

Live Well Polk!

Silver
Comet
Trail



FLOYD
Polk Medical Center

2017 Report to the Community

Welcome

We Are Committed to Polk County

April 1, 2012, marked a new beginning for Polk Medical Center.

On that day, the team that manages Floyd Medical Center and its many services began managing the daily operations of Polk Medical Center with a promise to build a new facility. That new, 25-bed critical access hospital building opened two years later as a center for medical care in Polk County, Georgia. Now, Polk Medical Center, backed by the comprehensive resources of the Floyd health system, is thriving.

In 2017, Polk Medical Center, with the support of the Floyd system, was established as a full participant, economic engine and leader in the Polk County community.

Inside this report to the community, you'll see examples of our commitment to quality, the outreach efforts that are touching thousands of lives and the value of Polk Medical Center to our community.

Together, Floyd and Polk contributed \$74.9 million in community benefit efforts and activities to the people of northwest Georgia and northeast Alabama. Polk Medical Center has a \$45 million economic impact on the local and state economies, and nearly every resident, student and employee in Polk County was touched by a Polk community benefit effort in 2017.

More important are the examples of employees who have taken our commitment to quality service and community leadership and lived it out, providing extraordinary acts of compassion and service.

We hope you'll take time to read these stories that help paint a portrait of Floyd Polk Medical Center. We are caregivers, volunteers, community leaders and families who are invested, engaged and committed to providing care that goes beyond expectations to help our community to live well.



- 
- 1 From School Boo Boos to Sideline Support, Floyd Is There
 - 4 Gift to Schools Proves to be a Lifesaving Decision
 - 5 EMS Is Floyd's Frontline for Community Care
 - 6 First Responder Turned Tragedy into Purpose
 - 7 A Look Back: Floyd EMS Has Been Caring for Our Community for 50 Years
 - 9 Polk Medical Center is Working to Help Polk County Live Well
 - 12 Programs Focus on Making Resources Accessible
 - 13 Employees Proud to Help Lead in the Community
 - 15 Mental Health Dialogue Seeks Healthy Solutions
 - 17 Donations Make Lifesaving Supplies Easily Available
 - 19 Susan Wills Celebrates 40 Years at Polk Medical Center
 - 22 Laura Corn is the 2017 Nurse of the Year
 - 23 Quality Awards
 - 25 Polk Expands Physical Therapy Gym and Activity Space
 - 26 Polk Healthcare Foundation Building Relationships to Benefit Community
 - 27 Giving Back at a Glance
 - 28 Health Care Delivery Statistics
 - 28 New Medical Staff
 - 29 Board Members and Executive Leadership
 - 31 Financial Statements

From School Boo Boos to Sideline Support, Floyd Is There

When elementary age students need help with insulin, take prescriptions during the school day or simply have scraped knees or elbows in need of bandages, a Floyd nurse is there, providing medical expertise, comfort and a watchful eye.

“Our schools cannot educate unhealthy children,” said Stephanie Clay, RN, the school nurse at East Central Elementary School. “By providing registered nurses in every school, Floyd is not only assisting with top-notch, comprehensive health care, but also with educating our children, families and community. I love what I do, the families I help and the lives I touch through my career as a school nurse!”

Floyd Corporate Health became the provider of health care to the Rome and Floyd County school systems’ more than 17,000 students and 1,700 employees in August 2016 and added the Polk County School District’s 7,000 students and 700 employees in August 2017.

Nurses Guide, Advise Families

“Through Floyd’s School Nurse Program, I am here to advise, assist and guide families in the most appropriate direction for health care,” said Clay. “When illness hits, getting prompt medical care is important for healing. School nurses are the front-line responders. We are here to treat and send students and their families in that direction.”

School nurses also build relationships, helping children learn that health care is not scary or stressful, but helpful and compassionate.

“It gives a positive impression of health care when a nurse sees a student in the hallway and asks them how their day is or gives them hug,” said Chris Butler, Director of Floyd Corporate Health. “For some of these children, these nurses will be part of their lives for 13 years or more.”

Because the nurses are at the school, they can also share Floyd services with staff and parents, and even recommend physicians if they need one.

“Parents are very likely to read information sent home in a student’s folder, which gives us a great educational opportunity,” said Butler. “Our hope is that one day, when these students become adults, they will remember their school nurse and decide to choose Floyd to care for them and their families.”

Athletic Trainers Serve High Schools

This same philosophy carries over into area high schools as student athletes and their coaches engage with Floyd athletic trainers. Floyd provides Certified Athletic Trainers (ATCs) to every public high school in Floyd, Polk and Chattooga counties, as well as to Darlington and Unity Christian schools. Floyd ATCs recorded more than 35,000 hours of service to more than 1,000 students at a cost of \$1.16 million in FY 2017. Like school nurses, these professionals give students and staff members onsite attention, help them navigate the health care system and provide follow-up care.

In addition to the expert medical care our ATCs provide, something else equally important happens on the sidelines: peace of mind, said Karen Sablon, Director of Floyd Physical Therapy & Rehab.

“Our ATCs are on the sidelines on game day, but also during practice and throughout the school day,” Sablon said. “They work with coaches and students to make sure student athletes can safely compete, and they add an extra tier of medical support in training, preventing injury, observing athletes for signs of injury and providing treatment and triage.”



Floyd Athletic Trainer Sean Burrows serves the athletes and staff at Rockmart High School, home of the 2017 fastpitch softball state champions.





Gift to Schools Proves to be a Lifesaving Decision

When Floyd stepped up to take over and manage the school nurse programs in the Polk County, Floyd County and Rome City schools, everyone involved agreed that it was an opportunity to continue and perhaps improve a good program.

