



# Phoebe

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## Community Report 2017–2018



# PHOEBE BY THE NUMBERS

**807,306**  
population service area



**4** acute care  
hospital facilities



**41** counties  
served



**4,191**  
Phoebe Family members



**292** employed  
providers\*



**\$320M**  
in community benefits\*\*



**119,640**  
ED visits



**21,434**  
admissions\*\*\*



**792**  
beds



**16,646**  
total surgeries



**2,708**  
births



# A LETTER FROM OUR CEO



Joel Wernick  
President & Chief Executive Officer  
Phoebe Putney Health System

Dear Community Members,

2017 was a challenging year for our community. Southwest Georgia was ravaged by back-to-back, devastating natural disasters, but those difficult days revealed the true character of the people who call our region home. As we have for more than a century, Phoebe played a vital role in helping our community overcome obstacles and forge ahead with a determination to be better.

When January's dual storms hit, we loaned our emergency preparedness coordinator, Gary Rice, to the local government to help city and county leaders coordinate with state and federal officials to get the aid our area needed. He was later honored for his service as a Hospital Hero by the Georgia Hospital Association. Phoebe opened a temporary clinic in a tornado-devastated neighborhood and sent clinicians street by street to check on residents, volunteers and first responders. We made sure our employees who were impacted by the storms had places to stay, food for their families and money for other necessities. Phoebe was also the first sponsor to sign on to Grow Albany's effort to replant thousands of trees lost in the storms.

Our disaster response should come as no surprise. We strive to respond to the needs of our community every day. In fiscal year 2017, our health system provided \$320M worth of community benefit. We were instrumental in organizing community coalitions to lower diabetes rates and improve birth outcomes, two major issues identified by our community health needs assessment. At a time when Affordable Care Act (ACA) enrollment decreased across the country, the number of people enrolled in ACA policies in Dougherty County increased due to our drive to ensure those in our community had proper health coverage.

This year, we continued to recruit excellent clinicians from around the country and opened new clinics in Camilla, Ellaville and Buena Vista in order to provide increased access to primary and specialty care throughout the region. Our new Flaggstone apartment complex for Phoebe Family Medicine Residency will help us continue to attract the best and brightest students and residents who are committed to our cause.

At Phoebe, we are constantly developing and delivering specialized capabilities that simply do not exist in communities of similar size around this country. Unlike for-profit hospitals that use their revenue to pad the pockets of investors, Phoebe remains committed to reinvesting revenue in programs and technology that benefit our patients. For example, we are the only hospital in the region to offer Transcatheter Aortic Valve Replacement (TAVR). Phoebe also became the second Georgia hospital outside Atlanta to earn designation as a Baby-Friendly Hospital, an achievement built on five years of hard work, to make sure we are supporting the absolute best practices in maternal care.

Phoebe is much more than a hospital. We are an integral part of southwest Georgia, a fundamental community asset, an indispensable economic engine and an innovative leader in healthcare and community service—proactively reaching out to meet the needs of the people whom it is our guiding mission to serve. We are a tight-knit team dedicated to meeting your healthcare needs and committed to making southwest Georgia a better place to live, work and play. That is our mission and our passion, and it is what we pledge to continue to do in the years ahead and for generations who follow.

\*Phoebe Physicians and Advanced Practice Providers \*\*Includes charity care and uncompensated care \*\*\*Admissions exclude newborns, psychiatry, rehabilitation and long-term care.

## ABOUT OUR COMMUNITIES



DOUGHERTY, WORTH, SUMTER AVERAGE    GEORGIA

### DOUGHERTY COUNTY

**21K** eligible for expanded Medicaid

**3K** eligible for subsidized exchanges

**24K** uninsured individuals

### GEORGIA

**1.4M** uninsured residents

**4<sup>th</sup>** most uninsured residents

“Healthcare challenges continue to mount in our rural communities, but Phoebe is determined to buck those trends by investing in our hospitals and clinics in smaller communities and redoubling our efforts to increase access to primary and specialty care for rural southwest Georgians.”

