



Welcome to the Hill Country Memorial Community Benefits Report.

Hill Country Memorial is dedicated to finding solutions that address today's most critical community health needs, and it creates ways to improve the quality of life for future generations. The hospital's story began with a strong commitment to bring quality health care to residents of Gillespie County.

We understand, as a community-based, non-tax supported, rural hospital, how important it is to reach out and touch peoples' lives in times of need. Hill Country Memorial is able to provide mission-driven health care with specialized programs and outreach through the support and partnership of our community.

In the following pages, the activities featured in the 2016 Community Benefits Report are made possible by our dedicated team working every day in exceptional ways to care for those we serve.

As promised by our founders more than 45 years ago, Hill Country Memorial continues its legacy to make a vital and measurable difference and investment in the health of our community.

A handwritten signature in dark ink that reads "Jayne E. Pope". The script is fluid and cursive.

Jayne E. Pope, CEO, Hill Country Memorial

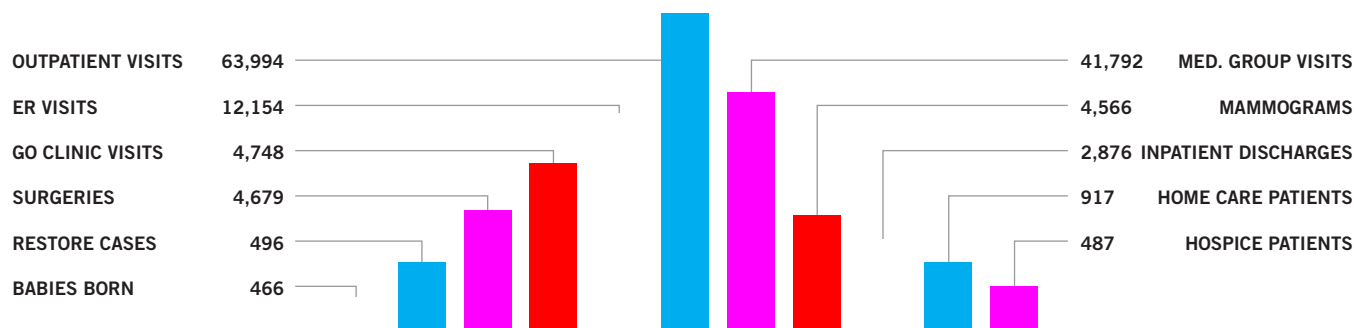
HILL COUNTRY MEMORIAL

OVERVIEW



86	BEDS LICENSED
14	COUNTIES SERVED
701	EMPLOYEES
230	VOLUNTEERS

2016 NUMBERS



OUR VOLUNTEERS

In 2016, more than 230 volunteers logged 35,361 hours in service to Hill Country Memorial. Thank you for your gifts of time and talent to support the hospital and its mission. *We are indebted to you today and always.*

MISSION, VISION, VALUES

HCM MISSION
Remarkable always.

HCM VISION
Empower others. Create healthy.

HCM VALUES
Others first. Compassion. Innovation.
Accountability. Stewardship.

FUNDED IN 2016

One thousand eight hundred sixty-two generous donors made gifts in excess of \$3.7 million to help sustain remarkable health care.

This community support provided for the following:

- Bereavement counseling programs and retreat for HCM Hospice families
- Capital improvement projects such as a new cooling tower and chiller that were provided by the Schwindt Endowment Fund
- 3 Tesla MRI Inside
- Red in Fred heart disease awareness and screening materials for the community
- Stipends for nursing students
- Cancer Resource Center wigs and supplies
- Hospice patient comfort items, meals, and supplies
- General Fund
- Hospice
- Endowment Fund
- Development Fund

HCM AND THE FOUNDATION

In a time when many small hospitals are struggling, facing downsizing or closure, HCM continues to grow and look to the future.

For nearly half a century, HCM has not only survived, but thrived, and it has become a model for rural health care. Although the hospital's doors opened in 1971, the idea for a community-supported hospital was planted five years earlier.

