I was on the road to being bed-ridden from my severe scoliosis. After my surgery, the excellent staff at the Joint and Spine Center exceeded expectations; and this summer I walked on the beach for the first time in my life.

Sandra Maran, Patient of Dr. Justin Bundy, Spine surgeon at the Human Motion Institute at Doctors Hospital
This past year was a time of continued growth for Doctors Hospital. Following the 2009 grand opening of our new South Tower, we continued to invest in our facilities and services by opening the Joseph M. Still Advanced Wound and Burn Clinic. This advanced clinic is located within the Burn Medical Office Building adjacent to the main hospital. This clinic consists of 20 patient treatment rooms, two large waiting areas for patients and their families, a new hyperbaric treatment area, and new physical and occupational therapy space. Several months later, the burn team’s hard work and dedication was honored with the grand opening of the newly renovated Critical Care Burn Center. The center, which was verified through a rigorous review program administered by the American Burn Association (ABA) and the American College of Surgeons (ACS), is the largest of its kind in the country. The addition of a brand new burn intensive care unit with a separate ambulance entrance and four surgical suites is designed to provide optimal care to burn patients from the time of injury through healing and rehabilitation. In November of 2010, we also renovated the Clyde A. Burgamy Center for Women. Built on a solid foundation of providing Family Centered Maternity Care, the beautiful enhancements contribute to an overall feeling of well-being with the comforts of home.

The hospital itself was not the only area of growth this past year. We also expanded our services into the community by opening our second location for Occupational Medicine Services. Located in Columbia County near the government complex, the facility is easily accessible for the area’s businesses and industries. Furthermore, the Center put its new 40 foot mobile health coach into service, enabling us to expand health and wellness offerings throughout the community—including Angioscreen, a new test available to assess risk of heart disease and stroke.

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 third year in a row from HealthGrades®, a national healthcare ratings company. Our Cancer Center was accredited by the American College of Surgeons Commission on Cancer. Also, Our Emergency Department’s Chest Pain Center received accreditation from the Society of Chest Pain Centers which validated that in addition to providing the shortest wait times in town, the physicians and staff have met or exceeded rigorous standards related to cardiac care. We were also very excited to begin offering Percutaneous Coronary Intervention (PCI) in April 2010. A natural complement to our existing cardiopulmonary diagnostic services, as well as an added convenience to our patients, the addition of PCI allows 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 our team of dedicated physicians and staff remain committed to the belief that life is a gift and we are here to help our community live it well.

C. Shayne George – Doctors Hospital of Augusta President and Chief Executive Officer
As a proven leader in the community, Doctors Hospital is committed to providing the highest quality, most advanced healthcare in a comfortable, caring environment. Located on the border of Richmond and Columbia counties, the hospital has continued to grow to meet the needs of this growing community. Following last year’s $55 million expansion of a new South Tower, this year we renovated the Clyde A. Burgamy Center for Women to provide an elegant, upscale environment for families to welcome their newest members. In addition, the Joseph M. Still Burn Center was expanded and enlarged and a new outpatient Advanced Wound and Burn Clinic was opened.

Committed to the Health of our Community

Our Facilities:
Main Hospital: 354 Licensed Beds
Joseph M. Still Burn Center: 70 beds and new Joseph M. Still Advanced Wound and Burn Clinic
Outpatient Surgery Centers: Evans and Downtown (Walton Way)
Rehab Health Centers: Main Hospital, Evans, North Augusta, and South Augusta
Occupational Medicine Centers: Evans 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.

“For nearly 35 years, the Joseph M. Still Burn Center at Doctors Hospital has been a leader in the treatment of acute burns throughout the entire spectrum of care, from first injury to final outpatient rehabilitation and care. The recent renovation and expansion of its outpatient Advanced Wound and Burn Clinic not only completes this continuum but also answers the region’s growing need for specialized wound care non-related to burn injury.”

