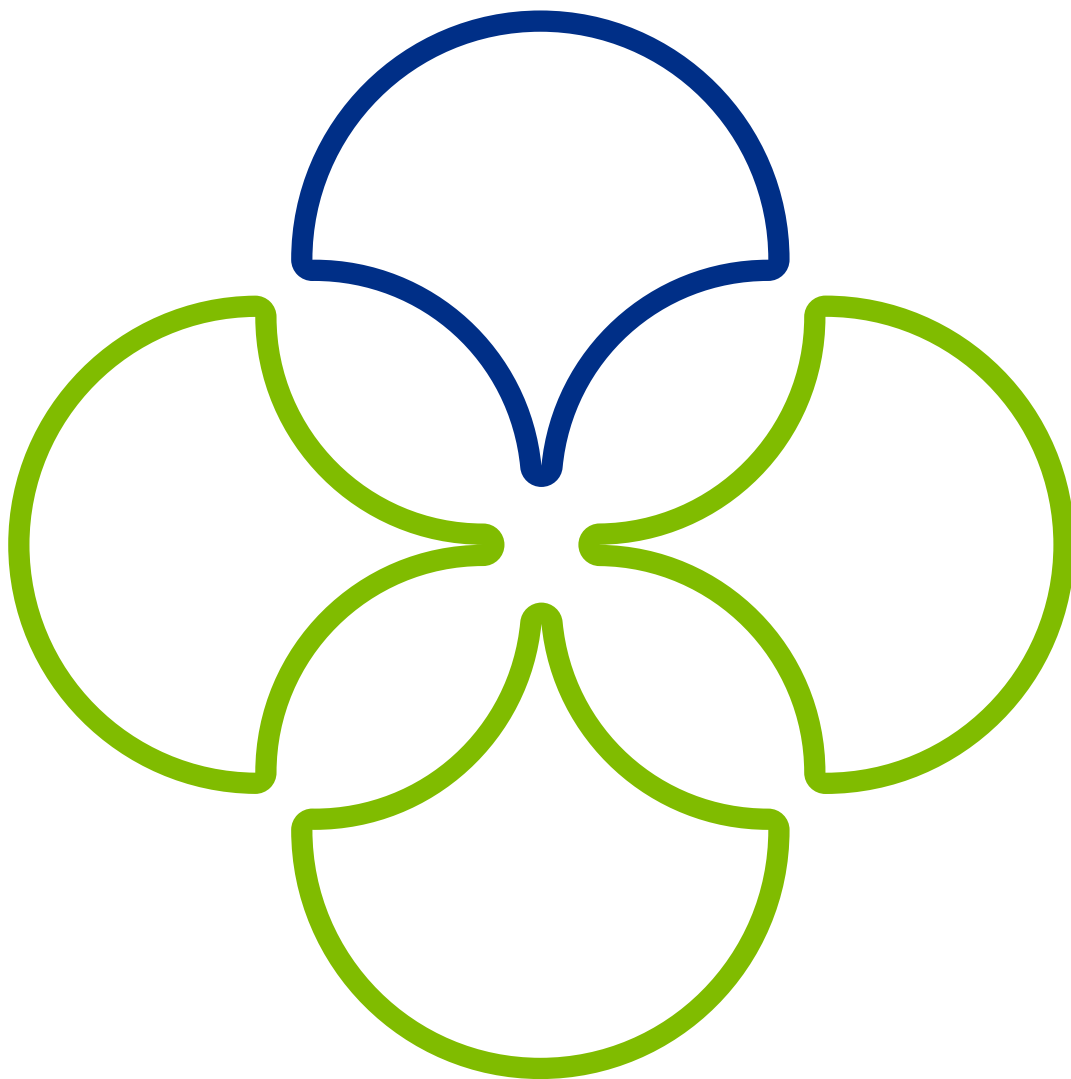


2017 ANNUAL REPORT



VALUE & INNOVATION

CHSGa Strategic Pillars

People • Partnership • Technology

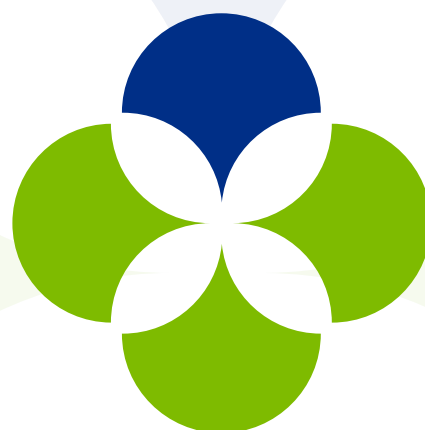


Mission

Providing Georgia direct access to health services.

Vision Statement

As knowledgeable advisors, we assist Georgians with health service decisions.



Values

Cooperation - Working together in search of innovative solutions

Honor - Being honest in our actions

Service - Leading by serving others



Board of Directors

Left to right, seated: Joseph A. Wall, Chairman; Ronnie D. Rollins, Chief Executive Officer and President

Left to right, standing: T. Randolph Coody, Kathryn H. Dennis, Herbert M. Ponder Jr., James B. Patton, Paul A. Cable

Executive Leadership of CHSGa

Ronnie D. Rollins, Chief Executive Officer and President

Lorraine T. Taylor, Chief Financial Officer

Rusty R. Lee, Senior Vice President, Ancillary Services

Michelle Moore Andrews, Senior Vice President, Workforce Solutions

Freddie Walter, Senior Vice President, Enterprise Services

Diana Wilks, Senior Vice President, Inpatient Services

**More Than 67,000 Patients Served
Through Multiple Healthcare Service Delivery Lines
Over the Past 12 Months.**



Dear Friends,

We are pleased to report another successful year of providing Georgia direct access to health services. When CHSGa was formed over 15 years ago, we believed that we were charting a unique course to develop the health system of the future. We consciously chose to operate as a nonprofit organization in a business landscape that largely consisted of for-profit companies, knowing that our point of view might seem out of step with the more common view. After 15 years of our journey, we are proud of the work we have performed, and more importantly, we are pleased that we have been able to serve the citizens of Georgia consistent with our mission.

Today, CHSGa provides a continuum of care across the healthcare spectrum and the associates of our service delivery lines work daily providing comprehensive services and helping patients navigate the medical landscape within their communities. Continuity of care is a key component of service delivery and in the past year we continued efficiency improvements through technological innovation and the move toward electronic health records across our health system.