Spurred by the threat of Medicare in 1966, a small group of community leaders came together to determine a solution. They quickly concurred that what made the most sense for everyone involved was to have the doctors focus on medicine and have the community provide funding to build a facility. And that is exactly what happened.

The community's all-embracing effort in 1966 was key to the success that the hospital enjoys today. While some of the names and faces have changed, the philanthropic roots that were established long ago have grown deeper and stronger over the years.

The ability to grasp a vision and make it come to fruition by uniting for a common cause still exists today and is stronger than ever. That is why it is important to renew our gratitude to those who foresaw the need for a community hospital and to those who continue to keep that dream alive today.

3 WAYS TO *give*

Make a difference in someone's life by making a tax-deductible donation.

1



You can mail your donation to
PO Box 1339
Fredericksburg, Tx 78624

2



You can call
1 (830) 997-1297

3



You can visit
giving.hillcountrymemorial.org

MISSION-DRIVEN HEALTH CARE

2016 AT A GLANCE

UNCOMPENSATED AND CHARITY CARE

66 TEENAGERS' HEARTS screened through SCORE. The free screenings check for a potentially fatal heart defect.

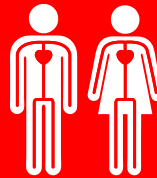
HOSPITAL OVERALL

HOSPICE

HOME CARE



GOOD SAMARITAN CENTER clients received discounted medical services from Hill Country Memorial valued at more than \$785,000.



QUICKDRAW is a program offering low cost lab tests on the second Saturday of every month.



200+ low income/uninsured community members received comprehensive health screenings through the Salud for You program.



HCM WELLNESS CENTER Partners with FISD for use of pool for programs such as: JR ROTC, FHS Swim Team, FHS Physics class projects.



36 TOTAL SHOULDER PATIENTS received free pre-op education from HCM Rehab.

HCM OB DEPARTMENT offers free workouts at the HCM Wellness Center to new moms upon discharge from the HCM Women's Pavilion.

PENNIES FOR PATIENTS: Change is collected in the Oak Tree Café to help purchase prescriptions, equipment and transportation for patients in need.

198 PATIENTS guided through post-acute care upon discharge from the hospital by the Care Navigation team.



**"THIS IS THE KIND OF CARE
THAT I WANT AT THE END OF
MY LIFE AND THAT I WANT
AVAILABLE TO THOSE I LOVE."**

—Jerry Durr, Husband of
HCM Hospice Patient
and original CEO of HCM

478

478 PATIENTS cared for
by HCM Hospice.



PETALS FOR PATIENTS

To be *Remarkable Always* means that with every step, with every patient, in every community we strive to put the hospital's mission at the center of all that we do.

HOSPICE | LIVES WELL LIVED

Since 1994 HCM Hospice has been the sole non-profit hospice and palliative care provider in Gillespie County, providing customized and appropriate end-of-life support services for the patient, the family and the caregivers. From pediatric to geriatric, no patient is ever turned away based on their ability to pay, allowing every single community member to receive high quality, end-of-life care with access to medications, durable medical equipment, and medical supplies related to their individualized plan of care. None of this would be possible without the generous donations from community members and the volunteer contributions of time and talent.

CONNECT SUPPORT GROUP

The Connect support group was launched at the request of patients in 2015 for stroke survivors, multiple sclerosis, Parkinson's disease, ALS and other neurological conditions. The group meets on the second Thursday of each month with occupational therapist Wendy Trousdale, physical therapist Kelly Arledge, speech language pathologist Dustin Lemley and guest speakers including local neurologists Leigh Ann Bains, MD, and Teresa Wiginton, MD. Connect provides education, emotional support and expert advice in a helpful, inclusive environment.

VOLUNTEERS

Volunteer involvement with Hospice has been tremendous and continues to grow, providing support to families through regular visits to the patients. With "Petals for Patients", local nurseries donate flowers and volunteers create arrangements and deliver them to patients, and the "Goody Girls" brighten the day with homemade treats.