And Floyd Corporate Health, alarmed by the unaffordable prices for families to have EpiPens available, agreed that providing the emergency medicine to each school was worth the expense.

We do those things because we believe strongly in our mission to make health care accessible to the men, women and children who depend on Floyd to take care of their needs, not knowing that those two decisions would make a lifesaving difference for a member of our own family.

Blake, who works in Floyd Physical Therapy & Rehab, experienced firsthand the importance of having a school nurse and an EpiPen available at her daughter's school.

It Was an Ordinary Friday

Ashley started her Friday like so many other football Fridays. She drove her older daughter to an early cheerleading practice and grabbed a quick breakfast with her younger daughter, Sarah, at a local restaurant. She dropped her off at Garden Lakes Elementary School before heading to work.

Sarah is in the fifth grade, and for her, going to school is as routine as brushing her teeth, but this day turned out to be anything but routine.

While sitting in class, Sarah's face turned bright red and began to swell. She was quickly taken to the office of school nurse Drew Nicholson. Sarah was having trouble breathing. She told Nicholson her heart hurt.

Nicholson immediately recognized that Sarah was having an anaphylactic reaction. She reached for one of the two EpiPens in her medicine cabinet and administered the dose of epinephrine. Once Sarah was stable, Nicholson called 911 and Blake.

Blake rushed to the school to find Sarah and Drew surrounded by a paramedic, an EMT, two firefighters and several Garden Lakes staff members caring for her daughter.

After a trip to the Emergency Care Center to be checked out, Blake took her daughter home.

Three months later, Sarah is back in class with her own EpiPen within reach, just in case she has a reaction again.

Sarah Has No Known Allergies

Sarah, who had no known allergies, had experienced a life-threatening reaction to something she came in contact with. After a series of allergy tests and doctor visits, there are no answers as to what caused Sarah's anaphylaxis.

The other unknown is equally scary to her mom.

Blake said she can't bring herself to think what may have happened to Sarah had Nicholson not been at school that day or if that EpiPen was not available. Floyd's decision to develop a School Nurse Program and to supply schools with emergency medicines was absolutely good for the community, but for Blake and Sarah, it's much more personal. It's a decision that may well have saved Sarah's life.



Floyd Nurse, Drew Nicholson

EMS Is Floyd's Frontline for Community Care

When an emergency arises in Polk County or Floyd County, a Floyd ambulance is ready to respond 24 hours a day, seven days a week, continuing a tradition of service that began more than 50 years ago. In fact, Floyd Emergency Medical Services (EMS) celebrated its 50th anniversary in FY 2017.

In addition, EMS is Floyd's front line for community benefit services, recording more than 112,000 points of service through its community benefit activities. In the more than five decades since its founding, Floyd EMS has grown to become a comprehensive community service provider. In FY 2017, EMS reported the following community benefit statistics:

- 138 individuals received CPR and first-aid training from Floyd EMS.
- 5,500 individuals received information, screenings or other assistance at health fairs from Floyd EMS.
- 98,135 lives were touched from EMS staff providing medical care at community and school events.
- 8,630 students received information on careers and safety from Floyd EMTs and paramedics, often with the help of Little Green, the EMS remote-controlled ambulance mascot.

Staff Provides Screenings and Education

Floyd EMS also serves in other ways, providing blood pressure checks and stroke screenings in the community, staging teen safety events and providing Stop The Bleed education.

"I am so proud to be associated with a team of EMS professionals who truly care about the community and those we are privileged to serve," said Bud Owens, Director. "The future is bright as we look toward new technology and innovations that will help to provide exceptional, lifesaving care in the field."

The staff's diligence and commitment to excellence have resulted in Floyd EMS being honored as Service of the Year multiple times both regionally and on the state level. Floyd was named State EMS of the Year three times and Regional EMS Service of the Year six times, most recently in 2017. Today, Floyd EMS includes a staff of over 100 equipped with resources to serve the region well:

- 14 advanced life support ambulances
- 5 EMS equipped all-terrain bicycles
- 4 non-emergency wheelchair transport units
- 3 Four-wheel drive first response trucks
- 2 mobile intensive care ambulances
- 2 non-emergency behavioral transport units
- 2 special events vehicles
- 1 mobile disaster response command center



5,500 individuals received information, screenings or other assistance at health fairs from Floyd EMS.



Floyd's fleet of EMS vehicles provides emergency ambulance and non-emergency transport services to residents of Polk and Floyd counties.



First Responder Turned Tragedy into Purpose

In 2014, 3,179 people were killed and 431,000 were injured in motor vehicle crashes involving distracted drivers. These are tragic losses, but in a world filled with numbers and surveys, we all too often forget that every one of those numbers has a name attached.

Not Marshall Greene.

Each year, Marshall, a Floyd Emergency Medical Services first responder, helps stage a realistic wreck scene to illustrate the results of distracted driving to 1,400 teenagers in Rome and Floyd County. The compelling scene depicts injuries and loss of life, and the grief, fear and regret that follow.

There, with every eye on him, Marshall puts names to those numbers.

Marshall Knows Better Than Anyone

Marshall knows better than anyone the cost of distracted driving. He lost his two sons, Mason, 12, and Zach, 6, in a horrific wreck when his wife briefly took her eyes off the road to check on the boys. The SUV they were riding in was broadsided by a tractor trailer. No one would have blamed Marshall if he had quit his job for another entirely different line of work, but he didn't do that. Instead, he has channeled that devastating loss four years ago into a message that demonstrates a special brand of courage and empathy that is inspiring, humbling and selfless.