Fred Mullins, MD, Joseph M. Still Burn Center Medical Director
Community Impact

Statistics

Total Patients Treated ................................................................. 170,523
Annual Hospital Admissions ....................................................... 12,153
Annual Emergency Visits .......................................................... 40,002
Total Medicaid Patients Treated .................................................. 27,339
  Medicaid Market Share .......................................................... 19.10%
Total Uninsured Patients Treated
  (1) excludes Medicaid patients treated .................................. 14,505
  Uninsured Market Share ........................................................ 13.10%

Our Facility and Services

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

Our Facility and Services

Total Employees .......................................................... 1,566
Total Physicians .......................................................... 450
Total Volunteers .......................................................... 340
Total Salaries & Benefits ................................................................. $89,989,100
Cost of Charity & Uncompensated Care ....................................... $23,860,354
Taxes Paid:
  Federal Income Tax ................................................................ $2,780,759
  State Income Tax ................................................................... $387,223
  Property Tax ......................................................................... $1,333,932
  Sales Tax .............................................................................. $2,330,745
  Other Local Tax ................................................................... $6,924
Total Taxes ................................................................................ $8,902,802
Capital Investment .................................................................... $18,336,826
Total Local Vendor Support ....................................................... $18,809,112
  Minority & Women Owned Business Support ...................... $521,055
Physician Specialty Coverage for Emergency Care .................. $1,420,692

TOTAL Economic Impact ......................................................... $161,318,887
Our Commitment to Excellence

Giving Back to our Community

Doctors Hospital makes a substantial impact on the community each year and understands the value of giving its time, resources and expertise to various community endeavors. From contributions to charitable organizations to sponsoring ever-popular community wellness events and educational outreach programs, Doctors Hospital is committed to giving back to the community. Here are a few highlights of 2010.

11th Annual CareFair For Women:
This signature “Girls Day Out” event is designed to pamper women, and recognize them for all they do for their families and others in the community throughout the year. At this day-long event, we feature wellness resources, provide screenings and give relevant information on the latest health trends and medical treatments. In 2010, over 3000 women attended the event and nearly 500 chose to participate in the free health screenings provided.

Gentlemen Start Your Engines:
Following its inaugural debut in 2009, over one thousand people attended this community event, which featured a free car show combined with a men’s health expo. Doctors Hospital provided a variety of testing services including screenings for PSA levels, colorectal cancer, skin cancer and diabetes. This year, nearly 300 men participated in the free health screenings while even more enjoyed the car show.
Prostate Screenings:
One in six men will be diagnosed with prostate cancer, making it the second most common type of cancer among men in the United States. Doctors Hospital is doing its part to ensure that screenings are provided to those who need them, free of charge. In September, National Prostate Cancer Awareness Month, we provided 950 free screenings to men in our community.

The Southeastern Firefighters’ Burn Foundation:
In 2010, Doctors Hospital contributed $120,000 to the Burn Foundation, which enables the Foundation to provide prescriptions, anti-scarring garments, transportation, meals, and housing through the Jeffrey Vaden Chavis House and the Shirley Badke Retreat. Since 1988, the Burn Foundation has been committed to supporting burn patients and their families both during and after treatment.

Healthcare Science & Technology Education Program:
In 2010, 200 students participated in this intense program that involves two-years of in-school science, math and health curriculum followed by one year of hands on, in-hospital training. A joint partnership between the hospital and five Columbia County High Schools, the program is designed to encourage students to pursue careers in healthcare. In addition, this past summer we welcomed 50 Junior Volunteers—younger students wanting to get an early introduction to various jobs in healthcare.

Consult-A-Nurse:
In 2010, Consult-A-Nurse – a 24-hour call line that gives the community access to nursing professionals—received an average of 550 calls per month. The most requested information related to healthcare concerns, physician referrals and community classes and events. Consult-A-Nurse can be accessed 24/7 at 706-651-4343.

Volunteerism:
In 2010, our 26-member Relay for Life team raised over $8,500 for the American Cancer Society, making Doctors Hospital the only hospital to place in the top 10 fundraising teams. Also in 2010, our team of volunteers raised almost $10,000 for the Light the Night walk, benefitting the Leukemia and Lymphoma Society.

