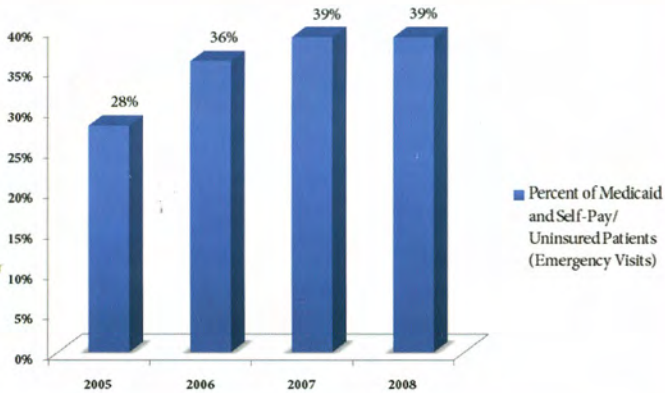
## Inpatient / Outpatient Surgeries



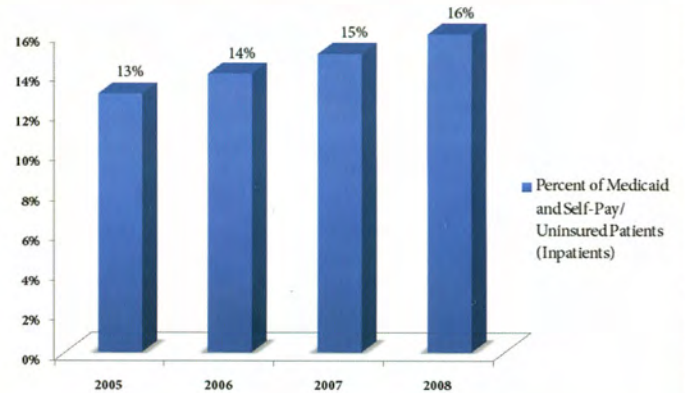
## Outpatient Visits



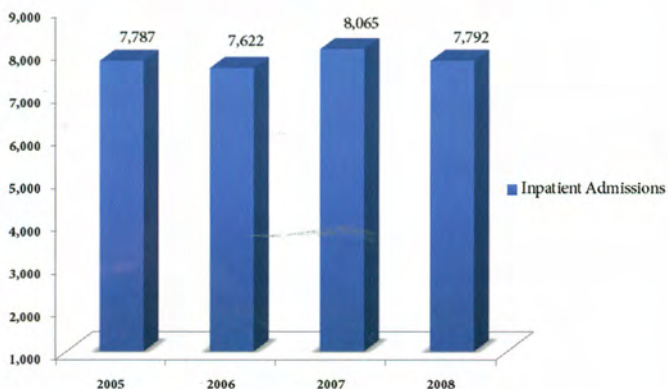
## Percent of Medicaid and Self-Pay/ Uninsured Patients (Emergency Visits)



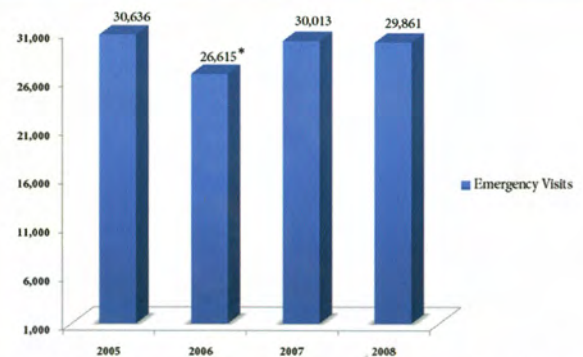
## Percent of Medicaid and Self-Pay/ Uninsured Patients (Inpatient)



## Inpatient Admissions



## Emergency Visits

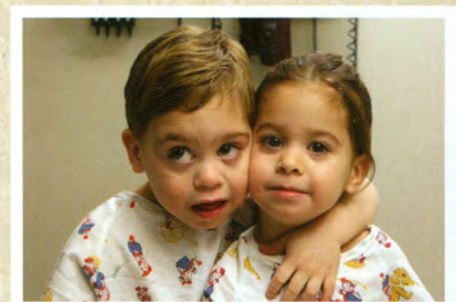
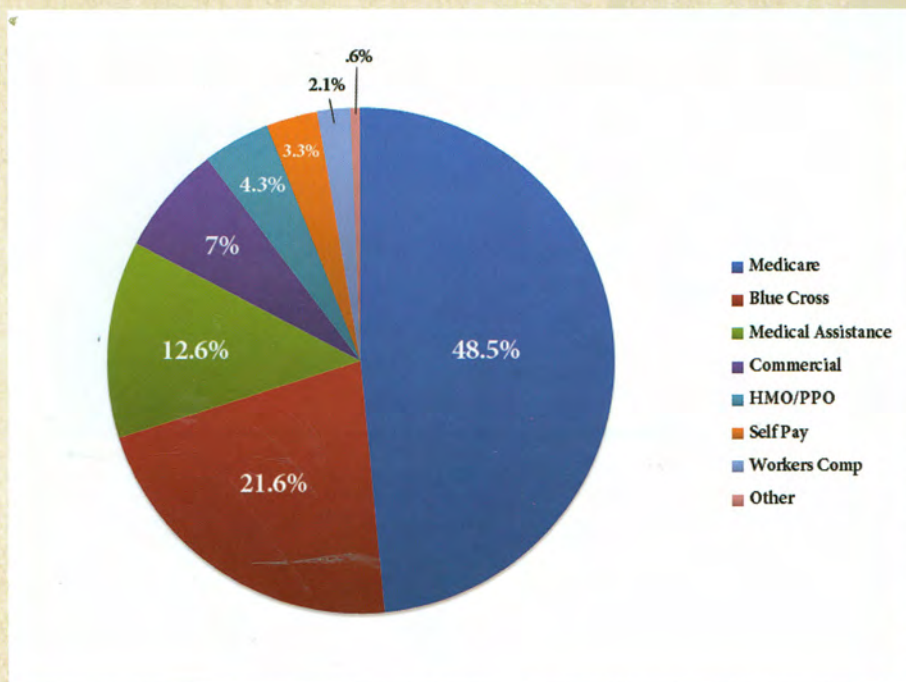


\* Our Urgent Care Center was operational for part of 2005 and 2006 during expansion of the HGH emergency department. Urgent Care visits are not included in 2006 volume shown above.

**\$789,000**  
 spent on providing free  
 or low cost community  
 programs, community  
 outreach, and financial  
 contributions.



### Diversification of Patients Seen by Payor Mix



# Community Service Report 2008

---

**Greater Hazleton Health Alliance**

700 E. Broad Street, Hazleton, PA 18201 | P: 570. 501.4000 | W: [www.ghha.org](http://www.ghha.org)