Now Marshall's efforts are educating young drivers not only in Rome and Floyd County, but in other locations as well. Working with Georgia State Patrol Troopers and Students Against Distracted Driving, he helped coordinate a distracted driving video that has been viewed more than 1.9 million times and has gotten the attention of others, including the Governor's Office for Highway Safety, and law enforcement officers in Georgia, North Carolina, Kentucky and Ireland.

Some people spend their entire lives searching for the meaning or purpose in a tragic circumstance. Marshall, putting his professional knowledge to use, recognized his own tragedy as an opportunity to make a lifesaving difference that now reaches across the ocean.

A Look Back: Floyd EMS Has Been Caring for Our Community for 50 Years

Floyd Emergency Medical Services is one of the oldest emergency medical services in the state. The service was established July 1, 1966, when the Floyd County Commission asked Floyd Hospital (as Floyd was then called) to take over the county-operated ambulance service to ensure the continued provision of emergency medical service to the community.

Dana Treglown was the first director with John Burnett serving as assistant director and Stanley Payne as third-shift supervisor. In 1967, Floyd trained the area's first emergency medical technicians (EMTs) registered by the American Academy of Orthopedic Surgeons. Four years later, Floyd began administering IV fluids and medicines in ambulances, and in 1973, the service became one of the first to be licensed by the state of Georgia. That same year, Floyd EMS piloted a training course for Georgia EMTs with Coosa Valley Technical School (now Georgia Northwestern Technical College).

Today, EMS is Floyd's primary provider of community benefit services, recording more than 112,000 points of service during the year. And that care, happens all while continuing to be first on the scene when an emergency occurs, 24 hours a day, 7 days a week, 365 days a year.





These Efforts Aim to Help Polk County Live Well

As a not-for-profit community, critical-access hospital, Polk Medical Center regularly assesses the health of our community and looks for opportunities to improve it.

We align our Community Benefit activities with our needs assessment to strategically develop programs that aim to make a difference in these categories. Polk's outreach efforts in the community in 2017 touched more than 41,000 people through educational programs and screenings, support at community events and school-based programs. Polk co-workers and volunteers contributed 232 hours to community endeavors at an expense of \$38,083.

Access to the Care Area Residents Need Starts at Polk

In Georgia, indigent care is the care provided to individuals who live in a family whose combined income falls below 125 percent of the federal poverty level for a family of a specific size. In 2017, a family of four with a total annual family income of less than \$30,375 was eligible for indigent care. Patients who qualify as indigent receive their hospital services at no cost to them.

Charity care is the medical care provided to low-income patients at a discounted rate. Polk Medical Center discounts hospital charges on a sliding scale for patients whose combined family income falls between 125 percent and 325 percent of the federal poverty level for uninsured families of a specific size. An insured family of four with a total annual family income of \$35,450 is eligible for a discount of 80 percent

As part of the Floyd health system, Polk Medical Center is integral to Floyd's efforts to emphasize an integrated community of health care, social service and community leadership. The entire Floyd organization is seeking to leverage community assets to improve the health of residents in Polk, Floyd and Chattooga counties.

As a critical-access hospital, Polk Medical Center annually provides more than \$1 million in free medical services to uninsured and underinsured patients. Polk offers emergency care, subacute rehabilitation, inpatient nursing, imaging, cardiac rehabilitation and many other services, all backed by the comprehensive resources of the Floyd health system.

Corporate Health and School Nurse Programs Provide Care Where Families Learn and Work

When a student in a Polk County school needs a health check, help managing a disease or is injured on the playground, a Floyd school nurse is there. Floyd manages the school nurse program in Polk County, which includes 10 nurses reaching nearly 7,000 students. Floyd has placed athletic trainers in both Cedartown High School and Rockmart High School, providing care on the sidelines and in schools to athletes in every competitive sport offered. These on-campus caregivers have access to Polk Medical Center, Floyd Urgent Care centers in Cedartown and Rockmart, Floyd Primary Care physicians in Polk County and all the services available at Floyd Medical Center in Rome.

In addition to the students who are covered by the 10 school nurses provided in every Polk County school, Polk provides health and safety training programs and career day speakers to students throughout the area. In 2017, 4,385 students benefitted from school-based education programs, and 126 student athletes received free sports physicals.

Finally, approximately 3,100 employees of Polk County businesses and industries benefit from the work of Floyd Corporate Health, which works closely with Polk Medical Center's Live Well Polk! initiative to improve the health and quality of life of workers, while helping industries to improve safety and reduce productivity loss due to work injury or stress.



FLOYD Medical Center

Live Well
floyd

LIVE WELL

GEORGIA



FLOYD
Elizabeth Hernandez
Phone # 800.000.0000

FLOYD
LAB

FLOYD
Polk Medical Center
Leticia Espinosa
Phone # 800.000.0000

Programs Focus on Making Resources Accessible

Mental Health Support Enriches the Lives of Senior Adults

The Senior Enrichment Center at Polk Medical Center provides senior adult mental health services at the hospital. This voluntary, intensive outpatient program provides care two to four times per week for a period of two to six months and includes transportation and lunch on treatment days. This gives seniors professional mental health assistance, and gives their families time for errands or a much-needed break.



Volunteers actively support the community and patient-focused programs at Polk Medical Center.

Work with Local Farmers Helps Provide Access to Good Nutrition

Polk Medical Center's partnership with the Rockmart Farmers Market aims to make fresh produce available to members of the community that is easy to access and affordable. Participants in the Special Supplemental Nutrition Program for Women, Infants, and Children can take advantage of a one-for-two credit system enabling them to further their food dollars while bringing nutritionally better food options into their kitchens.