As we look into the future, we see a complex and ever-changing landscape, a landscape that allows us to continue to create the future of healthcare. Our mission requires us to act boldly and urgently to address the needs of a growing, mature population in our State. As in the past, CHSGa will continue to innovate and advance disruptive change in healthcare on the journey to provide Georgia direct access to health services.

Sincerely,

A handwritten signature in cursive script that reads "Ronnie Rollins".

Ronnie D. Rollins
Chief Executive Officer

Skilled

Skilled Nursing Services

The skilled nursing services care delivery team is eliminating patients' paper charts by incorporating the hand-held LG CNS electronic health record system; it is used from initial bedside admission throughout the continuum of care. Interactive electronic health records provide clinical decision support, increase efficient internal communication and secure correspondence with healthcare partners. The electronic health record system dovetails with tools that reduce hospital readmission by ensuring that practitioners follow evidence-based protocols and processes.

After discharge, skilled nursing services provide enhanced transitional care for high-risk patients to safeguard a smooth return back into their community. These services include comprehensive social services that can assist in this transition.

Additional services for complex care include telemedicine for rural patients needing a special consult, wound care, and respiratory support, including ventilator care. These can vastly improve expected health outcomes and allow patients to return home sooner.

5,083
Patients Discharged
to Home

13,641
Patients Served

Acute

Acute Care Services

With about 12,000 emergency visits annually, the acute care services associates provides essential healthcare close to home. As a community-focused hospital, more than 20 percent of its patients travel from surrounding rural counties to access services, which include lab testing and state-of-the-art diagnostic scans.

