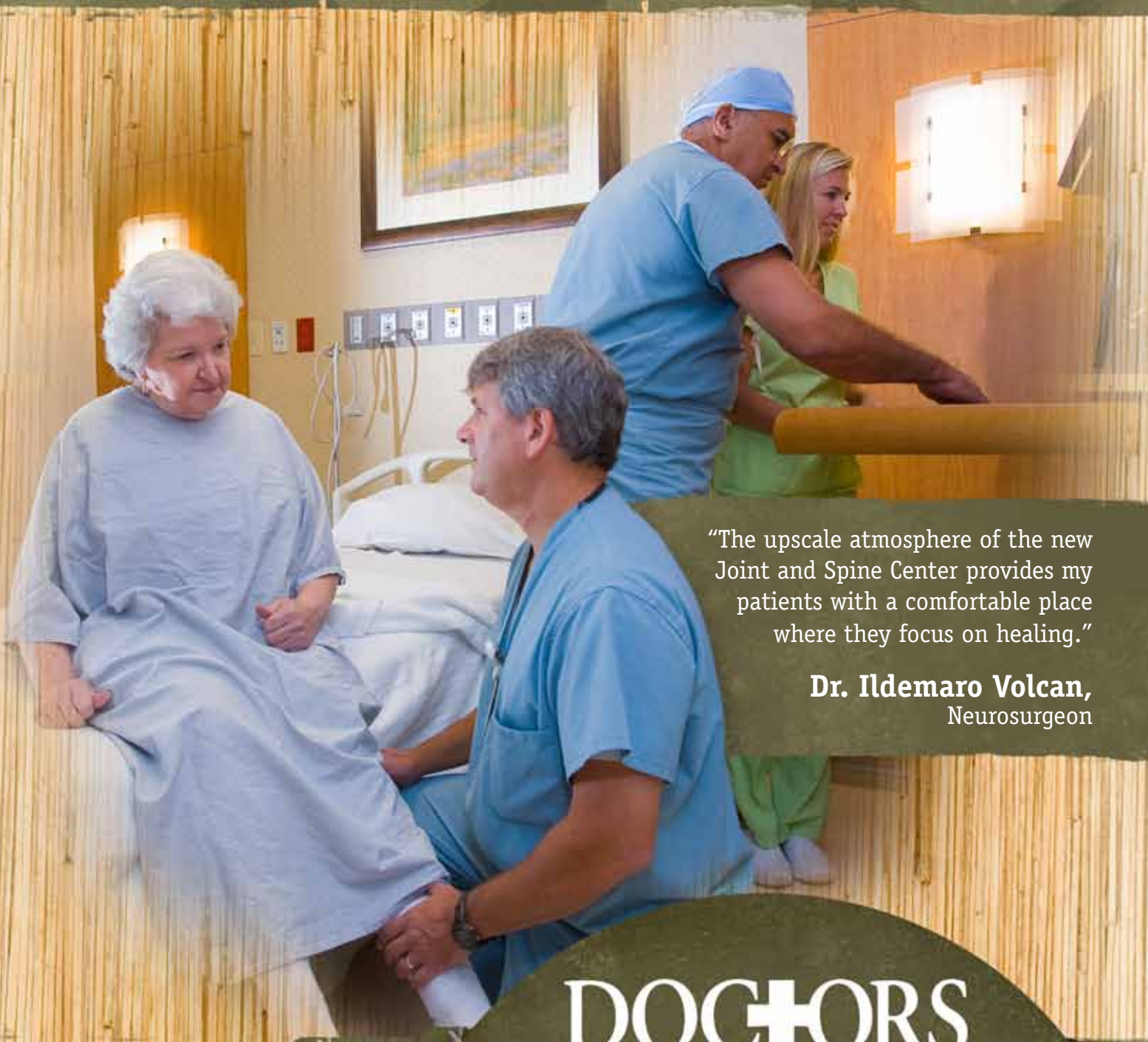


2010

COMMUNITY REPORT

Doctors Hospital of Augusta



"The upscale atmosphere of the new Joint and Spine Center provides my patients with a comfortable place where they focus on healing."