Education and Screening Programs Bring Information to the Communities We Serve

Throughout the year, Polk and Floyd staff members provide services in the community that put information directly in the hands of the residents of Polk County. Trained cardiopulmonary resuscitation (CPR) and first-aid educators provide CPR and first-aid training to Polk employees, employees of other companies and to members of the public. In addition, Chest Pain program staff provide hands-only CPR training in the community. In 2017, 13 individuals received CPR and/or first-aid training.

Diabetes educators meet with patients in the hospital to help them manage their disease, but they also provide education about prediabetes, diabetes management and other related topics to individuals in the community. In 2017, 875 individuals received free diabetes education from our educators.

Recognizing that a significant number of individuals do not have family physicians or routinely go for annual physical examinations, Polk provides screenings and information at health fairs throughout the area. In 2017, 2,255 individuals received health information at health fairs.

Floyd Emergency Medical Services, supplemented by other departments, is a fixture at Polk community events throughout the year, providing onsite ambulance backup, first-aid stations and medical support when it is needed. In 2017, 3,850 people benefitted from medical care and support at community events.



Community members learned hands-only CPR at one of our Live Well Polk! events.

Employees Proud to Help Lead in the Community

Polk Medical Center believes strongly in the power of community, and we see the value of a strong health care industry as a catalyst for economic development. Polk employees are encouraged to serve in workforce development, coalition building and economic development initiatives in the community.

In 2017, employees volunteered with schools, churches, civic groups and professional organizations to improve every aspect of life:

- Member, Polk County Chamber of Commerce Business Development Committee
- Member, Polk County Chamber of Commerce Board of Directors
- Member, Georgia Hospital Association Center for Rural Health Board of Directors
- Member, Doc Ayers-Ray Beck Foundation Board of Directors
- Member, Faith and Deeds Community Health Inc. Board of Directors
- Member-elect, Polk County Board of Commissioners





Mental Health Dialogue Seeks Healthy Solutions

Teen suicide and the prevalence of opioid abuse have become increasingly common, yet are two subjects individuals still avoid talking about.

Willowbrooke at Floyd organized two events in 2017, including two Live Well Polk! events in Polk County, aimed at opening the lines of communication about these two difficult topics.

Suicide In the Media Spotlight

The suicide prevention event, based on the popular Netflix television show *13 Reasons Why* was designed to help parents, teachers and families learn more about recognizing the warning signs of adolescent suicide and where to get help.

“Our biggest hope for anyone who attends is for them to feel empowered, to know what to look for, how to address the identified needs in the moment and where they can find professional help and intervention,” said Debra Price, a counselor and one of the panelists.

Participants watched a scene from *13 Reasons Why*, then participated in a roundtable discussion led by counselors and therapists who have worked closely with teens and adolescents and have first-hand experience in treating young people who have suicidal thoughts.

13 Reasons Why follows teenager Clay Jensen as he tries to understand why his friend and classmate, Hannah Baker, committed suicide.

Price said *13 Reasons Why* has sparked a positive dialogue on teen suicide.

“However, we need to make sure the dialogue is healthy,” she said. “Suicide should not be glamorized or made to appear valiant in any way. Many people have no idea the second-leading cause of death in adolescents and young adults is suicide.”

The events, held in Polk and Floyd counties, included information about current regional statistics related to suicide, actual suicide signs and symptoms, healthy talking points for parents, teachers, teens and peers, and a question-and-answer session with the panel.

“Leaders are desperate to know what to say, how to say it, and what they can do to help address the need,” Price said.

Opioid Abuse a Growing Issue

As the opioid crisis gained more and more media attention, CNN reported that two Georgia teens who had played Little League together died within half an hour of each other. The young men likely purchased the drugs that killed them from the same dealer.

With stories like that inching ever closer, Willowbrooke at Floyd held events in both Polk and Floyd counties to educate parents, teachers and friends on how to recognize substance abuse, how to intervene when someone you love is addicted.

A staff of counselors and social workers addressed the topics and presented startling statistics.

The New York Times estimates that 52,404 Americans died of drug overdoses in 2015. The Centers for Disease Control and Prevention reported that number reached 63,600 in 2016, 42,249 of those from opioids.

Drug overdoses are the leading cause of death among Americans under 50, according to the Times.

Attendees at both events expressed candid concern and a willingness to learn how to prevent future tragedies by arming themselves with knowledge.



Community members listened to counselors and therapists, including Rachel Camp, right, who shared information, knowledge and experience.



Donations Make Lifesaving Supplies Easily Available

A machine that can shock the heart back into rhythm.

A pen that can deliver a dose of epinephrine.

A kit that can be used to stop profuse bleeding.

Each of these lifesaving medical interventions is now available in Polk County schools and in other key locations in Polk County thanks to the Live Well Polk! community outreach initiative.

Each of the 10 Polk County schools received an automated external defibrillator (AED) and four epinephrine auto injectors, or EpiPens. The potentially lifesaving equipment was provided in conjunction with the Floyd school nurse program. Floyd manages the school nurse program in Polk County, providing a nurse at each of the county's 10 schools.

"We certainly hope this equipment is never needed, but it's comforting to know that it's available," Greg Teems, Interim Polk County Schools Superintendent.

AEDs are portable electronic devices that automatically diagnose irregular heartbeats and are immediately able to treat them by applying an electrical current that helps the heart reestablish an effective rhythm. EpiPens are used to provide immediate treatment for students who experience a severe allergic reaction to insect stings or bites, foods, and other allergens. While many students with known allergies bring their own EpiPen to school, not all are able to because of the expense associated with the device.

