



DeKalb Medical
With You all the way.™

Community Benefit Report

For DeKalb Regional Health System, Inc's 2017 Fiscal Year– August '16-July '17

At DeKalb Medical, our mission is to earn our community's trust everyday through our uncompromising commitment to quality. That quality is evident in the health services we deliver to the communities we serve – whether we are providing preventive health education at a local church or performing complex surgeries in one of our hospitals. We stand *with* the residents of our communities wherever they are in their healthcare journey.

We are a community-based health system existing for the benefit of our community. We do not have stockholders, we have stakeholders. Those stakeholders range from individuals we serve, to students we train, to local governments, civic organizations and all who seek to make our community a great place to live and work. As we reflect on our fiscal year 2017, which began July 1, 2016 and ended June 30, 2017, we evaluate our System's impact on the community. This report attempts to place a financial metric on the benefits provided to our community. The real measure, however, is in lives improved, lives saved, lives treated tenderly and compassionately at times of illness, and lives brought into the world. We capture many of those stories online at [DeKalb Medical Patient Stories](#) and encourage you to view them.

Providing Healthcare for Those in Need

DeKalb Medical is committed to all of the residents of our community and in fiscal year 2017, provided **more than \$70 million** worth of care to those without insurance and those who were underinsured. DeKalb Medical provides emergency and/or other medically necessary care, without discrimination, to all patients regardless of ability to pay and maintains a [financial assistance policy](#) in compliance with the 501(r) regulations of the Internal Revenue Service for not-for-profit hospitals.

Corporate and Community Health Education

To help our community take better care of themselves and understand what resources are available to assist them in maintaining and improving their health, DeKalb Medical offers complimentary health talks at the hospital and in community facilities, such as Park Springs Retirement Community, Central DeKalb Senior Center, Lou Walker Senior Center, and Decatur Recreation Center. Topics include exercise, nutrition and weight control, healthy sleep, breast health, hypertension and heart disease, managing diabetes, fall prevention, understanding Medicare and when to go to the Emergency Department versus Urgent Care.

DeKalb Medical is excited to be a part of many local festivals and community events. Staff volunteers represent the hospital and offer services such as blood pressure screenings for hypertension, fitness prize wheel encouraging guests to stay active, and the sugar shocker demonstration which illustrates the amount of sugar in popular drinks.

One of the key services we provide when at community gatherings is help navigating the health system. Citizens will come to our booths with specific questions or problems and our volunteers connect them with the appropriate resources they need.

In FY 17, 150 staff volunteers participated in 136 events resulting in thousands of hours in community service. Approximately 100,000 people attended the events where DeKalb Medical was present.

Right Care. Right Place. Right Time.

In 2017, DeKalb Medical launched a campaign to educate our staff and the public on when it is appropriate to go to the Emergency Department. The campaign guided patients on when to use the Emergency Department versus other facilities, such as urgent care clinics and Primary Care Physician offices. Why educate people on when to use the ED? Patients save time and money by knowing the right place to go at the right time.

The grassroots campaign included a series of community talks, targeted emails; distribution of guide cards at community events (over 10,000 distributed); social content and newsletter features. The campaign will continue in 2018.

Community-based Screenings

Educating our community about screening opportunities and making those opportunities accessible to our community is another way we serve our community. We have extended the number and geography of our primary care practices and implemented measurements and metrics to ensure that patients of our physicians are monitored and actively encouraged to comply with screening guidelines. The primary care practices follow up with those who have received recommendations, but haven't followed them. Patient compliance with recommended screenings for mammography went from 63% to 67% and for colonoscopy from 49% to 52%. Early diagnosis can be the difference between life and death. Encouraging these screenings and making them accessible, is one of the most important things we do.

In addition, we promote specific screening events to the community at large. The cancer center holds two free screening days each year – a breast cancer screening day and a skin cancer screening day.

Our Wellness on Wheels bus, which offers digital mammography, participates annually with local community organizations to reach underserved communities with free mammograms.