Dr. Ildemaro Volcan,
Neurosurgeon

DOCTORS
HOSPITAL

Life is a gift. Live it well.™



A Message From Our President/CEO:

From groundbreaking accomplishments to long-awaited grand openings, 2009 was a productive and exciting year at Doctors Hospital.

We officially opened our newly completed three-story tower this July—the culmination of many years of planning and the first phase of what will ultimately be the largest single project of its kind in the hospital's 35-year history. Anchored by an attractive main entrance and lobby area, the first floor features a spacious patient admittance section specially designed to facilitate registration and other pre-operative requirements. The second floor is home to our new **Joint and Spine Center**, while the third floor houses our brand new state-of-the-art **Intensive**

Care Unit. Both floors offer 24 private rooms thoughtfully planned to maximize patient privacy and comfort while strengthening infection control. Phases two and three of this much needed project include the January 2010 opening of our **Joseph M. Still Advanced Burn and Wound Clinic**, located within the **Burn Medical Office Building**, as well as the renovation and expansion of the **Joseph M. Still Burn Center** to be completed in September of 2010.

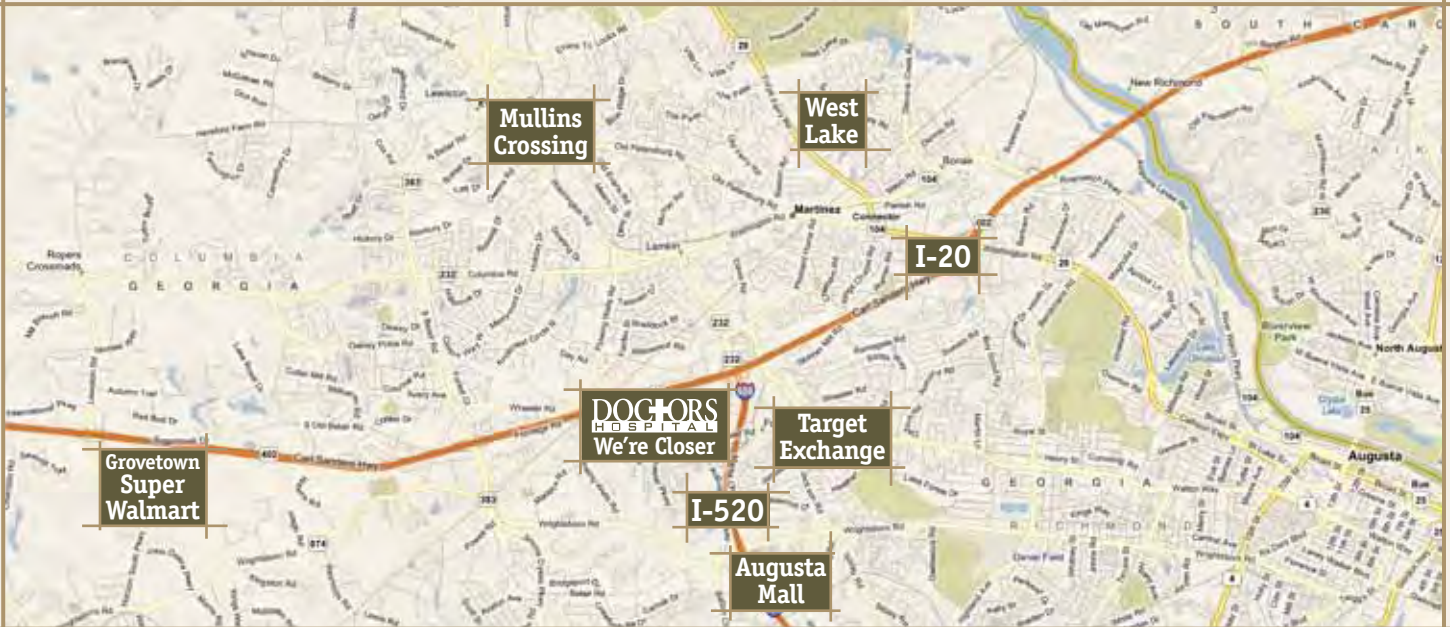
In recognition of our ongoing mission to provide the highest quality of care for our patients, Doctors Hospital received the **Orthopedic Surgery Excellence Award™** for the second year in a row from HealthGrades®, a national healthcare ratings company. This year we also received the **Joint Commission's Certificate of Distinction for Total Joint Replacement** and the **Joint Commission's Certificate of Distinction for Primary Stroke Centers**. This year the **Joseph M. Still Burn Center** was verified through a rigorous review program administered by the American Burn Association (ABA) and the American College of Surgeons (ACS). Burn Verification is a true mark of distinction that ensures our Center has the resources required to provide optimal care to burn patients from the time of injury through healing and rehabilitation.

