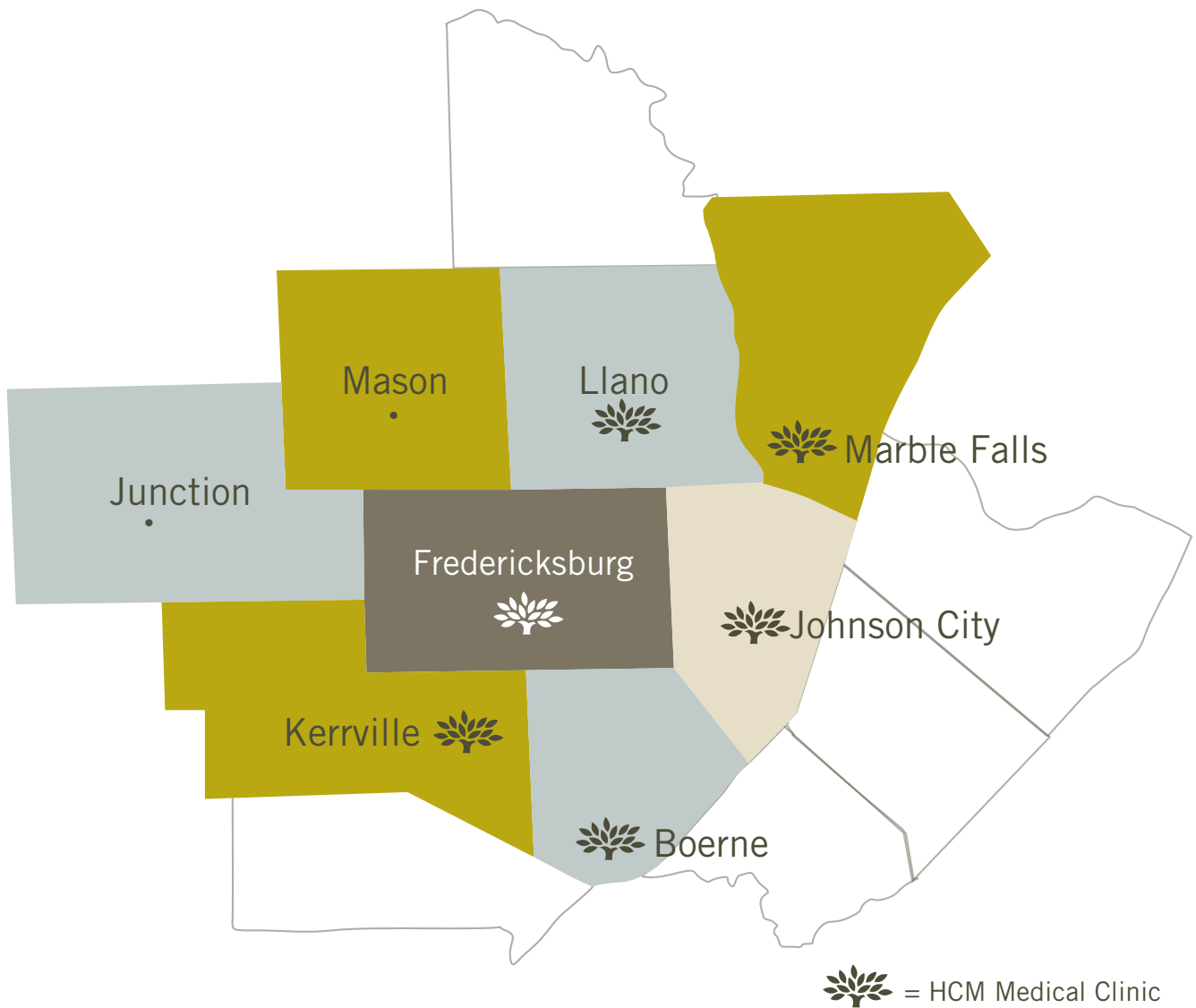


C REPORT 2018

COMMUNITY: OUR PURPOSE AND CORNERSTONE





HCM is more than a Gillespie County Hospital. It is a multi-county system of care that sees far more people outside the hospital than in a hospital bed. In fact, 95% of the patients HCM cares for will not experience an overnight hospital stay.

With service locations that include ambulatory care sites, Medical Group offices, and Home Health and Hospice care in people's homes, HCM provides access to care for individuals and families across the Hill Country region.