Because diagnostic imaging services are conveniently located in the community, physicians have quick access to information that can allow them to diagnose and treat a patient's conditions more efficiently. More than 75 different lab tests and specialized diagnostic exams—such as colon imaging, lung cancer screening, breast screening, as well as a calcium scoring exam—are also available. For complex areas, a state-of-the-art CT scanner produces high-resolution results with reduced image noise and homogenized iterative scanning.

15,910
Diagnostic Imaging
Services Performed

125,000
Lab Tests Performed

Mobile

Mobile Diagnostics Services

As the only fully digital mobile diagnostics services delivery provider within a comparable geographic reach, images are processed in five seconds for immediate on-site communication with the patient's remote attending physician. Radiology technicians can view images at the point of service for clarity and image confidence, which streamlines quality protocols and timeliness. Positive skeletal exams are read by two radiologists to avoid unnecessary hospital readmissions and emergency room visits.

By encompassing digital technology components and robust partnerships with its customers, mobile diagnostics services remains committed to providing fast, accurate and trusted diagnostic support across Georgia.

Medical

Medical Services

Together, 30 physicians and nurse practitioners provide 369 years of combined experience. The medical services delivery team provides 24/7 primary care for post-acute patients. Its first-treatment protocol exceeds state standards (which is for a patient visit within the first 30 days), with patients typically being treated within 24 to 48 hours of admission.

By using nationally certified electronic health record software, the medical services delivery team provides a continuity of care across the practitioner group; it also can simultaneously increase bedside time and documentation efficiency by utilizing built-in intuitive macro technology. By using post-acute electronic health records for skilled nursing patients, physicians also streamline quality reporting and value-based standards.



369
Combined Years
of Experience

13,190
Patient Diagnostic Visits

Rehabilitation

Rehabilitation Therapy Services

The rehabilitation therapy services group is an industry leader in recruiting and retaining physical, occupational and speech therapists who provide care to patients in acute skilled nursing centers and within the community via outpatient centers and home health. The clinicians are trained in evidence-based clinical pathways focused on the individual patient's needs. Therapists may have additional training and certifications, such as aquatic therapy, vestibular rehabilitation and fiber-optic endoscopic evaluation of swallowing (FEES).



910
Certified Therapist
and Therapist Assistants

Transitional

Transitional Care Services

The transitional care services delivery team can help reduce skilled nursing admissions by providing in-home wrap-around services for patients enrolled in the statewide SOURCE program. As the only SOURCE provider reaching all 159 counties in Georgia, transitional care services works to improve quality and coordination of care, and to connect members to local resources.

On the other end of the spectrum, transitional care can assist in preventing readmissions to hospitals and skilled nursing centers, depending on the patients' health and socio-economic determinants. The enhanced transitions of care program can identify skilled nursing patients at high risk of hospital readmission and provide 30-day intensive case management at no cost to the patient.