"In a perfect world, we would know every student who has severe allergies and each would have his or her own EpiPen, but that's not always the case," Teems said. "Some students may have allergies that haven't yet been diagnosed, and not all who have been can afford to have an EpiPen at home and at school. This gift from Polk Medical Center gives us the peace of mind of knowing that we're prepared if the need for immediate treatment ever arises."

Floyd's Emergency Medical Services (EMS) trained school officials, administrators, teachers and coaches on the proper use of the medical devices.

"We want to make sure every school employee is thoroughly trained and ready to take action if called upon," said Bud Owens, Floyd EMS Director.

Floyd EMS also trained nurses in Polk County schools how to save lives using guidelines from the Stop the Bleed program.

Uncontrolled bleeding due to traumatic injury is the most common cause of death outside of a hospital. The Stop the Bleed program provides training on how to apply tourniquets and pressure to wounds to stop or greatly reduce blood loss.

Responders are trained using a trauma kit that includes a tourniquet, gloves, gauze, bandages and other supplies that stop life-threatening bleeding on an injured person.

"Stop the Bleed gives the immediate responder the knowledge and the tools to stop the bleeding and save a life," says Rick Cobb, Projects/Support Coordinator with Floyd EMS.

The Georgia Trauma Foundation, Georgia Trauma Commission, the Georgia Society of the American College of Surgeons and the Georgia Committee on Trauma launched the program statewide, providing 12 bleeding control kits to every public school in the state.

Matt Gorman, Polk Medical Center Administrator, sees the relationship with the school system as an extension of the care provided by the hospital every day.

"Partnerships like this one with Polk County Schools are key to helping us carry out our mission at Polk Medical Center, which is to develop meaningful programs that improve the health of our community," Gorman said. "I honestly believe that a program like this will save lives, and I can't imagine a greater calling, so we're grateful for this opportunity to give back."

Teems points to partnerships like the one with Polk Medical Center as being vital to a school system's success.

"I hate to use a cliché, but it really does take a village to raise a child," he said. "We rely on partnerships like this one and are grateful for organizations like Polk Medical Center that are willing to step up and help us take care of our students."

In addition to providing assistance to area schools, Polk Medical Center and Floyd EMS, when possible, will provide training and assistance to other community groups.



Susan Willis Celebrates 40 Years at Polk Medical Center

If you had known Susan Willis as a little girl, you would never have guessed that one day she would be celebrating her 40th anniversary as a registered nurse at Polk Medical Center.

“When I was a little girl I would almost faint at the sight of blood,” Willis recalls, a trait that made her doubt her calling to the profession.

“My father became very ill and was a patient at Polk General Hospital. Every day I would visit with him I would watch the nurses and doctors care for my father. Each day I had a longing in my heart to be a nurse,” she said, although she wasn’t too sure about entering a role that would put her in regular proximity with blood. “My father was sick for a long time, and soon I knew nursing was my calling.”

Willis was honored at Floyd’s annual Celebration of Service in 2017 for achieving 40 years of service at Polk Medical Center.

Missy Puckett, a former co-worker who now works in Nurse Recruitment and Retention, said Willis is one of her mentors.

“Susan is a wonderful caregiver who has been instrumental in my growth as a nurse,” Missy said. “She’s a pioneer in our area and a real role model for nurses who are just beginning their career.”

After high school, Willis applied and was accepted into the nursing school at Paulding Memorial Hospital in Dallas, Georgia. She started class with an armload of books and a one-year-old in tow.

“I had no idea how hard this journey would be,” she said. “However, I didn’t falter. I finished the program, passed my boards and went to work at Polk General Hospital, the hospital where she was born and where she watched other nurses care for her father. “Since I was born at Polk General Hospital, I often say I just stayed. When I went for my interview, I was so excited to get the job I didn’t even ask how much the salary was.”

Her starting pay was \$1.72 per hour.

Those early days of nursing were a far cry from what they are today.

“When I started working, we had metal bedpans and call lights that would show the room number on a board. We had no phones, TVs or bathrooms in the patient rooms. There were no outpatient procedures or surgeries, and patients would often come to the hospital for a week of rest.


“Nursing has certainly seen many changes during my career. We did everything on paper, now we do everything on computers. We had X-ray films. Now X-rays are digital. When I started nursing, there was no ambulance service. Local businesses owned and operated ambulances, most of the time with little to no lifesaving equipment.”

Over the course of her career, Willis said she has been a part of important firsts that helped her to see just how life-changing the role of a nurse can be.

“I was a part of the very first tPA (a blood clot-dissolving drug) being given at Polk. This was given to a patient having a heart attack. I felt like I was a part of a miracle. Now patients really do receive miracles with open-heart surgeries. Most any surgery can be performed as an outpatient procedure instead of a two-week hospital stay.”

Although Willis has worked in almost every aspect of nursing, she has worked for the past 25 years in the Emergency Department. When she first started there, there was no in-house physician. Nurses would triage patients and reach out to an on-call doctor to get orders for treatment. Today, the Polk Emergency Department is staffed with a physician around the clock and a nurse practitioner for 12 hours each day.

Willis said she only sees patient care improving and envisions a day when computers will become even more integrated into caring for patients, especially those in rural areas.



“For hospitals that do not have all the specialist physicians, I see this being a great asset. Each day that I work, I see progress in patient care,” she said. “Nursing is more challenging every day. We have better equipment, more technology and better communication than ever.”