Welcome to the Hill Country Memorial Community Benefits Report.

Forty-eight years ago, Hill Country Memorial (HCM) was founded by the people of our community for the benefit of families across our region. The quality medical care we deliver to people who are sick and injured remains our core. The full benefit of what HCM offers is so much more, as outlined in this 2018 report.

In the past year we accelerated our investments in better access and a broader range of programs that benefit people who are well, and those working to stay that way by managing risks and chronic conditions.

In 2018 Hill Country Memorial invested in clinics in Llano, Boerne, Kerrville, Marble Falls, and Johnson City to deliver more care closer to home for more people. Generous community members partnered with us to offer “Healthy U”, which targets hypertension through nutrition and exercise counseling, and the SCORE program which screens teenagers for potentially fatal heart defects. And, in 2018, we delivered over \$10.1 million in charity care to people and families with medical needs but who were underinsured or uninsured.

Our benefit, of course, goes beyond what is measured in dollars. It is more than new programs we offer, the jobs we provide and the critical role of a robust health system in the recruitment of new employers, employees and families to our community. For HCM, community benefit is our founding purpose. It is the yardstick we use to measure our future impact. We are pleased to offer this accounting of our 2018 impact, and look forward to partnering with the community to grow our benefit again in 2019.

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

Jayne E. Pope, CEO, Hill Country Memorial

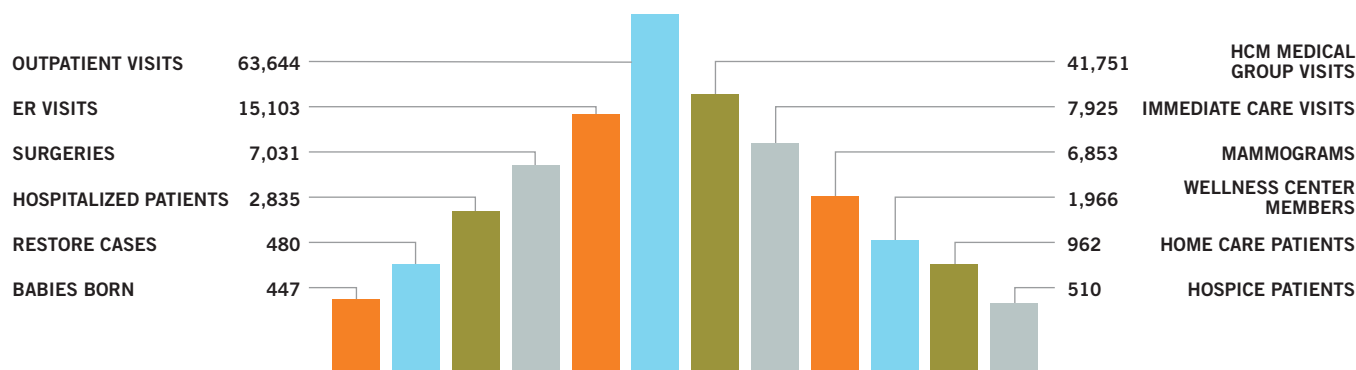
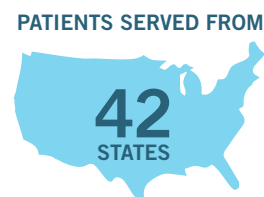
HILL COUNTRY MEMORIAL

2018 OVERVIEW

"I have lived and worked in several cities and have seen physicians in large and small medical centers. The medical care I received at Hill Country Memorial Hospital was outstanding. The team that took care of me definitely reflects the values that Hill Country Memorial proudly lives by." —Review from Restore Joint Replacement Patient

86 BEDS LICENSED
723 EMPLOYEES

263 VOLUNTEERS
253 MEDICAL STAFF MEMBERS



32,119 HOURS

More than 263 volunteers logged 32,119 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-DRIVEN HEALTH CARE

UNCOMPENSATED AND CHARITY CARE

\$20,597,834 HOSPITAL OVERALL

\$160,914 HOME CARE

\$198,525 HOSPICE



GOOD SAMARITAN CENTER clients received discounted medical services from Hill Country Memorial valued at more than \$633,407.