COMMUNITY OUTREACH / HEALTH SERVICES

2016 AT A GLANCE

94 ATTENDEES

94 PEOPLE attended HCM Hospice's memorial services and a bereavement weekend retreat at no cost through generous donations to the HCMH Foundation.

\$179,656

2016 TOTAL GIFTS TO HCM HOSPICE

47

47 PEOPLE attended HCMH Foundation Wills Clinic.

Topics include:

- Why you need a will
- Current developments of estate and tax planning
- Medicare and Medicaid basics
- Advance Directives and Powers of Attorney
- Determining your legacy and living with intention



IN PARTNERSHIP WITH FISD, HCM hosts high school students in the Health Occupations Students of America organization so that students get hands-on experience in a health care environment.



HCM OFFERS 8 SUPPORT GROUPS FREE OF CHARGE.

New Moms, Cardiac Rehab, Connect (neurological conditions), Cancer, Alzheimer's & Dementia, Living with Loss, Suicide Loss, and Loss of a Child



49 STUDENT ATHLETES received free evaluations by orthopedic surgeons and rehab staff during 11 Sports Clinics offered every Saturday morning during football season.



3 CLASSES OFFERED FOR EXPECTANT PARENTS:

Breastfeeding, Newborn Care and Prepared Childbirth classes teach skills and techniques for life with a new baby.



67 WOMEN received mammograms at a reduced cost through the Friend to Friend program, a grant-funded initiative with Texas A&M AgriLife Extension Service.

106

106 WOMEN received breast imaging through the Salud for You program.



As we are guided by our mission, we are also inspired by our vision to *Empower Others, Create Healthy*. We *Empower Others* to choose healthy lifestyles by reaching out to the areas we serve through educational and inspirational presentations.

RED IN FRED

Throughout February 2016, Hill Country Memorial hosted Red in Fred, its second annual community-wide heart health awareness campaign. While focused on creating healthier hearts for women, the Red in Fred events and health screenings reached hundreds of women, men and children around the Hill Country. Each event and screening raises awareness of heart health and empowers people to live their healthiest lives.

ATTENDED HEART TALK

ATTENDED THE BILINGUAL RED IN FRED EVENT

PARTICIPATED IN CARDIAC RISK ASSESSMENT SCREENINGS THROUGH THE HCM WELLNESS CENTER AND REHAB CENTER

AT THE FREDERICKSBURG BOYS & GIRLS CLUB LEARNED HOW TO CREATE HEALTHY SNACKS, RECEIVED BACKPACKS, KID-FRIENDLY COOKBOOKS AND INGREDIENTS TO SHARE WITH THEIR FAMILIES.



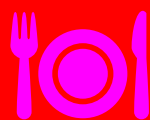
AT THE REHAB CENTER

Before Leonard Fawcett (right) began cardiac rehabilitation, the former track coach could no longer drive and even had difficulty walking. After working with physical therapist Kelly Arledge (left) and other HCM Rehab staff, today Leonard is walking, driving—and thriving.


REHAB | THRIVE

When HCM Cardiac and Pulmonary Rehab staff noticed that their patients were having difficulty completing their physician-ordered rehab sessions, the Thrive program was born. Thrive lets patients track their progress and rewards them along the way. For patients fighting heart or lung disease and those recovering from heart or lung surgery, every step, every session brings them closer to a healthier, more rewarding life.

Celebrating its 25th year in 2016, the HCM Cardiac and Pulmonary Rehabilitation Department enables its patients to live longer and more fully using state-of-the-art methods and equipment.



3,100 hrs

 **45K** LBS

HEALTHY YOU EVENTS 2016

90 EVENTS

1,300+ GUESTS

15 TOPICS



MRI OPEN HOUSE

Jayne Pope, CEO, MRI technologist Junior Hartmann and Dr. Edward Stein (top) reunited with a handshake and a hug at the MRI Open House. Dr. Stein delivered Junior in 1974, and Junior, in turn, has worked at HCM since 2002.