Awards & Recognition

Doctors Hospital strives to provide the highest quality of care for our patients, and in doing so, we were awarded several distinctions in 2010 that validate our commitment to excellence.

• GHA’s “Right Care Every Time” Honor Roll recognizes Georgia hospitals with an Appropriate Care Measures rate of 91% or better.

• Society of Chest Pain Centers Accreditation demonstrates that Doctors Hospital has met or exceeded rigorous standards related to cardiac care.

• 2011 Orthopedic Surgery Excellence Award™ for the third year in a row from HealthGrades®, a national healthcare ratings company. Doctors Hospital ranked Best in Region.

• 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 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 and the American College of Surgeons that ensures our Burn Center has the resources required to provide optimal care to burn patients from the time of injury through rehabilitation.
CPOE: Computerized Physician Order Entry
This year, beginning in our Emergency Department, we moved into an electronic age with less dependence on paper for communication. Physicians began communicating orders electronically instead of on paper. Electronic communication is more efficient in that it is immediately transmitted, can be accessed by all who need the information and does not need to be transcribed (where a potential exists for error). In addition, CPOE is one step that Doctors Hospital is taking toward becoming a greener institution by saving trees and resources that would be been used to print and ship paper records.

AirStrip OB™
AirStrip OB delivers vital patient waveform data - including fetal heartbeat and maternal contraction patterns - directly from the labor and delivery unit to a medical professional’s mobile wireless device similar to how they appear on a hospital-based monitor. Physicians can closely monitor patients 24/7 when the demands of their day necessitate their periodic absence from the Labor and Delivery Unit. Built on the latest mobility platforms, the AirStrip service is FDA-cleared on virtually all mobile devices and HIPAA compliant with a single-user sign-on component. AirStrip OB incorporates robust security measures to ensure confidential patient data is fully protected. In today’s healthcare environment, improving patient safety and reducing risk are of paramount concern. The Joint Commission has identified ineffective communication as one of the leading causes of medical errors leading to patient injury. In bringing the right data to the right doctor at the right time, AirStrip OB helps our hospitals deliver excellent patient care.
Patient Tracker
This year, the Surgical Service department introduced a Patient Tracker system located in the surgery waiting room. This system improves communication with family members who are waiting for loved ones by providing a visual display of the patient’s location throughout the perioperative process. This also reduces the number of phone calls and nurse charting time, allowing the staff to focus more on the needs of the surgeon and the patient while in the operating room.

Bar Code-enabled Transfusion Administration
(BCTA) helps caregivers verify they’re giving the right blood product to the right patient at the right time, thereby reducing errors and risks associated with blood product transfusion. It does this by comparing specifics of the patient’s record to details about the blood product before it is administered at the bedside. The caregiver is alerted to any incompatibilities so that errors can be avoided. In addition, the system helps the hospital maintain the correct inventory of blood products so they are available when needed.
At Doctors Hospital, we treat the most important health concerns – yours. We are committed to providing the highest quality care, as well as the most advanced diagnostic and treatment programs available in the area. We provide healthcare services designed to meet your needs at every stage of your life.

Specialized Care

The Cancer Care Center:
More people die of lung cancer in the US than any other form of cancer. And Doctors Hospital knows that lung cancer can often require a very complex and aggressive course of treatment. That is why the multidisciplinary team of physicians at our Lung Cancer Center work closely to customize treatment plans for each patient. The Cancer Center, which is fully accredited by the American College of Surgeons Commission on Cancer, is the only local center with specially-trained pulmonologists performing advanced interventional bronchoscopy procedures and brachytherapy- a precisely targeted radiation treatment that destroys cancerous cells in the lung.

Our newest advanced diagnostic tools include PET/CT Scan and the superDimension® i-Logic System- a “GPS-like” tracking device that enables lung specialists to reach small lesions deep in the lung which cannot be accessed by traditional bronchoscopes. This facilitates early detection and initiation of treatment, thus improving a patient’s ability to survive.

Our full-time Cancer Care Navigator is a Certified Oncology Nurse who guides patients through all aspects of care, providing support for individuals and their families from diagnosis through treatment. Our network of comprehensive support services, combined with the latest technology, give our Center the ability to offer leading-edge cancer care with a very personal touch.