“When plans were made to build a new hospital, I just could not imagine what working in a different hospital would be like. I carried my grandson to the ground breaking. I wanted him to be a part of such a special day. I couldn’t quite grasp the reality of a new hospital. After all, I would be leaving my home. When opening day came, I was filled with emotion. I drove past my old home that morning on my way to the new Polk, and I realized how much this place had meant to me and to so many others in our community. I arrived at the new Polk with much anxiety, but as the morning started, I soon realized this is my new home. I started a new day and began receiving blessings in a new place.

“I am so blessed to be able to work in such a beautiful facility that offers healing to every single person who enters the doors. And, when I have walked the ten thousandth step in my shift, I hope to have given comfort to someone and to the people that love them. My goal is to be able to end my shift with a full heart no matter what the challenge has been.”



Laura Corn is the 2017 Nurse of the Year

Growing up, Laura Corn was surrounded by nurses and health care workers.

“My sisters and aunts all worked in health care, and we had family members we helped care for with debilitating illnesses,” she said. “I grew up caring for them, and it was something I enjoyed.”

Later, Corn’s older sister worked as nurse in the Emergency Care Center at Floyd Medical Center.

“I looked up to her, and she inspired me to want to be a nurse,” she said.

Those early experiences and that sister’s inspiration planted a seed that resulted in a career for Corn, and ultimately, being named Polk Medical Center Nurse of the Year in 2017.

Laura, a registered nurse in Polk Medical Center’s Emergency Department, started her nursing career at Floyd Medical Center in 1998, before joining the staff of Polk Medical Center where she has become known for her compassionate approach to patient care.

“Laura is an excellent nurse,” said Tifani Kinard, Chief Nursing Officer at Polk Medical Center. “The kindness she demonstrates each day, along with her clinical proficiency, make her a role model for those of us who work beside her.”

“I am passionate about my job in the emergency room. I love the fact that every day I step through the doors I never know what is in store for the day, whose lives will be saved today or impacted by my care,” Corn said. “I enjoy caring for and making a difference in the lives of others.”

Technological advances are a gift, when used appropriately, Corn said, and that is the advice she shares with young nurses.

“Technology has changed so much, but the basic needs of the patients remain the same,” she said.

“If I had to give nursing advice to others as they pursue a career in nursing, it would be to always put the needs of your patients first,” she said, noting that as technology has become more integrated into the practice of nursing, it’s easy to be consumed by it.

“Treat patients as if they were your family. Take time to get to know them and really talk to them,” she advises. “Making a difference in people’s lives and saving lives is so rewarding.”

Also rewarding is the sense of teamwork in the Polk Medical Center Emergency Department, she said.

“We are a huge work family,” Corn said. “I have to give them credit for helping me to be the nurse I am today.”

Kayla Morris was honored as Certified Nursing Assistant of the Year.

“Like Laura, Kayla begins every day with the goal of providing outstanding care for our patients and their families,” Tifani said. “She has a positive attitude that’s proven to be contagious to those around her.”

The awards were presented at the beginning of Polk Medical Center’s recognition of Nurses Week.

“Making a difference in people’s lives and saving lives is so rewarding.”

Quality Awards

Polk Medical Center Recognized with Silver Plus Award for Heart Failure Care

Awarded by the American Heart Association/American College of Cardiology Foundation for meeting quality achievement measures for the diagnosis and treatment of heart failure patients.



Polk Medical Center Earns Chest Pain Center Accreditation

Chest Pain Center Accreditation from the Society of Cardiovascular Patient Care (SCPC) recognizes hospitals that have integrated evidence-based care, quality initiatives, clinical best-practices and the latest guidelines into caring for cardiovascular patients.



Heyman HospiceCare 2018 Hospice Honors Elite Award for Outstanding Customer Satisfaction

Deyta Analytics recognizes hospice programs that provide the highest level of quality as measured from the caregiver's point of view.



Floyd Primary Care Gains NCQA Patient-Centered Medical Home Designation

The National Committee for Quality Assurance (NCQA) recognizes primary care practices that combine teamwork and information technology to improve care and the patient care experience, and to reduce costs. Medical homes foster ongoing partnerships between patients and their personal clinicians, instead of approaching care as a series of office visits.



Floyd received Level 3 recognition, the highest offered by the NCQA.

Floyd Emergency Medical Services Named Region 1 Service of the Year

"Our team of EMS professionals serve and care for others in such extraordinary ways," said Bud Owens, Director of Floyd Emergency Medical Services. "I see them impacting our patients in such a positive manner as they continually go above and beyond to serve others."



Along with being named Service of the Year, two Floyd EMS professionals received individual awards. Paramedic Tony Cooper received the Dr. James Creel, Jr. Pioneer of the Year Award, while Paramedic Don Taylor was honored with the Dr. Paul Nassour Lifetime Achievement Award.

"These awards are proof positive that Tony and Don have earned the respect of their peers through excellent service and dedication to their patients, to their co-workers and to Floyd," Owens said. "I can't think of two more deserving individuals."



Polk Medical Center
Kaita
Nurse Practitioner

American Heart Association American Stroke Association
Kay Johnson

HF

The American Heart Association proudly recognizes

**Polk Medical Center
Cedartown, GA**

Get With The Guidelines® Heart Failure SILVER PLUS
Achievements Award Hospitals

The American Heart Association recognizes the hospital for its continued success in using the Get With The Guidelines® Heart Failure program. Thank you for working the right up-to-date evidence-based treatment guidelines to improve patient care and outcomes to the maximum you can.