Support and Recovery Services

While treating patients clinically is the hallmark of what we do, we know that a patient's journey and the aftermath has emotional and other physical consequences. DeKalb Medical commits to being "with you all the way" and that means before, during and after a medical event or condition. These are services for which our health system receives little to no reimbursement, but services that are necessary in the full continuum of care.

Helping Young Families

We help aspiring parents understand and navigate the issues they need to consider when having a baby with online tools, checklists and referral resources. We prepare them with childbirth education, first aid classes and new parent classes and are one of the few hospitals in Atlanta that still provides in person classes for a more personalized experience. In 2017, 1200 new parents attended classes.

Once babies are born, we continue to support the parents with lactation education and support, mother/baby exercise programs and a new parent support group where shared experiences create relationships and help parents adapt to life with a baby. Many "alumni" of these groups tell us that the new parent group was a lifesaver during those first few months of parenting. More than 400 women participated in the breast feeding support group. In addition, a lactation "warmline" is available seven days per week from 8:30 am - 4:30 pm and served approximately 300 people.

Unfortunately, some families must face the death of a baby. Under these tragic circumstances we stand with our families. Our Hospital Auxiliary/Volunteers provide bereavement boxes to include a lock of the baby's hair or other mementos. Each year, they hold a memorial service at a local cemetery garden to remember the babies. The hospital also partners with the nonprofit Rachel's Gift to offer support to families who experience a loss of their infant.

Cancer Support and Survivorship

The Comprehensive Cancer Center, offers support groups at two hospital campuses to meet the needs of patients and other cancer survivors. Groups consist of a breast cancer support group, a prostate cancer support group, a group for children of diagnosed parents called the Treehouse Gang, and two general cancer support groups. In addition, DeKalb Medical works with the American Cancer Society to provide Look Good, Feel Better and offers a fitness program called Return to Wellness through the System's Certified Medical Fitness Center – the Wellness Center.

Cancer changes lives and creates new perspectives. More and more cancer patients are surviving longer. Survivorship is a new era in life and we feel it's important to honor, celebrate and support survivors. DeKalb Medical hosts two events each year – one for our employee survivors and a Survivor's Block Party.

Rehabilitation

DeKalb Medical's rehabilitation department offers support beyond the treatment program. The department hosts three support groups – the stroke support group, the aphasia group and the community conversation group.

Surgical Weight Loss

There are several support groups for surgical weight loss patients. Research has demonstrated that patients who routinely participate in support groups have greater success in maintaining long-term weight loss.

Obesity Support Group - These meetings are to discuss the physical and psychological implications of bariatric surgery. We acknowledge the pounds lost and focus on what we have gained since our surgery. We recognize that the patient is not the only person whose life is transformed by this surgery; for that reason we encourage significant others, family members, and friends to attend.

Surgical Weight Loss Center – Post Surgery - A Post-Surgery group for those just after surgery up to one year post-op meets monthly. This group addresses immediate post-op concerns of nutrition, physical and psychological changes, and successes of our patients.

A veteran's group for those 12+ months post-op also meets monthly. This group addresses the more long-term changes, as well as unexpected challenges and adjustments that accompany weight loss. This group is invaluable for maintaining a successful focus.

Open Support Group Meeting - An open interactive and event support group meets monthly. This group will incorporate exercise, cooking demonstrations, and other events that enrich the patient experience and support them in their success.

Pastoral Care

The Pastoral Care Services Department offers a Grief group for anyone who has experienced a loss. Sessions are held throughout the year.

Hospital Website/Online Education

In October 2017, DeKalb Medical launched an online newsletter with health tips and trends. Each month, 4,000-5,600 people open various health features on topics including women's health, men's health, nutrition and fitness, aging, parenting, arthritis, cancer, and more. Each newsletter is archived on the hospital website and each article links to a health library.

Research

DeKalb Medical's commitment to cancer research is demonstrated in our Clinical Trials program. The clinical trials often compare the most accepted cancer treatment with a new treatment that physicians hope will be more effective. Clinical trials are available for many different kinds of cancer, and many stages of cancer treatment. Research is not just for patients who have exhausted all standard treatment options. DeKalb Medical has trials available for newly diagnosed patients, as well.