The Healthy Living Center:
While the Healthy Living Center specializes in bariatrics and the laparoscopic adjustable gastric banding system (LAP-BAND), this year the Center’s services were enhanced. Whether the goal is lose weight or just live a healthier lifestyle, registered dieticians and certified diabetes educators are on hand to provide support and education about nutritious eating habits and diabetes management. In all situations, our goal is to help you feel your best inside and out.
Center for Women:
We understand that a woman’s healthcare needs change throughout her lifetime. Our goal is to be ready and available to provide education, support, and services that add value during each phase of a woman’s life so that she can be at her best no matter what. The professional staff at the Clyde A. Burgamy Center for Women offers Family-Centered Maternity Care—an innovative, nationally recognized program that empowers new mothers to design the birth experience that best fits the needs of their family. To affirm our commitment to providing a comfortable, loving environment, we completely renovated the Center this year. In an elegant, upscale atmosphere, specially trained Labor and Delivery nurses enhance each patient’s experience with instructions in comfort techniques such as massage, aromatherapy, and breathing exercises. In addition, the new “Nine Months & Counting” educational program offers small group classes to women throughout their pregnancy.

For women dealing with the very personal issue of urinary incontinence, our medical team—led by the area’s only fellowship trained urogynecologist—offers urodynamic testing and minimally invasive procedures to correct these concerns. And for conditions requiring gynecological surgery, the surgeons at Doctors Hospital are the most experienced physicians in the area offering minimally invasive procedures using the da Vinci™ Surgical System—the most advanced technology available today for gynecological surgery.
Specialized Care

Joseph M. Still Burn Center:
A nationally recognized leader in burn care and the largest facility of its kind in the United States, the Burn Center treats nearly 3000 acute burn injuries annually -- about one-third of which are children—averaging an impressive 97% survival rate annually.

The renovated Burn Center, which began construction in February and opened with a ribbon cutting ceremony in early November 2010, is a brand new intensive care burn unit that treats critical care patients. The new burn ICU features a separate ambulance entrance for burn victims, specialty beds designed to minimize pressure to the body, new monitoring equipment and heightened infection & temperature control measures. The recently completed center has 70 beds and four state-of-the-art surgical suites.

In support of the new Joseph M. Still Burn Center, the January 2010 opening of our Advanced Wound & Burn Clinic offers convenient outpatient care for patients recovering from burn injuries or managing other skin-related issues such as chronic wounds. This state-of-the-art outpatient facility has 16 bays for treating patients, four procedure rooms equipped with full cardiac monitoring and dedicated treatment areas for patients who need physical and/or occupational therapy. It is also home to our Hyperbaric Medicine department.
Emergency Services/Chest Pain Center:
Located in the center of Augusta and closest to its fastest growing sectors, our Emergency Department averages the area’s shortest wait times and fastest treatment times. Recognizing that more than 200,000 people each year have heart attacks, the recently accredited Chest Pain Center is especially good news to the residents of rural communities surrounding Augusta, such as those in Lincoln, McDuffie, and Burke counties because we’re easily accessible from I-20 and I-520. It’s a relief to know that patients can get to emergency care quickly.

From first diagnosis to final discharge, the caring team of ER physicians, heart specialists and trained Chest Pain Center professionals has immediate access to the life-saving equipment and procedures needed to respond to any cardiac emergency swiftly and effectively. And because we’re fully accredited by the Society of Chest Pain Centers, our patients know they’re receiving the highest standards of care.

Cardiac Care:
This year, Doctors Hospital received a Certificate of Need to perform Percutaneous Coronary Intervention (PCI)—also known as angioplasty. This new service, performed by experienced and highly trained cardiologists, complements our existing diagnostic services and provides heart patients with a more complete continuum of cardiac care in one convenient location.
Center for Occupational Medicine:
This year, Doctors Hospital proudly introduced our new Mobile Health Coach—an extension of the Center for Occupational Medicine. The new coach is designed to provide on-site occupational care to area industries and also to provide health and wellness screenings to the community.

