



REPORT 2019

COMMUNITY: OUR PURPOSE AND CORNERSTONE



“If I hadn’t gotten to the ER, I probably would have died.

Last October I was diagnosed with walking pneumonia that progressed to full-blown pneumonia. I had been at our deer lease out of town. The last thing I remember was falling asleep on the plane bringing me back to Fredericksburg.

The next thing I knew it was 11 days later and I had tubes coming out of my chest. They had determined I had an abscess in my lung that was leaking fluid into my chest cavity and adhering to my rib cage. I was put in a medically-induced coma and Dr. Love did surgery to remove the abscess.

“ Because of telemedicine...

I was able to get treatment faster...here at my hometown hospital.”

My wife brought me to Hill Country Memorial because this is our hometown. Plus it was the closest place. If they had sent me to another hospital, I would have gone through a lot of troubleshooting steps and probably not have made it. Coming to HCM literally saved my life.

Because of telemedicine—what I call ‘doc in the box’—it allowed for faster treatment of what was going on. Because of that, I was able to get treatment faster. I could be here at my hometown hospital, and through telemedicine, get the specialized care I needed.

I’ve always received good care here—three of our seven children were born here, and I had gall bladder surgery here—but I didn’t realize the capability they now have because of telemedicine. The level of service and care is far superior than you would find in other towns this size and larger.

The nursing staff in the ICU was amazing, amazing and compassionate. I’d just been through quite an ordeal and to be able to get such an incredible level of service from them was key in helping me get a jumpstart back towards recovery. When you are getting at least some degree of comfort from those around you it helps lift your spirits. I’m very appreciative for that.

I have been a Gala supporter and will continue to do so. I would encourage everybody to participate in supporting Hill Country Memorial.

I don’t feel I would have made it had not been for Hill Country Memorial.”

Kaleb Brewer
Patient

Welcome to the Hill Country Memorial Community Benefits Report

At Hill Country Memorial (HCM) we never stop raising our bar. From the quality of care delivered by an exceptional team of physicians, specialists, nurses and care providers to the attention we give every patient, family member and loved one, we raise the expectation of what care means. That remarkable care is delivered in a deeply personal, customized way every day.

As we celebrate our 49th year, HCM represents far more than access to quality health care in the Hill Country – it is the powerful representation of a community standing together. Since our founding, we have proven that when our community unites, we are unstoppable. That legacy continues today. Spanning across the Texas Hill Country, our connected care provides health, healing and hope to the communities that share our commitment to quality, our passion for life, and our desire to continuously grow.