Kay Johnson
Nancy Miller
Executive Director

Paul A. Thompson, MD
Paul A. Thompson, MD
Medical Director
Heart Failure

Stewart Hamer
Stewart Hamer, MD
Medical Director
Heart Failure

2017
GET WITH THE GUIDELINES
HEART FAILURE
SILVER PLUS

AMERICAN HEART ASSOCIATION

Polk Expands Physical Therapy Gym and Activity Space

Renovations and an expansion of the Physical Therapy gym at Polk Medical Center resulted in the ability for more patients to use the space at the same time while using a variety of therapy equipment.

The expansion includes private areas for one-on-one auditory and speech therapy, areas for physical therapy and space for occupational therapy patients to practice activities of daily living, including a working kitchen where patients can prepare hot meals and a working laundry room where patients can practice washing, drying, folding or hanging clothes. The gym project also includes office space for Rehabilitation Services staff.

“The enlarged facility gives patients the opportunity to practice adaptive techniques using adaptive equipment in a realistic setting,” said Rehabilitation Services Program Leader Beth Dorsey. Adaptive techniques and equipment are processes and tools that can help patients with compromised mobility or function continue to live independently. These may include walkers or canes and items such as poles with grips on them that enable patients to reach items on shelves or at the back of a counter.

The \$246,000 project, which was completed in Spring 2017, also includes an expansion of the activities room on the hospital’s West Wing, allowing for more classes and activities for patients in Polk’s Sub-acute Rehabilitation program.



Practicing activities of daily living such as laundry help patients prepare to be more independent.



Polk Healthcare Foundation Building Relationships to Benefit Community

\$10,000 Awarded to Polk Healthcare Foundation from Golf Tournament

The Doc Ayers-Ray Beck Community Foundation donated \$10,000 to Polk Healthcare Foundation. The donation was used to purchase a Typhon EPR, a high-level disinfection system for ultrasound equipment.

The annual Doc Ayers-Ray Beck Golf Tournament is hosted by Polk Healthcare Foundation in partnership with the Doc Ayers-Ray Beck Community Foundation Inc. Proceeds from the tournament provide financial support to community organizations, including Polk Medical Center, and to fund scholarships for local students.

For more information about the tournament, contact Cassidy Carter with Floyd Healthcare Foundation at 706.509.3290.



Doc Ayers, left, is a smiling presence at the annual golf tournament named for him and Ray Beck. Ayers is a former University of Georgia football player who later coached football at Cedartown High School and served as an assistant coach under Vince Dooley at UGA. Beck played football at Cedartown High, was an All-American at Georgia Tech and played professionally for the New York Giants.



Foundation and Polk Employees Team Up to Help School Nurses

Polk Healthcare Foundation and SPIRIT, an employee-based giving program at Polk Medical Center, combined to provide \$3,600 for equipment needed by the school nurse program at Polk County Schools.

The money was used to purchase otoscopes, pulse oximeters and medical-grade thermometers. An otoscope is a lighted tool that lets a health care provider see inside the ear. Oximeters measure the oxygen level of the blood.



Floyd's School Nurse Program has placed nurses in each of Polk County's 10 schools.

Lindsay Smith, SPIRIT co-chair at Polk Medical Center, said it was not difficult to get her co-workers to give. "It's easy to get them to donate when they realize it is something that will benefit the community," Lindsay said.

Giving Back at a Glance

In 2017, Floyd and Polk together provided \$74.97 million in community benefit services. Floyd Medical Center and Polk Medical Center together provided \$32.9 million in indigent and charity care to patients who either received free care or paid a discounted rate for their care.

Unreimbursed Care

\$2,480,000



41,000

people touched by community benefit activities



7,000

Polk County students covered by 10 school nurses provided by Floyd



4,385

students benefited from school-based education programs



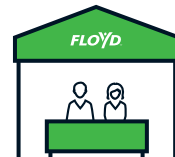
\$2,183

in free prescriptions to low-income, uninsured patients



3,850

people benefited from medical care and support at community events



2,255

individuals received free health information at health fairs



\$1.17

unreimbursed indigent care



2,646

mammograms were provided to women in our service area



875

individuals received free diabetes education

Health Care Delivery Statistics

	2016	2017
Emergency Department Visits	28,159	28,870
Total Admissions	500	380
Inpatient Admissions	107	85
Observation Admissions	393	295
Patient Days	776	586
Inpatient Days	266	199
Observation Patient Days	510	387
Outpatient Visits *	10,068	6,970
Radiology Procedures	33,107	33,683
Surgery Cases	162	133

*Outpatient excludes Emergency Department visits. Outpatient includes: Clinic Visits, Senior Enrichment Visits, Pulmonary Rehabilitation Visits, Cardiac Rehabilitation Visits, Respiratory Emergency Department Treatments

New Medical Staff

The following physicians joined the Polk Medical Center medical staff between July 1, 2016, and December 31, 2017.

Anesthesiology

Ellen Boney, M.D.
Anne Cowan, M.D.
Brian Kinder, M.D.
Christopher Paul, M.D.
Ashley Ryan, M.D.

Cardiology and Internal Medicine

Kipp Slicker, D.O.

Diagnostic Radiology

Mark Brinckman, M.D.
David Costantino, M.D.
Scott Glasser, M.D.
Christine Kassis, M.D.
Adam Kowalski, M.D.
Kier Marshall, M.D.
Adams Moore, M.D.
Hari Charan Reddy, M.D.
Matthew Schmitz, M.D.
Perry Stevens, M.D.
Clayton Vandergriff, M.D.
John Wendel, M.D.

Emergency Medicine

Kirby Peden, M.D.
Hanna Saade, M.D.