Suresh Lakhanpal, MD  
President  
Phoebe Physicians



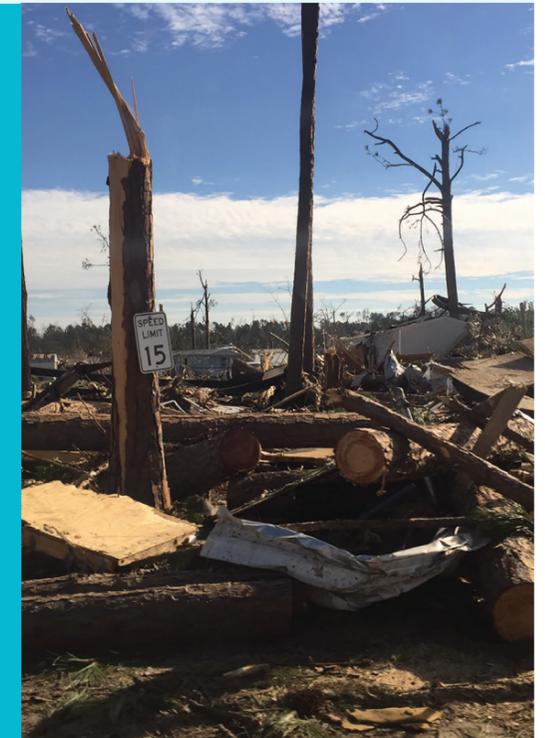
## STORM RECOVERY

In January of 2017, two severe storms in the span of just one month caused \$3.6 million in devastating damage to 36 Phoebe buildings and negatively impacted more than 400 employees.

Our dedicated Phoebe Family members worked tirelessly with local partner organizations to provide immediate help – both financially and physically – to those impacted by these storms. The kitchen staff at both Phoebe Main and Phoebe Worth prepared and delivered hundreds of meals for victims, volunteers, first responders and city employees. Phoebe Worth opened their doors to the community by providing patient rooms for families left without power, and employees even pooled their own money to help a fellow Phoebe Family Member. Phoebe was also proud to become the first Premier Sponsor of Grow Albany, giving a \$20,000 donation towards the rebuilding of Tift Park; additionally, hundreds of employees donated their time to replant lost trees in Tift Park.

We are grateful for our Phoebe Family members who selflessly lent their time and talents, exemplifying what it truly means to be a part of the Phoebe Family.

### BY THE NUMBERS



### FUNDRAISING EFFORTS

Employees bought more than **1,000** t-shirts to raise money for storm damage

T-shirt sales raised more than **\$20,000** for disaster relief for the Phoebe Family

Phoebe employees donated more than **\$35,000** to the Employee Aid Fund

Vizient gave **\$40,000** from hospitals all over the country as a unified response to help our affected employees

Phoebe vendors contributed **\$8,500** to disaster relief for the Phoebe Family

## SERVING OUR COMMUNITY



### COMMUNITY CARE CLINIC

Our Community Care Clinic allows patients to receive quality care for many urgent healthcare needs at a lower cost, saving patients time and money as well as reducing ER congestion.

**37,132** Community Care Clinic cases from March 2017 – July 2018

**\$37.6M** community healthcare expenses saved

### ADVANCING MEDICAL TREATMENT

Phoebe is dedicated to providing the most advanced care to patients. A few of our advancements this year include:

 Our heart valve team developed a structural heart program and completed more than 40 TAVR cases in less than 2 years.

 Phoebe added a new low-dose 256-slice CT, which captures a complete image of the heart or brain in little more than half a second—the only one in our region.

 The Phoebe Cancer Center added new technology and enhancements to Genetic Counseling to halt cancer before it starts.

### IMPROVING POPULATION HEALTH

We are continually seeking ways to promote the overall wellness of our community and elevate awareness around preventive and proactive health through education, events, partnerships and community outreach. This year we spearheaded coalitions to address major health issues in our region, including:

- Diabetes Coalition
- Low Birth-weight Coalition
- Opioid Task Force

## OUR VOLUNTEERS

At Phoebe, our volunteers are an important part of our care team. Each year, hundreds of volunteers offer their talents and time to directly serve our patients and their families, lighten the loads of busy staff members and help the daily operation of our healthcare system run smoothly.