In the area of healthcare service offerings, we are pleased to have added a full-time **Cancer Care Navigator** to our Cancer Care team this past year. As a registered nurse, our Navigator can help patients, families and caregivers navigate the many services needed to fight cancer and win. Looking ahead, we are also very excited to begin offering **Percutaneous Coronary Intervention (PCI)** beginning in May 2010. A natural complement to our existing cardiopulmonary diagnostic services as well as an added convenience to our patients, the addition of PCI will allow us to offer a more complete continuum of cardiac care.

Finally, while we've undergone many changes during the past year, I'm proud to say that some things will always remain the same: our belief that life is a gift and our commitment to helping our patients live it well.

A handwritten signature in black ink that reads "Shayne". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Shayne George – Doctors Hospital of Augusta
President and Chief Executive Officer



Promoting Wellness, Delivering Quality Care

A full service medical/surgical facility located at the heart of Augusta's fastest growing area, Doctors Hospital is committed to providing quality healthcare services, advanced diagnostic/treatment technologies, and wellness resources/programs to the many communities it serves. In 2009 we completed the first phase of a \$55 million expansion, opening a new three-story South Tower addition to the hospital.

Our Facilities: Main Hospital: 354 Licensed Beds

Joseph M. Still Burn Center: 59 beds

and new **Joseph M. Still Advanced Burn and Wound Clinic**

Outpatient Surgery Centers: Evans and Downtown (Walton Way)

Rehab Health Centers: Main Hospital, Evans, North Augusta, and South Augusta

Our Team: Over 370 physicians

1,300 medical and administrative employees

Our Values: We recognize and affirm the unique and intrinsic worth of each individual.

We treat all those we serve with compassion and kindness.

We act with absolute honesty, integrity and fairness in the way we conduct our business and the way we live our lives.

We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect and dignity.

“One word describes Doctors Hospital
Committed.

Committed to excellence in quality of care.
Committed to patient convenience and comfort.
Committed as a reliable partner for community charitable, educational and cultural events.”

- Dr. Bill Byars
Moderator, Board of Trustees



COMMUNITY IMPACT

Statistics

Total Patients Treated	163,157
Annual Hospital Admissions	11,502
Annual Emergency Visits	36,857
Total Medicaid Patients Treated	28,605
Medicaid Market Share	21.9%
Total Uninsured Patients Treated ¹	13,697
Uninsured Market Share	14.6%

(1) excludes Medicaid patients treated

Our Facilities and Services

Hospitals	1
Surgery Centers	2
Diagnostic Imaging Centers	3
Inpatient Rehabilitation Facilities	1
Radiation Oncology Center	1
Occupational Health Sites	2
Outpatient Rehab Facilities	4
Number of Licensed Beds	354