"My trainers and dietician at the HCM Wellness Center are responsible for giving me a quality of life I have never known! I owe them more than I can ever repay!" —HCM Wellness Center Member



HCM WELLNESS CENTER Local physicians graciously extended their services and performed free skin cancer screenings, at the HCM Wellness Center in recognition of Melanoma Awareness Month. 30+ people were screened.

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



2011 - 2018



2011 - 2018



CREATING A HEALTHIER COMMUNITY

103 uninsured community members enrolled in the HealthyU Program receiving comprehensive health screenings: (HgbA1c) Blood pressure and BMI and complementary memberships to the HCM Wellness Center. This 6 month program targeted hypertension with nutrition and exercise counseling.

COMMUNITY OUTREACH



“The hospice team gave constant love and support to both my brother and family members. We are so grateful for all of them.”

—Hospice patient family member

INVESTING IN OUR COMMUNITY'S FUTURE

In partnership with **FREDERICKSBURG INDEPENDENT SCHOOL DISTRICT**, 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.

In 2018, **HCM HOSPITAL VOLUNTEERS DONATED \$18,000** to fund practicum curriculum designed to prepare students for certification as patient care technicians, EKG technicians and phlebotomists.



\$153,518

**TOTAL GIFTS TO HCM HOSPICE
FROM 757 DONORS**



61 STUDENT ATHLETES

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

5 SUPPORT GROUPS

HCM OFFERED FIVE SUPPORT GROUPS FREE OF CHARGE:

Cardiac Rehab, Alzheimer's & Dementia, Living with Loss—Bereavement Support, Smoking Cessation, and Sleep Apnea Resource.
hillcountrymemorial.org/page/support-groups

74 ATTENDEES

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

COMMUNITY PARTNERSHIPS



EVELYN AND JOHN WASHBURN hosted **A SPARKLING EVENING** to celebrate the first anniversary of **LE BERGERIE** and shared the proceeds of the celebration with the HCM Foundation.

“All your people are making what the two who saw a vision in this hospital come true.”

—Reference to Dr. Perry and Dr. Feller

INTEGRATED LISTENING SYSTEM



22 PATIENTS BENEFITED from the Integrated Listening System for treatment of developmental and neurological disorders at the HCM Rehab Center. This was made possible by donations from HCM employees.

2,500

VISITS provided to students at local schools as part of the Integrated Listening System therapy program.

HCM
Thrift Store

THRIFT STORE frequently receives donations that are chosen to be shared versus sold. A linens give away occurred this fall and the Hope Moves organization received men's shoes, belts and clothing. Women who crochet and knit blankets for kids going into foster care frequently receive yarn and fabric.



IN PARTNERSHIP WITH WEST END PIZZA COMPANY, the Breast Center offers evening appointments once a month with coupons for free pizza so women can take care of themselves and take care of dinner for their families.

THE COMFORT
CHAMBER OF COMMERCE

CORNERSTONE CLINIC OF COMFORT AND HCM, co-sponsored the monthly Comfort Chamber of Commerce mixer.

Foundation

FOR HCM



DONOR PARTNERS KEEP QUALITY HEALTH CARE HERE.

The Hill Country region is home to families who know how to work together to get things done. That is how HCM was founded, almost 50 years ago, on the strength of individual donations to build a hospital to serve the medical needs of the region. That generosity continued in 2018, with almost 1,500 members of the community stepping up to give more than \$3.7 million to support HCM.

Your generosity allowed us to start the expansion and renovation of the HCM Obstetrics Department in 2018, with the Kathleen C. Cailloux Birthing Center scheduled for completion in mid-2019. The Birthing Center will match the exceptional clinical performance of our providers with an equally impressive family experience, allowing mothers and babies to stay in the same room for the duration of their stay.

In 2018 HCM's donors enabled us to purchase the da Vinci Surgical System, which will shorten patient hospital stays and recovery times and get people back to their normal activities of living faster and with less pain for certain surgical procedures. You helped fund the purchase of new equipment that will enable HCM's Gastroenterology care team to provide minimally invasive GI surgical procedures, anti-reflux screenings, therapeutic endoscopy procedures, and early stage cancer detection in our community.

In 2019 we will launch a campaign to revitalize and expand the HCM Wellness Center. I am personally very excited about this project, as it is the most visible manifestation of HCM's increased emphasis on wellbeing and building a healthy community. I encourage you to learn more about this effort, and thank you for the continued passionate and generous engagement with HCM!