From all of us at Phoebe, thank you to all of our volunteers for your service. You are a valuable part of the Phoebe Family!



**55,532**  
volunteer hours FY17



**492**  
volunteers



**Mary has been a volunteer at Phoebe since 1994. She has helped calm countless patients in the Emergency Center and Infusion Center for years. We are proud to name her the 2017 Volunteer of the Year!**

*Mary Bullion  
Volunteer of the Year*



**8,960**  
hours of support services



**1,926**  
hours of special events



**16,261**  
hours of direct patient contact



**15,304**  
hours of direct family and visitor contact



**13,081**  
hours of sewing and craft services



# PHOEBE PUTNEY MEMORIAL HOSPITAL



## SERVICES INCLUDE

- 24-hour Emergency Care Services
- Cancer Care
- Critical Care
- Gastroenterology
- General Surgery
- Heart & Vascular
- Home Health
- Hospice & Palliative Care
- Imaging
- NICU & Transport
- Neurology
- Orthopaedics
- Rehabilitation Services
- Sleep Center
- Women's & Children's Services
- Wound Care

## QUICK FACTS

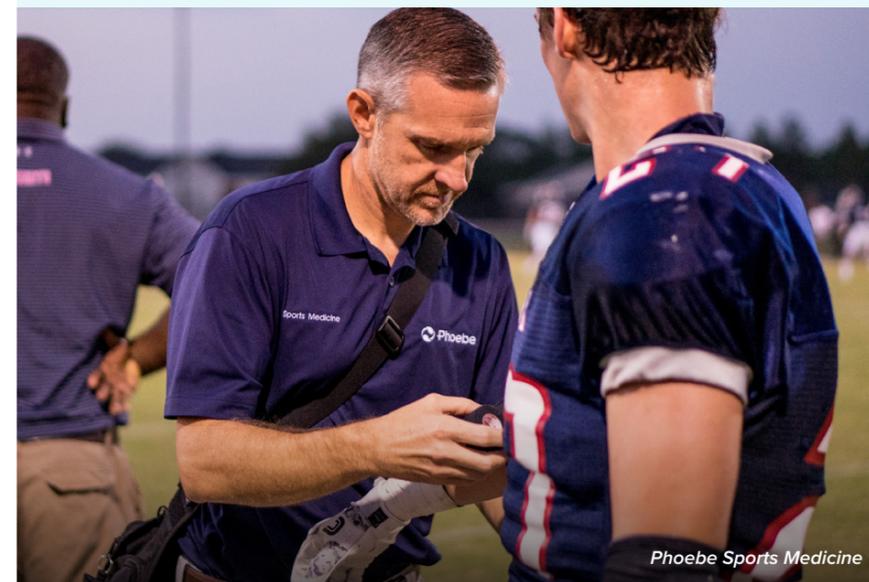
- DNV-GL accredited
- 691 licensed beds
- 83,000 ED visits annually
- 12,500 surgeries annually
- 2,200 births annually

## ACHIEVEMENTS & INITIATIVES

- Patient and Family Advisory Council
- Heart Valve team completed more than 40 TAVR cases in less than 2 years
- Installed new low-dose 256-slice CT (only one south of Atlanta / north of Jacksonville)
- Cancer Care
  - Recipient of Colorectal Cancer Partnership Award from American Cancer Society
  - Commission on Cancer Accredited Program
  - Lung Screening Center of Excellence
  - NAPBC and ACR Breast Cancer Center of Excellence
- Women's & Children's
  - Designated Baby-Friendly Facility – First hospital in south Georgia to receive this designation
  - State-designated Regional Perinatal Center
  - Cribs for Kids – Silver designation
- Neurology
  - Certified Primary Stroke Center – DNV-GL
  - Implementation of Tele-neurology
  - American Heart Association / American Stroke Association's Get With the Guidelines® – Stroke Gold Plus recipient
- Orthopaedics
  - Hip & Knee Replacement Center of Excellence – DNV-GL