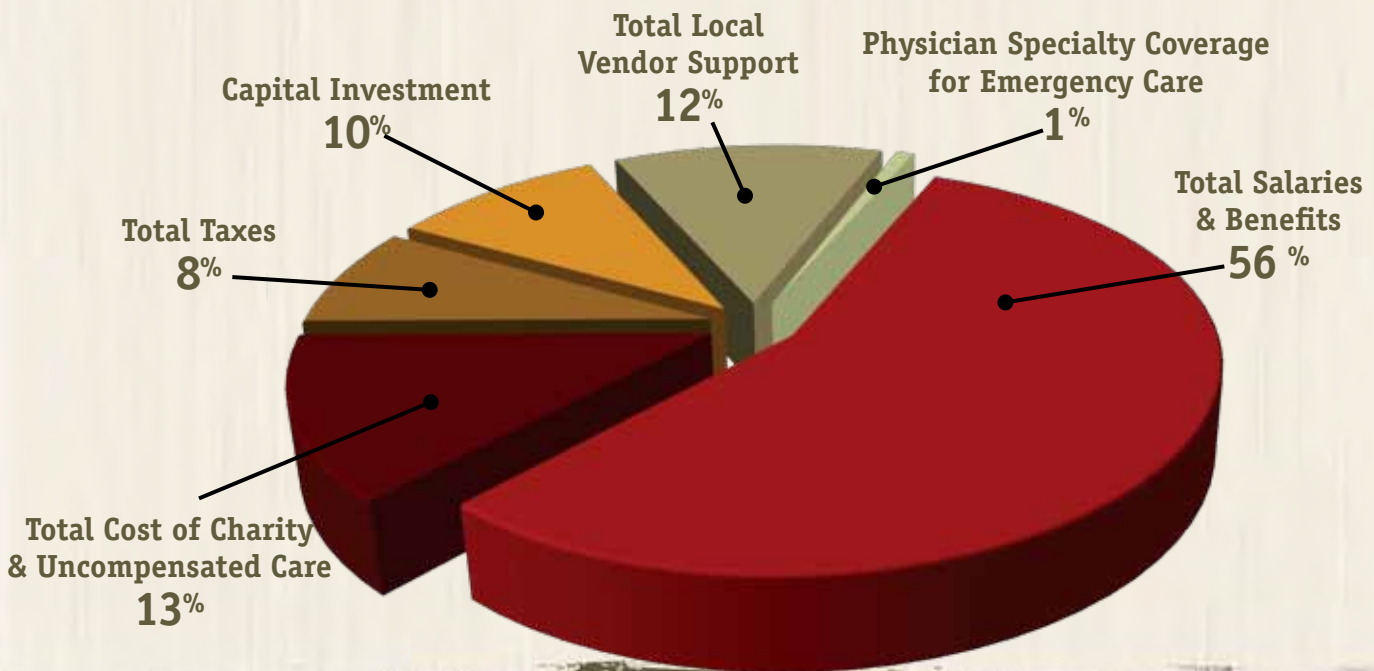
Our Hospital Family

Total Employees	1,563
Total Physicians	236
Total Volunteers	81

ECONOMIC IMPACT

Total Salaries & Benefits	\$86,065,438
Cost of Charity & Uncompensated Care	\$20,748,583
Taxes Paid:	
Federal Income Tax	\$7,806,312
State Income Tax	\$909,397
Property Tax	\$1,062,381
Sales Tax	\$2,367,152
Other Local Tax	\$18,109
Total Taxes	\$12,163,351
Capital Investment¹	\$15,048,211
Total Local Vendor Support	\$19,024,963
Minority & Women Owned Business Support	\$873,685
Physician Specialty Coverage for Emergency Care	\$1,203,442
TOTAL Economic Impact	\$ 154,253,988

(1) 5 year annual average



GIVING BACK TO OUR COMMUNITY

Doctors Hospital believes that an ounce of prevention is worth a pound of cure. In support of this philosophy, we are dedicated to providing the communities we serve with a variety of wellness services and educational outreach programs. In 2009, we sponsored or participated in several initiatives including two that have become signature events within our community.

- ✦ **10th Annual CareFair For Women:** Over 3,000 attended the annual daylong event and over 450 people chose to undergo the free health screenings offered. In addition to providing screenings, wellness resources, and relevant information on health trends and medical treatments, this signature event offers “Girls Day Out” activities designed to pamper women in repayment for all they do for others throughout the year.
- ✦ **Gentlemen Start Your Engines:** A men’s free health screening and wellness information event, this new community-wide happening drew a large crowd at its 2009 debut. Doctors Hospital provided a variety of testing services including screenings for PSA levels, colorectal cancer, skin cancer, and diabetes. Nearly 2,000 tests were performed on over 200 people, who also enjoyed a car show at the event.
- ✦ **The Southeastern Firefighters’ Burn Foundation:** Established in 1988, the Burn Foundation is a non-profit organization dedicated to supporting burn patients and their families both during and after treatment of the trauma of a burn. In 2009 Doctors Hospital contributed \$120,000 to the Burn Foundation. Charitable contributions such as these enable the Foundation to provide prescriptions, anti-scarring garments, transportation, meals, and housing through the Jeffrey Vaden Chavis House and the Shirley Badke Retreat.