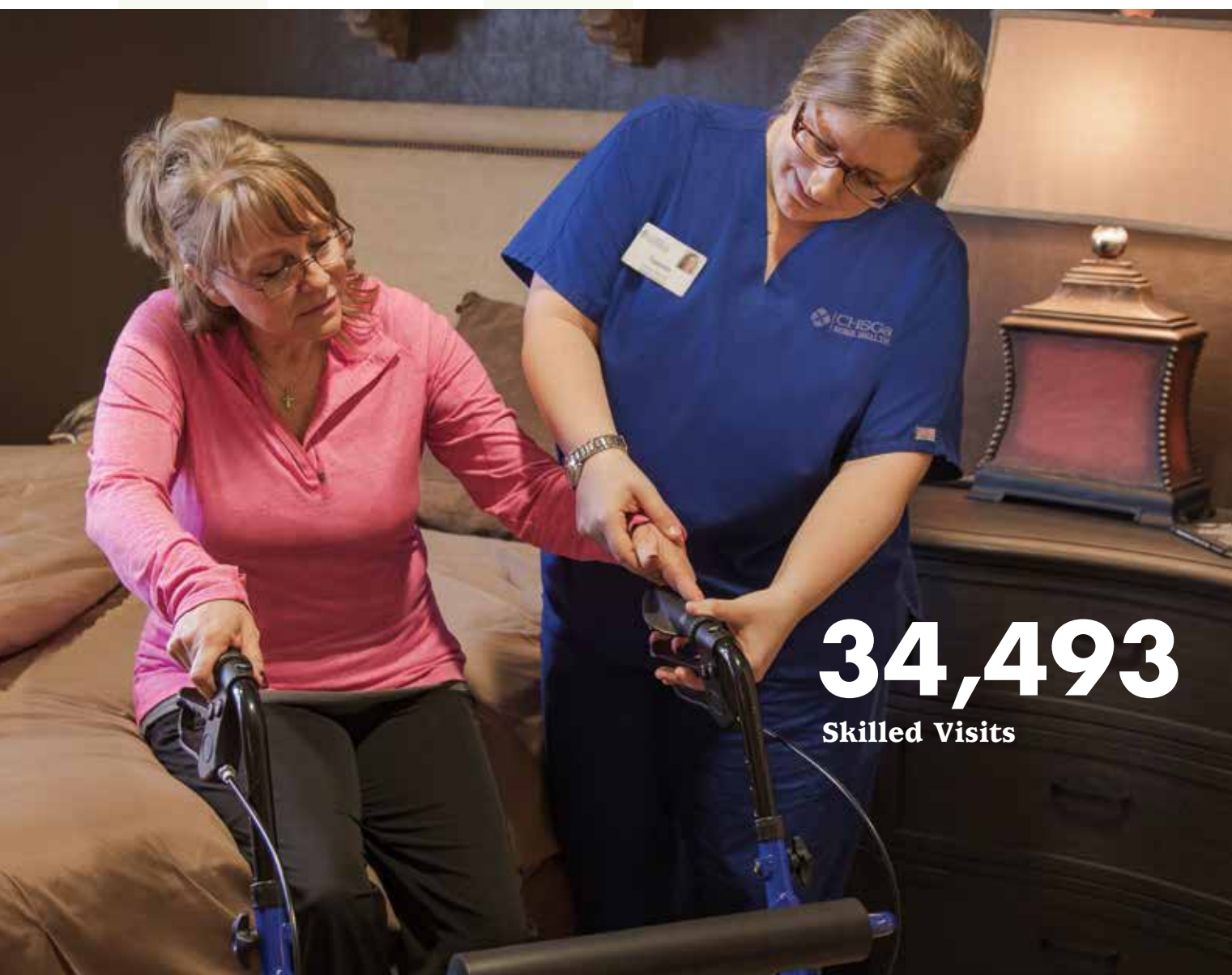
6,698
SOURCE Members

Home

Home Health Services

The home health services delivery unit is patient-centered, providing skilled nursing and rehabilitation therapy services. Initiation of care time is faster than the national and state averages in clinical measures. Patients rate the care and communication they received well above national and state levels.

The skilled home health associates deliver individualized care through nursing services, such as IV therapy and wound care, as well as with rehabilitation via physical, occupational and speech therapies. Home health services works to improve patient outcomes and provides disease-management education to promote health and wellness and to support the patient's goal in maintaining their independence.



Hospice

Hospice Services

With its interdisciplinary care team for patients with a terminal illness, the hospice services delivery team assists in making the transition to end-of-life peaceful and patient-centered. From bedside to 13 months post the patient's passing, hospice services offers holistic bereavement and social support that comforts both the patient and family during the complex onset of grief. Hospice services are provided 24/7 in both home and inpatient settings; associates meet the patient and family where they are to offer the desired level of physical and spiritual care through the emotional transitions to end-of-life.

72,733
Patients Visits



Transportation

Transportation Services

For over 40 years, the transportation services delivery team has been providing a vital service to communities that are often isolated from hospitals. Ten rural Georgia counties receive emergency and non-emergency transport, such as for critical care inter-facility and neonatal transports.