## COMMUNITY SUPPORT

- Comprehensive health fairs and support groups
- Men's and women's health conferences attracted 1,339 participants
- Golden Key Program – 3,500 members
  - Hosts monthly health and wellness meetings for those who are 50 years of age and older
- Network of Trust
  - Provided financial support amounting to \$228,270 and enrolled 67 teen parents during the 2016-2017 school year
  - Provided health fairs to children at various public schools with 1,352 students participating
  - Invested \$288,994 in the School Nurse Program to cover 14,250 students
- Community-based clinical and subsidized services
  - Administered 289 flu shots
  - Donated 213 colorectal screenings, a value of \$153,573, with more than 30% having high-risk adenomatous polyps removed during colonoscopy
  - Indigent drug pharmacy filled 6,520 prescriptions
  - Provided inpatient prisoner care for 147 inmates
  - Provided free 3D mammogram screenings to 100 women
- Black & Blue Saturday Orthopaedic Clinics offered in Albany and Camilla
- Athletic Screenings (Dougherty, Baker and Terrell Counties)
- First Aid tent at Snickers Albany Marathon
- Blood control training for law enforcement and first responders



Phoebe Sports Medicine

## ECONOMIC IMPACT



**2,937**  
jobs created\*



**\$235M**  
in wages and benefits



**\$274M**  
in community benefits  
(including charity and uncompensated care)



**\$1.12B**  
total economic impact

\*Phoebe Putney Memorial Hospital, Phoebe North Campus, Phoebe Health System  
Sources: Community Benefit Report FY2018; Georgia Hospital Association Economic Impact Report 2016

# PHOEBE SUMTER MEDICAL CENTER



## SERVICES INCLUDE

- 24-hour Emergency Care Services
- Bariatrics
- Cancer Care
- Cardiac Rehabilitation
- Cardiology
- General Surgery
- Home Health
- Hospice
- Imaging
- Orthopaedics
- Rehabilitation Services
- Sleep Center
- Urology
- Women's & Children's Services

## QUICK FACTS

- DNV-GL accredited
- 76 licensed beds
- 26,200 ED visits annually
- 4,000 surgeries annually
- 450 births annually

## ACHIEVEMENTS & INITIATIVES

- Rural Health Summit participation to discuss the growing problems in rural healthcare and their effect on communities
- Expansion of cardiology testing procedures
- Paramedicine Initiative: emergency medical technicians are able to provide in-home visits and care
- 3D mammography technology
- Patient & Family Advisory Council
- DySIS Advanced Cervical Imaging System
- Lung Watch Program
- Implementation of Tele-neurology
- Phoebe Sumter Ellaville Clinic – new expanded building
- Farmworker Health Program

## COMMUNITY EVENTS

- Women's & Men's Health Fair
- Lights of Love
- Breast Cancer Awareness Walk
- Provided free 3D mammogram screenings
- Children's Health Fair
  - Provided health screenings for weight, BMI, blood pressure and blood sugar. Soil screenings for lead were also available from Rural Georgia Healthy Housing. Donated value \$9,616.
- Heart Walk
- Free wellness education classes

## ECONOMIC IMPACT



**508**  
jobs created



**\$31M**  
in wages and benefits



**\$17M**  
in community benefits  
(including charity and uncompensated care)



**\$127M**  
total economic impact

“Healthcare is changing rapidly throughout the country, and supporting and expanding our primary care in our local communities is of the utmost importance. Having access to high quality local healthcare is critical, no matter how large or small the community.”



*Brandi Lunneborg, CEO  
Phoebe Sumter Medical Center*

## THE GEORGIA FARMWORKER HEALTH PROGRAM

Phoebe Sumter's Ellaville Clinic is one of six clinics in the state that make up the Georgia Farmworker Health Program. The program offers cost-effective and culturally appropriate primary care for seasonal farmworkers and their families. It also provides free health screenings and education about common health hazards for the vulnerable farmworker community.