Gentlemen, Start Your Engines, the first annual men’s health expo and car show, attracted over 700 people, 200 of whom got free health screenings.

- +** **Augusta State University Nursing Program:** Recognizing that there continues to be a shortage of qualified nurses within our area, we support two Adjunct Faculty Professor positions within the School of Nursing at Augusta State University. By doing so, ASU is able to offer more classes, a greater variety of courses, and increase overall enrollment in its nursing program. In the past Doctors Hospital has hired as many as 25 new graduate nurses from this program. In addition, because the program provides more class offerings, the hospital's nursing staff has greater access to continuing education opportunities.
- +** **Healthcare Science & Technology Education Program:** A joint partnership between the hospital and five Columbia County High Schools, the program is designed to encourage teens to pursue careers in healthcare. Highly intensive, it involves two-years of in-school science, math and health curriculum followed by one year of hands on, in-hospital training. In 2009 about 200 students participated.
- +** **Consult-A-Nurse:** A 24-hour call line that allows anyone in the community to speak directly with a nurse for answers on a variety of healthcare questions. Typically, information requested relates to healthcare concerns, physician referral, community classes and events, and general health topics. In 2009, Consult-A-Nurse received an average of about 500 calls per month. It can be accessed 24/7 at 706-651-4343.
- +** **Volunteerism:** In 2009, a team of 15 Doctors Hospital volunteers raised over \$7,000 for the American Cancer Society through their participation in Relay for Life of Augusta. Team Captain Jessica Thompson was recognized as Rookie Team Captain of the Year, a distinction bestowed on the new team captain that generates the most enthusiasm among their team. Thompson was also ranked eighth in Individual Money Raised.

AWARDS & RECOGNITION

In support of our ongoing mission to provide the highest quality of care for our patients, Doctors Hospital was awarded several distinctions in 2009 that underscore our commitment to excellence.

- **2010 Orthopedic Surgery Excellence Award™** for the second year in a row from HealthGrades®, a national healthcare ratings company.
- **The Joint Commission's Certificate of Distinction for Total Joint Replacement** recognizes centers that make exceptional efforts to foster better outcomes for patients undergoing total joint replacement surgery.
- **The Joint Commission's Certificate of Distinction for Primary Stroke Centers** recognizes centers that make exceptional efforts to foster better outcomes for stroke care.
- **Get With The Guidelines–Stroke (GWTG–Stroke) Silver Award** ensures continuous quality improvement of acute stroke treatment and ischemic stroke prevention.
- **Joseph M. Still Burn Center Burn Verification**, a rigorous review program administered by the American Burn Association (ABA) and the American College of Surgeons (ACS) that ensures our Burn Center has the resources required to provide optimal care to burn patients from the time of injury through rehabilitation.



QUALITY & PATIENT SAFETY

Promoting Safety, Improving Outcomes

Accredited by the Joint Commission on Accreditation of Healthcare Organizations, Doctors Hospital is committed to continuously improving patient safety and clinical outcomes. To that end, we offer a variety of programs and services that not only support our mission to deliver quality care but also improve the overall patient experience.

Seasonal Flu and H1N1 Preparation

In preparation for this year's flu season Doctors Hospital followed stringent standards recommended by the Centers for Disease Control. With heightened concerns regarding the spread of H1N1, or swine flu, employees providing direct patient care were required to receive the seasonal flu vaccine or wear surgical masks while at work. Special signs were posted throughout our facilities with reminders for patients, visitors, and employees to take precautions to help avoid spreading the flu to others, and hand sanitizer was conveniently placed at entrances and public areas to heighten awareness of the importance of hand cleansing. We also limited the visitation by children, those known to be at highest risk for contacting the H1N1 virus. In addition, a process was put in place to track presenting symptoms through the ER and confirmed H1N1 cases to monitor for trends that would indicate an outbreak in a specific community.