DeKalb Medical participates in a number of cancer clinical trials sponsored by some of the leading cancer research groups in the country. The program is affiliated with many study bases, including the National Cancer Institute co-operative group studies. DeKalb Medical recently joined the Georgia Cares minority-based NCORP (NCI Community Oncology Research Program) based at Georgia Regents University Cancer Center. The Georgia Cares NCORP brings state-of-the-art clinical trials sponsored by the National Cancer Institute will be provided to our patients close to home.

DeKalb Medical clinical trials include: prevention trials, chemotherapy and immunology trials, surgical trials, radiation trials, quality of life trials, tissue banking trials and cancer care delivery research.

Health Education

DeKalb Medical has a radiology school to train future radiation technologists. The school had 33 students in fy 2017 and provides needed health professionals for our community.

In addition, DeKalb Medical 's North Decatur campus is the site of The Podiatry Institute, a national training center for podiatrists. While The Podiatry Institute is a private organization, its presence on campus enhances the attractiveness of our community for podiatrists and complements DeKalb Medical's podiatry residency program, which graduates about three residents per year.

The Heart Wellness Center, the System's cardiac and pulmonary rehabilitation program, works closely with Georgia State University to provide hands on training and experience to its candidates for degrees in exercise science.

In-house Medical Library

DeKalb Medical's medical library is open to the community and is home to a large collection of medical information including books, journals and online resources. The library offers electronic access to medical journals, as well as print subscriptions. The library staff are available to assist patrons during regular business hours.

In-kind Donations

DeKalb Medical opens its facilities for use by community groups work work to support with a positive and productive community.

In fy 2017, DeKalb Medical hosted sororities and fraternities, Leadership DeKalb, the DeKalb and Lithonia Chambers of Commerce, the National Coalition of Black Women, Sisters By Choice, the

American Business Women's Association, the Atlanta Dermatology Society, the City of Stonecrest and more. Approximately 500 people benefitted from the use of space in DeKalb Medical facilities.

Expertise and Board Service

DeKalb Medical leadership is actively engaged in various organizations that support our community. In fiscal year 2017, Cheryl Iverson, vice president of marketing and communication served as chairman of Leadership DeKalb, LeRoy Walker, vice president of HR served on the DeKalb Library Foundation Board and Cathy Hardin, executive director of HR served on the DeKalb Worksource Board.

In addition, DeKalb Medical participated in the Live Healthy DeKalb Coalition of the DeKalb Board of Health and the Senior Coalition.

Community Partners

Includes organizations that have received donations, sponsorships or in kind space or have coordinated educational or outreach programs with DeKalb Medical

Agnes Scott College	Delta Sigma Theta (Stone Mountain –Lithonia Chapter)
Alpha Kappa Alpha (Decatur Chapter and Stone Mountain Chapter)	Georgia Credit Union
American Business Women’s Association	Grayson High School
American Medical Response	Greater Atlanta Christian School
American Red Cross	Homeless Teams Task Force
Arabia Mountain High School	Lakeside High School
Archer High School	Leadership DeKalb
ART Station	Loganville Christian Academy
Beulah Baptist	Loganville High School
Central DeKalb Senior Center	Lou Walker Senior Center
City of Decatur	Miller Grove High School
Collins Hill High School	100 Black Women of DeKalb County
Columbia Methodist Church	100 Black Men of DeKalb County
CrossRoads News	Panola Gardens Senior Living
Day League	Parkview High School
Decatur Active Living	Peace Baptist Church
Decatur Business Association	Park Springs Retirement Community
Decatur High School	Physicians Care Clinic
Decatur YMCA	St. Phillip AME
Decatur Recreation Center	Tucker High School
DeKalb Chamber of Commerce	Walnut Grove High School

Value of Community Benefit – DeKalb Medical July 1, 2016 – June 30, 2017