# PHOEBE WORTH MEDICAL CENTER



## SERVICES INCLUDE

- 24-hour Emergency Care Services
- Acute Care
- Cancer Care
- Orthopaedics
- Outpatient services
  - Imaging
  - Lab
  - Infusion
- Rehabilitation Services
- Rural Health Clinic
- Sleep Center
- Swing Bed Services

## QUICK FACTS

- DNV-GL accredited
- 25 licensed beds
- 10,300 ED visits annually

## COMMUNITY EVENTS

- Adult Services Program, providing education, medication and supplies to diabetes and high-blood-pressure patients
- First-aid tent for Georgia Peanut Festival
- Senior Center Health Fair
- Relay for Life Survivor Dinner
- Health Fair for Worth County employees
- Head Start health education visits (immunization, hygiene and medication consultation)

**“Quality healthcare is critical and always evolving. We are continuously looking for ways to ensure our regional community has access to expert specialty care.”**

*Kim Gillman, CEO  
Phoebe Worth Medical Center*



## WORTH REHABILITATION SERVICES

New advanced equipment at Phoebe Worth Rehab gives residents of Worth County and surrounding areas access to physical therapy, occupational therapy and speech therapy. The rehabilitation center offers Swing Bed Services, allowing beds to be used for either acute care or post-acute care for extended-stay patients.

## ECONOMIC IMPACT



**141**

jobs created



**\$7M**

in wages and benefits



**\$8M**

in community benefits  
(including charity and uncompensated care)



**\$48,000**

donations to Sylvester Health Dept.



**\$13M**

total economic impact

## PHOEBE FOUNDATION



Albany Pink Walk

The Phoebe Foundation plays an integral role in our commitment to giving back to the community. Foundation-led initiatives in 2017 include:



**Flagstone Grand Opening**  
\$6.5 million in contributions from employees, volunteers and community members helped to make this project a reality. Flagstone is a housing complex designed for medical health professionals completing clinical rotations at healthcare facilities in southwest Georgia.



**Gloria Tongol Wellness Fund**  
The Gloria Tongol Wellness Fund was established by Dr. Jose Tongol to create the Phoebe Integrative Medicine program for cancer patients and survivors. This program provides activities and programs that will assist patients along their journey of healing and help them cope with stressful situations.

### HOSPITAL INITIATIVES

- Employee Giving (PEACH)
- Trans-sit Car Simulator for Rehab
- Lights of Love Transport Van
- Colon Cancer Screening Equipment and Program
- Bleeding Control Education Course and Supplies
- Willson Hospice House Facility Upgrades
- Automated External Defibrillators
- DEXA Scanner
- 2 FlowTrac Monitoring Systems
- DinaMaps for Several Patient Floors
- In-patient Communication Boards

### COMMUNITY EVENTS

- Albany Pink Breast Cancer Walk
- Annual Paver Program
- Lights of Love
- Jingle Bell Jog

**250**

patients assisted through Albany Pink Crisis Fund and Cancer Crisis Fund

**400**

employees assisted during January storms

**26**

patients supported by Phoebe Hospice Patient Assistance Funds

**\$1,078,353**

funding for hospital initiatives

**\$490,998**

raised through community events



## CHILDREN'S MIRACLE NETWORK



As one of Georgia's five Children's Miracle Network Hospitals, Phoebe is dedicated to providing state-of-the-art care and preventative education for our local children and infants. Since 1997, Children's Miracle Network supporters have raised more than \$4.5 million to provide specialized equipment, education and programs for our Neonatal Intensive Care Unit (NICU), in-patient Pediatric Unit, Pediatric Rehab Department, Pediatric Behavioral Health, Emergency Department and any other department that treats children in our hospital. One of the unique aspects of the Children's Miracle Network is that every penny raised locally stays right here in southwest Georgia to help medical professionals treat our local children.

We are so thankful for our Children's Miracle Network partners across southwest Georgia! Together, they raised \$187,118 for our community.

- |                        |             |                         |                   |
|------------------------|-------------|-------------------------|-------------------|
| Walmart and Sam's Club | Publix      | Remax                   | DOCU Credit Union |
| Fred's Pharmacy        | IHOP        | Love's Travel Shop      | Kiwanis           |
| Aflac                  | Rite Aid    | Junior League of Albany | Great Clips       |
|                        | Dairy Queen |                         | ACE Hardware      |