Methicillin-Resistant Staphylococcus Aureus (MRSA)

Dedicated to eliminating the possibility of staph infections within our facilities—an issue facing healthcare providers nationwide—Doctors Hospital has implemented a number of proactive initiatives. These have included expanding our testing procedures beyond screening only those perceived as “high risk” and taking extra hygienic precautions to assure spread of the infection is prevented.

Picture Archiving and Communication System (PACS)

Our PACS system immediately digitizes images such as Xrays, and other scans (CT, MRI, and PET), so they can be stored and electronically viewed on screens anywhere. By doing so, doctors and other healthcare professionals are able to access the images—even remotely—at the touch of a button, and thus compare the new data with previous images.



MUSE (Marquette Universal Storage of Electrocardiograms)

In December 2009, Doctors Hospital initiated the MUSE system. This system stores, retrieves and reduces the time it takes to get a confirmed EKG back to the patient's physician; thus, reducing valuable time towards successful treatment outcome. Another added benefit is the environmental impact of less paper utilization supporting the facility's goal of "going green".

Doctors Hospital Launches a Clostridium Difficile (C. diff.) Eradication Initiative

With the ongoing success of the MRSA eradication initiative started in 2007, Doctors Hospital implemented a program in July 2009 to eradicate a bacteria called Clostridium difficile (C. diff) from our hospital patient population. C. diff causes diarrhea illness in people, and is easily spread to others by unwashed hands and contamination of the environment. The initiative not only identifies patients who have become ill from C.diff. but also decreases the risk of contamination to other patients thru stringent hand washing and environmental cleaning. Doctors Hospital is dedicated to eliminating the possibility of C.diff. infections within our facility.

Tobacco Free Campus

In November, Doctors Hospital has joined hospitals across Georgia in an effort to become tobacco-free. CEO Shayne George says, "Our hospital is committed to the health and safety of all of our employees, patients, and visitors. We feel that we should take a leadership role on major health issues. Making our campus completely tobacco-free firmly supports our belief in the health and wellness of our people."



Doctors Hospital has the most experienced team of gynecological surgeons who use the da Vinci Si Surgical System, the most advanced robotic technology in Augusta.

SPECIALIZED CARE

Committed to providing advanced healthcare services and wellness resources, Doctors Hospital has become an area leader in the adoption of nationally proven care and treatment programs. Several of the services we provide and technologies we employ are exclusive to our hospital; all services adhere to the highest industry standards available today.

The Cancer Care Center

Of the many forms of cancer we treat, lung cancer can often require the most complex treatment strategies. That's why the multidisciplinary team of diagnostic specialists, pulmonologists, medical and radiation oncologists, and thoracic surgeons works closely together at our new **Lung Cancer Center** to customize a treatment plan that's right for each patient. The Lung Cancer Center is the only local center with specialty trained pulmonologists, performing advanced **Interventional Pulmonology** procedures and brachytherapy treatments that can help patients breathe easier and enjoy a more comfortable quality of life. When combined with our comprehensive support services—including a full-time **Cancer Care Navigator** who guides patients through all aspects of their care—our Center is able to offer the latest technology with a very personal touch.

At the Lung Cancer Center at Doctors Hospital, we are using the very latest tools and technology to help our patients celebrate more birthdays.



The Healthy Living Center

Specializing in bariatrics and the **laparoscopic adjustable gastric banding system**, the Healthy Living Center has become an area leader in helping patients take control of their health. Our expert team of physicians, bariatrics specialists, dedicated nutritionists, and diabetes educators work with patients to help them achieve their weight loss goals safely and successfully. Should it be determined that a patient is a good candidate for lap-banding, once the procedure has been done, we offer monthly support groups to keep everyone on track. In addition, because the lap-band is adjusted several times throughout the first year—an office procedure in which saline is added to the band to increase its width—patients are also regularly evaluated and encouraged.