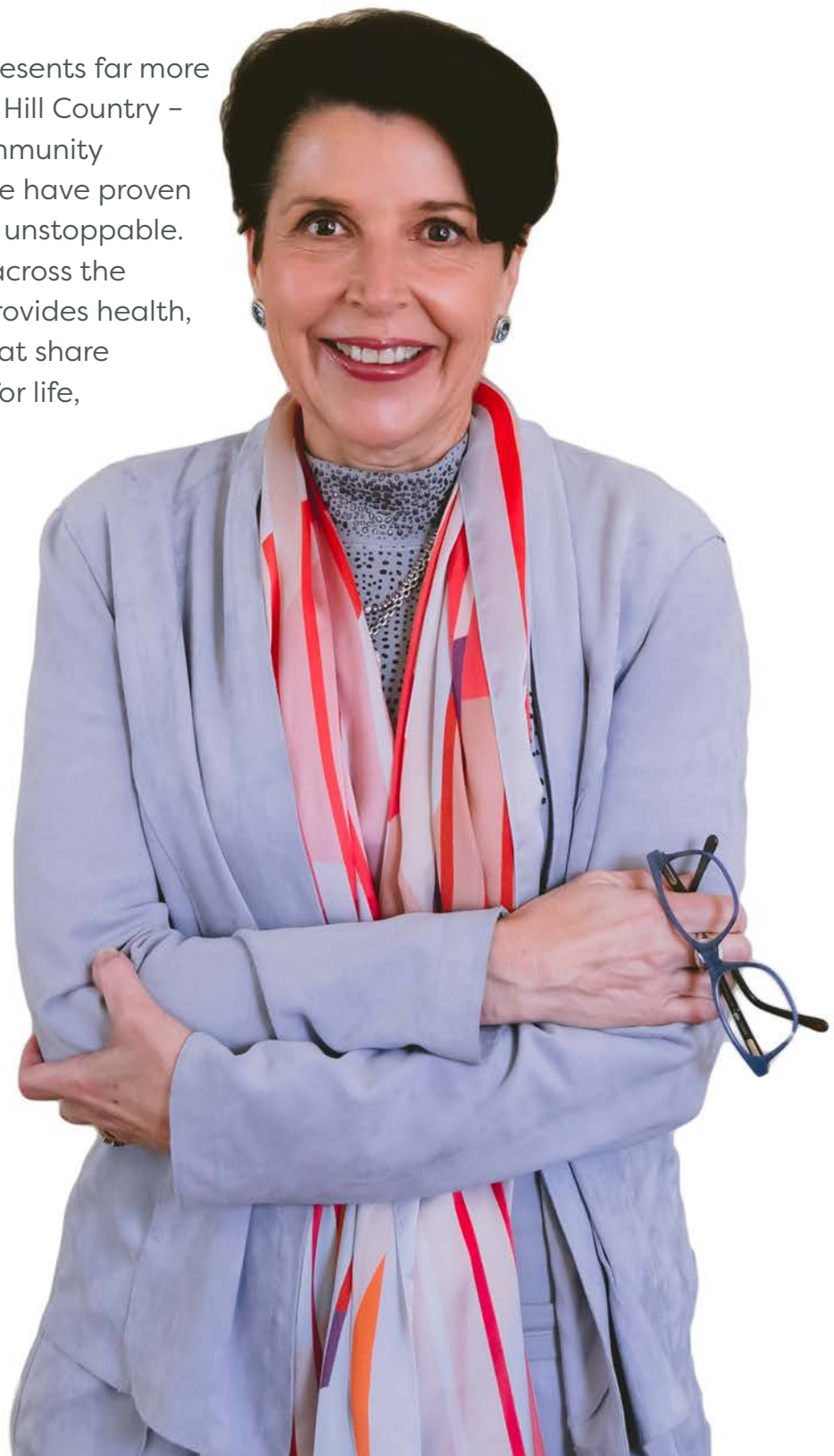
This year's Community Benefits Report is filled with stories of our empowered communities, partnering with HCM to own their health and coupled with generous donors who ensure we serve our communities well. That is a benefit that goes well beyond what is measured in dollars, programs offered, and jobs provided. For us, community benefit is our purpose and how we measure our future impact.

In the pages that follow, we are pleased to offer an accounting of our impact in 2019 and look forward to growing that benefit again in 2020. We hope you will agree that this is how health care is supposed to feel.

Jayne E. Pope

Jayne E. Pope, CEO
Hill Country Memorial

*Since our founding, we
have proven that when
our community unites,
we are unstoppable.*



OUR VISION

Empower others. Create healthy.

Encouraging wellness is an investment in our communities' health.

How we empower others.



Educational / Community Events

- Active Living-Healthy Eating education at schools and youth centers.
- Health Fairs at area schools
- Chronic Disease Prevention, Management, and Reversal with a plant based diet community talk.
- Wildflower Run 5k/10k
- HealthyU Program - targets the low-income population of Gillespie County, ages 21-55 who are at risk for hypertension, to provide a free health screening program, education and wellness services
- Adult Mental Health First Aid Training



No-cost screenings

- Cardiac Risk Assessments
- Skin Cancer screenings
- Polypharmacy screenings
- SCORE heart screening for teens
- Injury screenings for adults
- Sports Injury Clinics for student athletes



Low-cost screenings

- LifeScreen ultrasound and Calcium Score CT
- QuickDraw monthly lab services



Maria Gloria Gonzales
HealthyU Client

“I go to the HCM Wellness Center HealthyU program three days a week. I am so grateful for it and have been doing it for about a year. It helps so many people handle their weight and blood pressure issues. I am borderline diabetic, and it teaches me how to eat right and manage my blood sugar.

It also helps me mentally to go do something. My husband passed three years ago. He always took care of me. Now I am by myself and have to do more on my own.

This program makes me more secure in my way of thinking. I’m OK and can take care of myself very well. It has changed the way I eat, the way I exercise, and the way I think!

That’s why I like the program. It gives me strength and helps me have more energy—sometimes my kids think I have too much! I am very independent! I still cut my own grass, cook family dinners every Sunday, and am teaching my grandkids to make tamales like my mother did.

Hill Country Memorial is teaching us to take better care of our health, so we don’t need to go to the hospital.