NICU Reunion



**\$248,044**  
spent on approved funding requests

### 2017 INITIATIVES:

- NICU Giraffe Bed
- 12 NICU Privacy Screens
- NICU Antibiotic Stewardship Program
- 12 NICU Stethoscopes
- Women's and Children's Quarterly Volunteer Education Program
- Kangaroo Care Incentive Program
- NICU Twin Transporter
- Mother/Baby Mobile Lactation Workstation
- NICU Kangaroo Chairs
- Pediatric Youth Beds
- NICU Graduation Party

# PHOEBE PHYSICIANS GROUP

Phoebe is continually investing in our region by recruiting and retaining the very best healthcare providers to live, work and thrive right here in our communities. As the entry point to the Phoebe network, Phoebe Physicians play a crucial role in our healthcare model. The Phoebe Physicians network consists of more than 300 dedicated, multi-specialty physicians and advanced practice providers – including primary care and more than 30 medical specialties. Each provider is integrated with the community they serve, providing local access and patient-centered care that extends beyond our hospital locations.



Camilla Clinic Opening, Phoebe Putney Memorial Hospital, May 2017

Phoebe employs **175 physicians** and **135 advanced practice providers** throughout southwest Georgia. With **42 clinics** that cover **9 counties**, we are able to provide convenient care to our entire Phoebe community. In 2017, we opened a **new clinic** in Buena Vista and expanded the Camilla Clinic with a new facility.



- HOSPITALS
- PRIMARY CARE
- URGENT CARE
- SPECIALTY SERVICES

# INCREASING ACCESS TO CARE



As part of our commitment to southwest Georgia, we've made it easier than ever for people to access our experts through our newly expanded multi-specialty services and locations. In 2017, we were able to expand one facility, add a new clinic, extend walk-in hours and increase payment flexibility for every budget.

## ELLAVILLE CLINIC

The new Ellaville Clinic opened its doors in August 2017, giving residents of Schley County and surrounding areas better access to comprehensive healthcare. The facility has space to accommodate rotations of Phoebe's extensive network of specialists, so patients can receive the expert care they need without traveling out of town.



## CAMILLA CLINIC

The expanded Camilla Clinic gives patients local access to specialty care. The clinic, now twice the original size, houses 18 exam rooms, two procedure rooms, an x-ray room and the first urgent care clinic in Mitchell County.



# FLAGGSTONE MEDICAL STUDENT HOUSING



Each year, new medical and pharmacy students come to Phoebe to start their careers in healthcare.

In June of 2017, Phoebe opened the Flagstone Medical Student Housing complex to house more than 40 rising healthcare professionals. Family medicine residents, medical students and pharmacy students are able to learn and grow at a first-class training campus, with access to affordable, fully-furnished rooms, social spaces and HealthWorks gym.

These students are the best and the brightest. By designing a space with them in mind, we encourage them not only to train with us, but to stay and invest in the southwest Georgia community.

**“This is part of a 25-year strategy to educate and recruit physicians. All the other pieces have come along and been nurtured. This was the one missing piece.”**

*Joel Wernick  
Phoebe President & CEO  
Phoebe Putney Health System*



# EDUCATIONAL EFFORTS



*Phoebe Family Medicine Residency Welcome Ceremony, 2017*

## PHOEBE FAMILY MEDICINE RESIDENCY

Our mission is to provide a culture of excellence in the education of residents in the philosophy, principles and practice of family medicine through patient care, learning and scholarly activity.

According to state economic development officials, the economic impact each doctor has on the community is roughly \$1 million. While numerous studies have shown that most physicians continue to practice in or near the community where their residency is completed, Phoebe is proud that **70%** of those who graduate from its program remain in Georgia, with **the majority practicing in southwest Georgia.**



*Dots represent location of Phoebe residents after graduation.*

## PARTNERS IN EDUCATION

Education has always played an important role in Phoebe’s organizational environment. It is our belief that education is one of the best investments in improving the quality of life in our region. Phoebe is proud to support the healthcare programs at all of our higher education institutions as they prepare future nurses and doctors to care for the citizens of southwest Georgia.

Abraham Baldwin  
Agricultural College  
Albany State University  
Albany Technical College

Augusta University:  
Medical College of Georgia  
Columbus State University  
Georgia Southwestern State University

South Georgia Technical College  
University of Georgia  
Valdosta State University





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