Center for Women

Recognizing that the health needs of a woman change dramatically as she moves through the varied stages of her life, we provide a comprehensive range of women's services and programs focused on helping women feel their best in every phase. We are the area's only hospital offering **Family-Centered Maternity Care (FCMC)**—an innovative, nationally recognized program that empowers new mothers to design the birth experience that best fits her needs and those of her family.

For women choosing hysterectomy or dealing with female conditions such as incontinence or uterine prolapse, we offer expert women's diagnostic services as well as the area's only fellowship trained urogynecologist—a

specialist in the diagnosis and treatment of urological and gynecological disorders. Should surgery be required, we specialize in several types of minimally invasive procedures. Many of these can be performed with **da Vinci™ robotic assisted surgery**—the most advanced technology available today for gynecological surgery.



“I knew what road I was headed down in terms of health risks and I was determined to change that direction for the better.”

- Julie Langston
Weight Loss patient

SPECIALIZED CARE

Joseph M. Still Burn Center

A nationally recognized leader in burn care and the largest facility of its kind in the Southeast, the Burn Center treats an estimated 7% of burn patients nationwide—about one-third of which are children. Highly respected for being among the first burn centers to adopt a multi-disciplinary approach to acute burn care, its team of specialists consists of plastic surgeons, general and trauma surgeons, maxillofacial surgeons, intensivists, internists, pediatricians, psychiatrists, nurses, dieticians, and social workers. As a result, today it averages an impressive 98% survival rate annually. Recently awarded **Burn Verification** through a joint program of the American Burn Association (ABA) and the American College of Surgeons (ACS), the Burn Center is being renovated and expanded.

In support of the Burn Center, the January 2010 opening of our new **Advanced Burn and Wound Clinic** offers convenient care and treatment for patients recovering from burn injuries or managing other skin-related issues. It is also home to our **Hyperbaric Medicine** department.



Patients like Tanya Jenkins from Macon, GA can now be seen in the comfort of the new Burn and Wound Clinic, which has doubled in size with 20 patient treatment rooms.

Intensive Care Unit

Housed on the third floor of our newly completed South Tower addition, the new ICU features 24 private rooms each designed to provide maximum patient comfort and privacy while facilitating close nursing observation and increased infection control. Outfitted with state-of-the-art critical care equipment and technology, it also includes a centralized nursing station with physician conferencing areas nearby and an expanded waiting room. Most importantly, our **on-staff physician intensivists** and expert team of acute care professionals are specially trained to manage a wide spectrum of conditions from acute congestive heart failure and strokes, to neurosurgical recovery and multi-system failure.

Emergency Services

Conveniently located in the center of Augusta and closest to its fastest growing sector, our Emergency Department averages the area's shortest wait times and fastest treatment times. Our specialized team of ER physicians, nurses and technicians—many of whom have worked together for over a decade—have the experience and expertise required to handle any emergency that may arise, including on-staff hospitalists and access to comprehensive diagnostic and medical/surgical services. In addition, our **Joseph M. Still Burn Center** provides the area's only emergency treatment of acute burns.



Doctors Hospital displays ER wait times on several digital boards throughout Augusta.

SPECIALIZED CARE

Center for Occupational Medicine

A comprehensive program utilized by over 1,000 industries and businesses throughout the CSRA, our Center provides a variety of occupational health and testing services. As a result, these partner industries are realizing cost-effective care and increased productivity with reduced absenteeism. From occupational injury and illness concerns to executive physicals, drug testing, and OSHA compliance, these services are offered at our clinic on Tobacco Road or on location from our **mobile units**. We also offer **workers' compensation case management services** and on-site physician and/or nursing care as needed. Our clinic on Tobacco Road features state-of-the-art equipment and is staffed by our highly trained occupational health professionals. Plans are underway to open an Evans clinic in 2010 to serve the employers in the west Augusta area. All occupational medicine services are provided under the direction of a board-certified occupational medicine physician.

Human Motion Institute®

Specializing in the diagnosis, prevention, and treatment of musculoskeletal conditions of the hips, knees, ankles, shoulders, hands and spine, the Human Motion Institute has emerged as the area's authority on joint replacement, sports medicine, spine care and physical rehabilitation. Our newly completed **Joint and Spine Center** features 24 private rooms outfitted with the latest technologies for patient care and comfort, including walk-in showers, elevated toilets, and an open, airy design. For patients who have experienced a prolonged loss of function from an injury, surgical procedure, or medical condition, our **Inpatient Rehab Unit** provides a focused team approach to rehabilitation to help ensure that each reaches their individualized treatment goals.