Amanda M. Stevens, CFRE
Foundation for HCM

3 WAYS TO *give*

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

1



You can visit
ourhcm.org/give-now

2



You can call
1 (830) 997-1297

3



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

WOMEN'S PAVILION EXPANSION AND RENOVATION

\$3 million raised from 509 donors

MADE POSSIBLE BY

Cailloux Foundation

Don L. and Julie Holden Foundation

Gala XVII

Hal and Charlie Peterson Foundation

HCM Team Members

James Avery Jewelry

Perry and Ruby Stevens Foundation

Carol Ann Shepherd

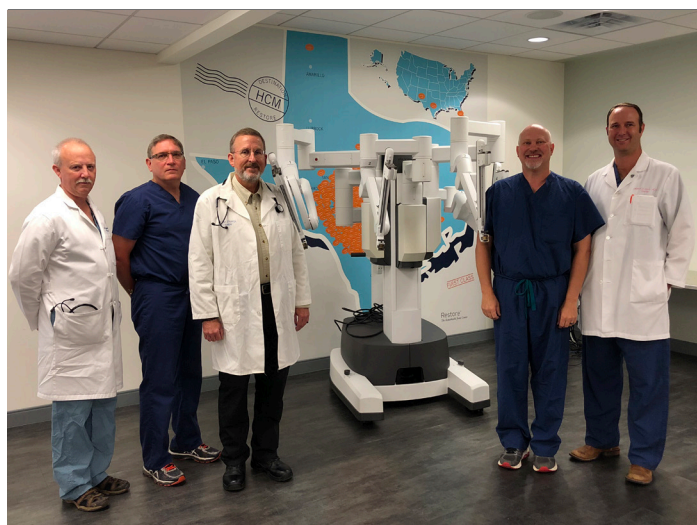
Stark Martin Charitable Trust

KATHLEEN C.

CAILLOUX
Birthing Center



**CAILLOUX BIRTHING
CENTER**



DA VINCI SURGICAL SYSTEM

\$1.8 million raised from 240 donors

MADE POSSIBLE BY

2017 Annual Donors

Cindy and Bruce Busby

Don L. and Julie Holden Foundation

Katzer Family Living Trust

Fonza Lawther

Lucille Rochs Estate

Walter and Hannelore Schwindt Estate

GASTROINTESTINAL EQUIPMENT

\$647,655 raised from 191 donors

MADE POSSIBLE BY

2018 Annual Donors

Canyon Creek Foundation

Dian Graves Owen Foundation

Don L. and Julie Holden Foundation

Jane and Keith Morgan

Stark Martin Charitable Trust

2018 End of Year Appeal



HIGH-PERFORMANCE HEALTH CARE



"At all times, my wife's input was regarded with respect and appreciation for her thoroughness of information provided. She was treated as a valuable member of the team attempting to help me."

Patient Experience Surveys

NATIONAL RANKING PER STANDARDIZED SURVEYS

TOP 6%

- HOSPITAL OVERALL

TOP 4%

- WILLINGNESS TO RECOMMEND

SPECIALTIES:

Opthalmology, Pediatrics,
Gastroenterology,
Vascular, Pathology,
Endocrinology, Family
Practice, OB/GYN,
ENT, Internal Medicine,
Podiatry, Orthopedics,
Rheumatology,
Pulmonology, Urology,
Radiology, Oncology,
Neurology, Dermatology,
Psychiatry, General
Surgery, Anesthesiology,
Cardiology, Audiology,
Pain Management

How Is Our Performance Measured?



PATIENT EXPERIENCE SURVEYS (Consumer Assessment Healthcare Providers from Centers for Medicare and Medicaid Services): these standardized surveys are given to a sample of all patients who use a hospital that bills Medicare.

QUALITY MEASURES Hospital quality and safety is measured by Medicare using more than 60 indicators to give hospitals quality rankings.

"This hospital & its staff should be a role model to emulate. Thanks for the superb care."

"Genuine care. Impressively personal approach. Felt truly cared for."

"It's wonderful to deal with a company who understands good customer service."

HCM MISSION

Remarkable always.

HCM VISION

Empower others. *Create* healthy.



To learn more about how to be a part of remarkable health care,
contact (830) 997-1297 or foundation@hillcountrymemorial.org

hillcountrymemorial.org