As the only CAAS-accredited ambulance agency serving both Central and South Georgia; the team has an ACE-accredited communications center, with in-house EMS billing and fleet maintenance. In addition, transportation services also provides community safety education, first responder classes in rural communities and CPR training.


Pharmacy

Pharmacy Services

A team of dedicated pharmacists provides 24-hour medication to short-term, long-term and hospice patients through automation. This delivery line's focus on technology increases efficiency and decreases costs.

The automated emergency medication cabinet, Omnicell®, offers immediate access to more than 200 medications to meet the needs of each patient's stat and first-dose requirements. TCGRx provides compliant, multidose packaging that reduces medication pass times by up to 40 percent, reduces waste and helps with refill compliance and dosage efficacy.

Pharmacy services collaborates with care centers and prescribers on improved patient outcomes. The pharmacist and nurse consulting team engage with care centers in maintaining compliance with ongoing regulatory updates and education. The multidisciplinary team approach includes pharmacist interaction with prescribers and nurses for patient-centered care.



62,027

Transport and
Emergency Responses



200

Stat & First-dose
Medications
Onsite

Medical

Medical and Distribution Supply Services

By anticipating and meeting needs through interactive business intelligence software, the medical and distribution supply services delivery line offers dispersal solutions and customizes 5,500 yearly deliveries for post-acute providers. Delivery services are offered across the entire state free of charge, including installation and assembly for medical equipment, furniture and housekeeping products.

With the implementation of the MITS reporting system, customers can efficiently manage their supply spends. The reporting system has the ability to trend costs within a major category of products, and it also delivers comparative data that can be used to track a customer's spending patterns.

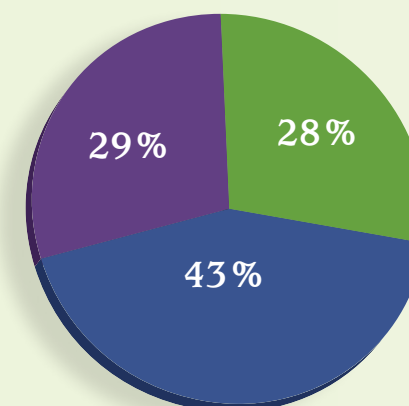
Supply distribution also offers personal and natural disaster emergency preparedness services, such as personal emergency response systems (PERS) and evacuation supplies during hurricanes and flooding.

Financial

Financial Report

CHSGa is committed to providing Georgia direct access to health services. As a nonprofit organization, we embrace the responsibility of good stewardship and recognize the value derived from investing in healthcare and services. At CHSGa we are good stewards, we understand the need to allocate financial resources wisely to provide the greatest benefit to those we serve.

Sound financial decision-making is vital to the long-term health of a nonprofit organization. As the population of Georgia continues to grow, CHSGa is committed to allocating and maximizing the use of its resources in an efficient and effective manner to serve its customers into the future, including the investment in our greatest resource – our committed and compassionate team of caregivers.

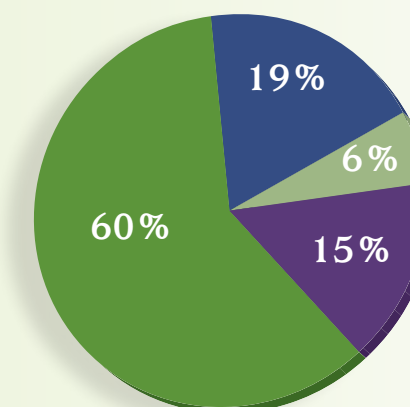


Assets

- Current Assets
- Property & Equipment
- Other Assets

Liabilities & Net Assets

- Current Liabilities
- Other Liabilities
- Long-term Debt
- Fund Balance





CHSGa

Innovating • Navigating • Aligning • **Healthcare**

CHS-ga.org

Follow us on: Facebook at CHSGaCares • Twitter at CHSGa • Instagram at CHSGaCares