Ranging from sports medicine to physical therapy and occupational therapy, our **Rehab Health Centers** provide expert diagnostic and rehabilitative care in four convenient locations—main hospital campus, Evans, South Augusta and North Augusta. The Rehab Health Center on the main campus also features our new **Balance and Vestibular Center**, a facility specially created for the diagnosis and treatment of balance-related conditions. Our Centers are served by highly skilled physical therapists, occupational therapists, and certified athletic trainers.



“It’s been amazing to me that prior to each replacement I was in so much pain that it hurt to take a step, and yet, within days of replacement, I was virtually pain free.”

Evans High School Coach
- **Jim Conner**
Joint Replacement patient

LOOKING TO THE FUTURE

With phase one of our expansion project now complete, Doctors Hospital looks forward to completion of our next phase of enhancements in the coming year. In follow up to the recently opened Advanced Burn and Wound Clinic, the renovation and expansion of the Joseph M. Still Burn Center is next.

The new Wound Center occupies the ground floor of the new Burn Medical Office Building, adjacent to the Burn Center. Designed to treat patients recovering from burn injuries or managing other skin-related problems, it is also home to the newly relocated Hyperbaric Medicine and Burn Hydrotherapy services. The building also includes physician and administrative offices as well as new much needed research and classroom space.

Perhaps most exciting, our newly designed Burn Center is expected to be complete in the fall of 2010. When finished, it will feature a new burn ambulance entrance and patient receiving area, two additional burn operating rooms and burn-specific recovery rooms, expanded patient registration and visitor waiting areas, and a dedicated Burn Pediatric Intensive Care Unit. The new pediatric ICU is especially important as about one third of all patients treated at the Burn Center are children. These long-awaited enhancements will ensure that the Burn Center has the space and resources needed to continue its important role in our community and beyond.

Finally, we are also very excited to add an important capability to our expert cardiopulmonary services in 2010. The introduction of Percutaneous Coronary Intervention (PCI)—also known as angioplasty—complements our existing diagnostic services and provides our heart patients with a more complete continuum of cardiac care in one convenient location.

2010 Board of Trustees

William P. Byars, MD, Moderator

Phillip Kennedy, MD, Vice-Moderator

Shayne George, CEO, Secretary and Chief Executive Officer

Alan Smith, MD, Physician Member and Medical Staff President

Betty Dyches, Lay Member

Pat Blanchard, Lay Member

Jim Whitehead, Lay Member

Bipin Chudgar, MD, President-Elect of Medical Staff

(Non-Voting Member)

SERVICES LISTING

Burn Center

Blood Bank

Wound Healing and Hyperbaric Medicine

Cancer Care Center

Healthy Living Center

Bariatrics

Diabetes Care

Nutrition Counseling

Center for Stroke Care

Center for Women

Clyde A. Burgamy MD Center for Women

Family-Centered Maternity Care

Cradle Club

Breast Feeding Instruction

da Vinci™ Robotic Surgery

Women's Diagnostics Center

Incontinence Care

Human Motion Institute

Total Joint Replacement

Spine Care

Sports Medicine

Outpatient Rehab Health Centers

Physical Therapy

Occupational Therapy

Hand Center

Balance & Vestibular Center

Lymphedema Center

Aquatic Therapy

Functional Capacity Evaluations

Sports Medicine

h2U

Health Connection at the Family Y

Occupational Medicine Center

Rehabilitation Therapy

Inpatient Rehabilitation

Outpatient Rehab Health Centers

Diagnostic Services

Endoscopy

Radiology

Lab

Cardiopulmonary

Sleep Center

Advanced Surgical Services

da Vinci™ Robotic Surgery

Gynecological

Urological

Minimally Invasive Spine Surgery

Weight Loss (Lap Banding Surgery)

Augusta Surgical Center

Evans Surgical Center

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Augusta, GA 30909**

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