Ophthalmology

David Herren, M.D.

Orthopedic Surgery

Bradford Wall, M.D.

Palliative Care

Gerald McCormick, D.O.

Pediatric Radiology

John Wendel, M.D.

Board Members



George Bosworth, M.D.
Chairman, Floyd Healthcare Management Inc.; Member, Floyd Healthcare Resources Inc.; Member, Polk Medical Center Inc.



Harold Wyatt, Jr.
Chairman, Polk Medical Center Inc.; Chairman, Cedartown-Polk County Hospital Authority



Todd Bussey
Member, Polk Medical Center Inc.



Bruce Casey
Member, Polk Medical Center Inc.; Member, Cedartown-Polk County Hospital Authority



Lee Cummings
Member, Polk Medical Center Inc.; Member, Cedartown-Polk County Hospital Authority



Darroll Freeman
Member, Polk Medical Center Inc.; Member, Cedartown-Polk County Hospital Authority



Neil E. Gordon, M.D.
Member, Polk Medical Center Inc.



Richard Jewell, O.D.
Member, Cedartown-Polk County Hospital Authority



Larry Kuglar
Member, Floyd Healthcare Management Inc.; Member, Polk Medical Center Inc.; Member, Cedartown-Polk County Hospital Authority



Frank Shelley
Member, Floyd Healthcare Management Inc.; Member, Polk Medical Center Inc.; Member, Cedartown-Polk County Hospital Authority



Kurt Stuenkel
Secretary, ex-officio voting member, Floyd Healthcare Management Inc.; Secretary, ex-officio non-voting officer, Floyd Healthcare Resources Inc.; Secretary, ex-officio non-voting officer, Hospital Authority of Floyd County; Member, Polk Medical Center Inc.



Sondi Smith Vest
Member, Polk Medical Center Inc.



Brad Ward, M.D.
Member, Floyd Healthcare Management Inc.; Member, Polk Medical Center Inc.

Executive Leadership

Kurt Stuenkel
President and Chief Executive Officer

Rick Sheerin
Senior Vice President and Chief Financial Officer

Rick Childs
Vice President, Revenue Cycle Management

Tommy Manning
Corporate Counsel

Warren "Sonny" Rigas
Executive Vice President and Chief Operating Officer

Beth Bradford
Chief Human Resources Officer

David Early
Vice President, Support Services and Operations

Greg Polley
Vice President of Network Operations

Sheila Bennett
Executive Vice President and Chief of Patient Services

Jeff Buda
Vice President and Chief Information Officer

Taunya Faulkner
Vice President for Performance Improvement

Julie Rogers
Corporate Compliance Officer

Matt Gorman
Vice President of Corporate and Network Services

Financial Statements

Assets

2017

2016

Current assets:

Cash and cash equivalents	\$ 7,636,794	\$ 14,534,150
Assets limited as to use, current	850,410	392,184

Patient accounts receivable, net of estimated uncollectibles of approximately \$15,500,000 in 2017 and \$14,800,000 in 2016	5,836,762	5,908,303
---	-----------	-----------

Supplies	237,146	260,429
----------	---------	---------

Other current assets	<u>539,821</u>	<u>620,721</u>
----------------------	----------------	----------------

Total current assets	<u>15,100,933</u>	<u>21,715,787</u>
-----------------------------	-------------------	-------------------

Assets limited as to use:

By board for capital improvement	12,001,567	-
----------------------------------	------------	---

Under indenture agreement - held by trustee	850,410	392,184
---	---------	---------

Less amount required to meet current obligations	<u>850,410</u>	<u>392,184</u>
--	----------------	----------------

Noncurrent assets limited as to use	<u>12,001,567</u>	-
--	-------------------	---

Property, plant and equipment, net	<u>30,210,194</u>	<u>33,082,014</u>
------------------------------------	-------------------	-------------------

Total assets	<u>\$ 57,312,694</u>	<u>\$ 54,797,801</u>
---------------------	----------------------	----------------------

Liabilities and Net Assets

Current liabilities:

	2017	2016
Current portion of long-term debt	\$ 154,146	\$ 56,465
Accounts payable	556,542	1,005,679
Accrued salary	157,440	116,822
Accrued benefits	794,854	680,666
Other accrued expenses	760,375	274,580
Estimate third-party payor settlements	711,740	3,721,861
Due to Floyd Healthcare Management Inc.	<u>1,475,692</u>	<u>1,457,176</u>

Total current liabilities

4,620,789

7,313,249

Long-term debt, net of current portion

36,966,665

37,416,421

Total liabilities

41,587,454

44,729,670

Net assets - unrestricted

15,725,240

10,068,131

Total liabilities and net assets

\$ 57,312,694

\$ 54,797,801

Income Statement

Unrestricted revenues, gains and other support:

	2017	2016
Patient service revenue (net of contractual allowances and discounts)	\$ 46,539,362	\$ 39,787,516
Provision for bad debts	<u>(16,220,297)</u>	<u>(12,645,020)</u>

Net patient service revenue

30,319,065

27,142,496

Other operating revenue

219,789

574,616

Total revenues, gains and other support

30,538,854

27,717,112

Expenses:

Operating expenses	20,472,911	17,935,869
Interest expense	1,317,280	869,956
Depreciation	<u>3,110,822</u>	<u>3,470,192</u>

Total expenses

24,901,013

22,276,017

Operating income

5,637,841

5,441,095

Nonoperating income:

Investment income	<u>19,268</u>	<u>5,623</u>
-------------------	---------------	--------------

Excess revenues

\$ 5,657,109

\$ 5,446,718