To be *Remarkable Always* means that we honor the investment the community has made in us. We do this by stewarding our resources, educating our team on best practices, executing those best practices, and securing the best in lifesaving medical technology.

MRI | ED RENOVATION

Thanks to many generous donors, Hill Country Memorial now has a new state-of-the-art MRI unit located inside the hospital and a newly renovated Emergency Department with all private triage and treatment rooms.

After 17 months of fundraising and 10 months of construction, the new MRI was installed in November 2016. The new 3 Tesla (3T) Pioneer Platform MRI is twice as strong as most MRIs, producing more accurate images in a shorter time, and HCM is privileged to have the first such unit in Texas.

In addition to producing faster, clearer images, the new MRI is also housed in a “Caring Suite” that includes LED-illuminated wall panels and patient-controlled lighting, sound and a ceiling-mounted TV screen—all to provide a comfortable and timely exam for patients.

For patients, the new MRI and Emergency Department creates a totally “in-house” experience. By locating the MRI in a dedicated suite within the hospital, patients have more seamless care from registration to exam. Everything is integrated to produce a more pleasant, safer experience.

OB | TEXAS TEN STEP DESIGNATION

After working for more than two years to improve its support for breast-feeding mothers, Hill Country Memorial received the Department of State Health Services (DSHS) designation as a Texas Ten Step facility in November.

The Ten Steps is a set of evidence-based practices that includes having a model breast-feeding policy, educating staff and the community, reducing non-medically indicated formula supplementation, and connecting mothers with community breastfeeding support after discharge, among others.



HCAHPS /
NATIONAL RANKING

PRESS-GANEY /
NATIONAL RANKING

“

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THANK YOU



CELEBRATING 45 YEARS

On Sunday, February 14, 2016 Hill Country Memorial Hospital marked its 45th year of service to the community.

In February 1967, with \$650,000 from a federal grant, community members rallied and raised an additional \$660,000 to build the new hospital. The initial fund drive raised more than \$200,000 in one month, and by the time the hospital opened, 93 percent of households in Gillespie County had contributed to the project.

On Valentine's Day 1971 more than 5,000 people attended the hospital's dedication ceremony and toured the new hospital. Many spectators arrived long before the 2 p.m. program began, and cars filled every available parking spot as thousands more residents continued to arrive throughout the afternoon.

What began as an idea in 1966, was led by a group of visionaries and tremendous community support to become a nationally recognized hospital today. So much has changed in 45 years, and yet so much of what makes this hospital great remains the same, thanks to continued community involvement.

Today, HCM is an 86-bed facility with a state-of-the-art ICU and nationally ranked programs for joint replacement, surgery and obstetrics among others. It remains a nonprofit, non-tax-supported hospital and continues to draw on local support. Its more than 200 volunteers and 700 employees share the hospital's vision to "Empower Others. Create Healthy."



Hill Country Memorial's first administrator Jerry Durr (left) and current CEO Jayne Pope (right) joined team members Peggy Jander, LaVerne Jenschke and Carolyn Spaeth Garza who have served HCM since 1971.

was a celebration honoring past and present, Hill Country Memorial medical staff.



HIGH-PERFORMANCE HEALTH CARE

HCM SCORECARD

View our complete list of awards online at hillcountrymemorial.org/quality



**TOP 100
US HOSPITAL
5 YEARS IN A ROW**

2012 / 2013 / 2014 / 2015 / 2016

Truven Health Analytics

**HILL COUNTRY MEMORIAL
RATED 5-STARs BY CMS**

Centers for Medicare & Medicaid Services



2011 - 2016



2014 - 2017



**LEAPFROG PATIENT SAFETY SCORE = A
2014 - 2016**



**— PRESS GANEY —
Guardian of Excellence
Award Winner**

2014 - 2016