The new Mobile Health Coach, which is equipped to perform complete physicals, audiograms and lab work is also used to provide AngioScreen® to the community. This new non-invasive screening is an inexpensive way for individuals to obtain information about their circulation and risk for heart disease or stroke in as little as 10 minutes. The coach travels to various locations in the community several times each month, and the dates & times for these screenings can be found on the hospital’s community calendar.

In addition to the Occupational Medicine Center in South Augusta, the service area was recently expanded with the opening of a new location in Columbia County across from the government complex. All occupational medicine services are provided under the direction of a board-certified occupational medicine physician.

Human Motion Institute®
Voted Best in the Region and one of the Top 10 Programs in the nation for overall orthopedics, the Human Motion Institute’s Joint and Spine Center features large private rooms with the latest amenities for patient care and comfort, including walk-in showers, elevated toilets, and an open, spacious design. Specializing in the diagnosis, prevention, and treatment of musculoskeletal conditions, the Institute is the areas’ leading authority on joint replacement, sports medicine, spine care and physical rehabilitation.

This year, our Inpatient Rehab Unit celebrated its 15th anniversary. To celebrate, Emanual Martinez, a burn patient injured 10 years ago, returned to the unit to display his paintings in an art show. Having no previous art experience, Emanual began painting with his left hand as a form of therapy during his inpatient stay after his right arm had to be amputated due to injury. Today, we’re proud that several Martinez originals decorate the halls of the unit.

Ranging from sports medicine to physical therapy and occupational therapy, our Rehab Health Centers provide expert diagnostic and rehabilitative care in four convenient locations. Additionally, as an extension of our partnership with the Family Y, we are now offering aquatic therapy classes in Katie’s Pool- a new state of the art facility with warm water temperatures that enhance therapeutic treatments.
With expansion and renovation of our Women’s Center and Burn Center now complete, Doctors Hospital looks forward to completing the next phase of improvements in the coming year.

In 2011, we will complete work on the fifth floor Medical/Surgical facilities. The new Medical/Surgical floor will feature all private rooms that are spacious and tastefully decorated in keeping with the new South Tower design.

In addition, the Emergency Department will be renovated to increase capacity from 17 patients to 24. Doctors Hospital understands the anxiety patients & family members feel in an emergency, and remains committed to having the shortest wait times while still providing expert treatment for medical emergencies.

Finally, Doctors Hospital is excited to announce the impending opening of a new Inpatient Oncology Unit. An extension of the Cancer Care Center, this new wing will be dedicated to meeting the acute inpatient needs of our cancer patients in a comforting environment that encourages and supports them throughout their hospital stay.

2010 Board of Trustees:
William P. Byars, MD, Moderator
Phillip Kennedy, MD, Vice-Moderator, Physician Member
Shayne George, CEO, Secretary and Chief Executive Officer
Bipin Chudgar, MD, Physician Member, President of Medical Staff
Betty Dyches, Lay Member
Pat Blanchard, Lay Member
Jim Whitehead, Lay Member
Steven Moore, MD, President-Elect of Medical Staff (non-voting member)

Services Listing:

Burn Center
- Intensive Care Unit
- Blood Bank
- Wound Healing and Hyperbaric Medicine

Cancer Care Center
- Radiation Oncology Center
- PET/CT
- Lung Cancer Center
- Outpatient Transfusion
- Resource Room

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 -Nine Months & Counting
- Breast Feeding Instruction
- da Vinci™ Surgical Services
- 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
- Sports Medicine

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Health Connection at the Family Y

Occupational Medicine Centers
- Angioscreen
- Mobile Health Coach

Rehabilitation Therapy
- Inpatient Rehabilitation
- Outpatient Rehab Health Centers

Diagnostic Services
- Endoscopy
- Radiology
- Lab
- Cardiopulmonary

Sleep Center

Advanced Surgical Services
- da Vinci™ Surgical System
- Scarless Abdominal Surgery
- Minimally Invasive Spine Surgery
- Weight Loss (Lap Banding Surgery)

Augusta Surgical Center
Evans Surgical Center