Hopefully I’ll keep doing this as long as can. There are times I don’t really want to go, but that little voice inside says, go or you won’t feel very good!

I’m so grateful for HealthyU!”

OUR MISSION

Remarkable Always.






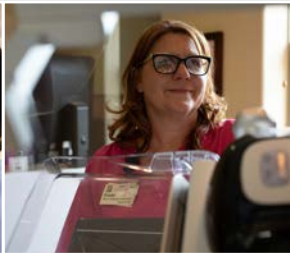






Our mission is most alive when it benefits those who need it the most.

UNCOMPENSATED AND CHARITY CARE

\$21,067,903 HOSPITAL OVERALL

\$260,125 HOME CARE

\$198,657 HOSPICE

			
OUTPATIENT VISITS 63,520	HCM MEDICAL GROUP VISITS 56,804	ER VISITS 14,746	IMMEDIATE CARE VISITS 8,802
			
SURGERIES 8,548	MAMMOGRAMS 7,533	HOSPITALIZED PATIENTS 2,877	WELLNESS CENTER MEMBERS 1,966
			
HOME CARE PATIENTS 971	RESTORE CASES 473	BABIES BORN 438	HOSPICE PATIENTS 427



“When we changed our mission to *Remarkable Always*, the idea was to say we were going to have remarkable care. But now, after serving on the board for so many years, I realize Hill Country Memorial has been *Remarkable* from the very, very beginning.

When the hospital was forming in the 1960s, the doctors in town voluntarily closed their private hospitals to support this independent non-profit health institution. And today we are one of very few hospitals in Texas that never had to become a taxing entity.

Our first administrator, Jerry Durr, brought the foresight that to remain *remarkable* we needed three legs of a stool: a medical staff that delivers quality care, a facility with technology that is up to date, and a financial base that is rock solid.

Today, we are right where we need to be. We are *remarkable* in our quality of care. By all metrics, we are in the top 4% on any scale, and consistently rated 5 stars. We are big enough if we really need a piece of equipment, we can get it. Our staff works so well as a team.

We want everybody to think of the hospital as part of your family. From the joy of having babies to the special needs that come with age, HCM takes care of us throughout our lives.

Looking ahead, that is what is going to keep us *Remarkable Always*.”

Frosty Rees
Chairman, 2019
HCM Board of Trustees

OUR PURPOSE

Serve and partner with others to create healthy communities for generations to come.

HCM provider partners:

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

National Ranking Per Standardized Patient Experience Surveys:

Top 4% - HOSPITAL OVERALL
- WILLINGNESS TO RECOMMEND

Recognized as a TEAM of Champions



Watson Health™
**100 TOP
HOSPITALS**
8 YEARS 2019



84 BEDS LICENSED **648** EMPLOYEES **200** VOLUNTEERS **268** MEDICAL STAFF MEMBERS

A portrait of Lance Love, MD, a General Surgeon. He is a middle-aged man with a grey beard and mustache, smiling. He is wearing blue scrubs and is seated. The background is dark grey with a large orange and grey abstract shape in the upper right corner.

Lance Love, MD
General Surgeon

Our donors make so much possible for our community and we simply could not offer the best technology available in healthcare if it were not for their contributions.

Because of the generosity of Karl Ransleben, HCM is able to serve breast cancer patients with the SAVI SCOUT® Radar Localization System. This incredible piece of technology helps our surgeons localize cancers in the operating room with a small reflector that is placed into the breast prior to the day of surgery. This device, which is the size of a grain of rice, targets the cancer within 1mm of accuracy and provides better margins to removing the cancer, dramatically dropping the rates of re-excision.

It is breakthrough technology that gives HCM physicians greater flexibility and precision when performing breast surgery with better overall patient experiences.

YOUR CARE

As a not-for-profit health care system, our earnings are invested back in to the organization for improvements in the facilities, technology and those who deliver your care.

How we invest in your care.

New / upgraded equipment and technology

- New equipment for Cardiac Rehab
- GI equipment
- Beds for hospice patients
- Pediatric equipment for hospice
- Savi Scout

New and remodeled facilities

The Kathleen C. Cailloux Birthing Center opened after an extensive renovation and addition of four LBRP (Labor, Birthing, Recovery, Postpartum) suites equipped with hydrotherapy tubs for prelabor comfort, two dedicated antepartum rooms, and a second nurses station – All these to provide new families the very best birthing experience.



Funding for advanced degrees and certifications for our nursing staff

The Foundation for HCM manages a donor supported fund for nursing. This fund provides the resources for course work, certification fees, and degree completion. This investment gives us the very best, most skilled team to care for our patients.

Funding for patient Hospice care

HCM Hospice is the only pediatric hospice provider in our region. HCM Hospice never turns away a patient based on ability to pay.

\$126,861

TOTAL GIFTS TO HCM HOSPICE
FROM 808 DONORS



“I’ve always loved babies. That’s why I transferred to OB after working two years on the surgical floor. I wanted to be a part of that experience, and five years later I still love it.

What calls me to be a nurse is the patient interaction. Just to be there for the moms and their families during their happiest times or their saddest times. Yes, it is stressful, but I think I am built for that type of stress. Every day is different. You never know what is going to happen next, so you have to be on your toes and think one step ahead.

For the Kathleen Cailloux Birthing Center, we redid everything, from the floors to the cabinets and countertops, to adding more LBRP rooms. It’s been wonderful. Now moms can stay in one place for labor, delivery, and recovery, making it easier for them and for us, too.

My favorite part of the job is working with my coworkers. They are so knowledgeable and always eager to learn more.

I feel so much a part of this community. Everyone is so nice when walking down the hallway, and it is so fun going around town, seeing our moms and babies at the store or at a restaurant. It’s also always fun when they come back to have another baby!

I just love working here! It is a family!”

Recipient of the 2019
Healing Heart Award,
chosen by her peers.

Hannah Ellwanger, RN
OB Nurse

OUR COMMUNITIES

We serve you best when you tell us how.

How we strengthen our communities through collaboration.

Every three years, HCM conducts a Community Health Needs Assessment (CHNA). Findings from this extensive survey culminated in a Health Summit to define and develop a plan to implement the findings.

HCM brought together over 100 people representing 44 organizations from the community in the Summit.

In the 2019 CHNA, recurring themes reported issues such as:

- isolation
- obesity
- lack of ability to have a healthy lifestyle

We all thrive when serving side by side.

Hill Country Memorial's beginnings started with a handful of volunteers, all with the same unselfish goal to have the best medical care in the Hill Country. That strength of service continues today. Over 200 volunteers annually share their time and talents:

- Hospital and Whimsies Gift Shop
- HCM Thrift Shop
- HCM Hospice

30,457 HOURS

More than 200 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.

“I have always been a regular shopper at the HCM Thrift Shop. One day another lady was filling in and I asked if there was anything I could do, I had an extra hour. They said, come on back!

I started by organizing the books, which were stacked to the ceiling, putting them into categories. Then we worked on a Christmas display, and decided to continue it all year long. Unbelievable, it worked! People were buying things like crazy!

You do get interested in the customers. Frequently the same people come in, so you get to know them by name. We are always very welcoming. I try to help people find what they need. Taking a little extra time with people makes all the difference. Sometimes people come in and are given what they need, especially clothing, or things like crutches.

If you want to do a good deed and get a great workout, and meet and work with interesting, fun, fascinating, educated people, come see us! We are doing a good thing.”



Join us!

Call (830) 997-1307 for more information

Sharon Idol
Thrift Shop Volunteer

YOUR GENEROSITY

“My father, Dr. Feller, knew this new hospital was necessary to offer the best medical care available for the Hill Country because standards and equipment improvements were progressing at a faster pace. He knew that when seconds counted, our citizens needed to have a state of the art hospital available in town that would be available 24 hours a day, 7 days a week.

In July 1967, that great generation of community leaders, together with the doctors and medical staff, met to seek a solution. They wanted a local hospital so that citizens wouldn't have to make a distant journey for medical care. It was going to be a massive investment for the Hill Country residents but virtually every citizen in the county either contributed financially or morally to accomplish this goal.

My father served as the first Chief of Staff and I remember on opening day, he made a speech commenting on the great array of modern equipment all designed and installed to serve its particular purpose. The work the Foundation has done has allowed these improvements to continue.

When I think what he would say of our hospital today, I have to remember how proud he was of our entire Hill Country Community. He would still be so very proud of citizens today for their continued support of the treasure we call Hill Country Memorial, investing to keep it updated for today and for future generations as the Hill Country and surrounding communities continue to grow.”



Judy Feller
2019 Foundation
Board Member