

# ON THE GOVER

#### Future Johns, RN, MSN, CCRN

Director, Trauma Services Lyndon B. Johnson Hospital

#### Kenneth Mattox, MD

Chief of Staff Ben Taub Hospital

#### S. Rob Todd, MD

Trauma Medical Director Ben Taub Hospital

#### Rondel Albarado, MD

Trauma Medical Director Lyndon B. Johnson Hospital

#### Nancy Nguyen, RN

Nurse Clinician II, Emergency Center Ben Taub Hospital

# Sharing the HUMAN EXPERIENCE

On the heels of our momentous 50th anniversary, Harris Health System begins our next decade with a keener-than-ever sense of the enormous responsibility entrusted to us as dedicated healthcare champions for those most in need.

Hundreds of thousands of our family members, friends and neighbors come to us each year seeking care and compassion as they go through the widest range of human experiences.

We share their joys as we help them bring new lives into the world. We care for their young children, help keep their teenagers healthy and strong and offer specialized care for adults and the elderly. And, of course, given our credentials and resources, we also provide the highest level of emergency and trauma care to anyone facing an extreme medical challenge, or worse, a matter of life and death.

We're here for the residents of Harris County. Whatever their circumstances. Whatever their challenges. With all our best. It's a matter of pride.



#### Message to our community

As your community's leading public academic healthcare system, Harris Health takes great pride in delivering value by providing superior medical care, improving the health of the people we serve and doing it at a lower cost for those most in need.

We put our patients at the center of all we do, relentless in our pursuit of innovations to improve safety, quality, healthcare access and the overall patient experience. Knowing that our community trusts us with their lives and their loved ones' lives is an obligation and a privilege we never take lightly. In honor of this stewardship, we base every action and interaction with patients on what our knowledge and our values tell us is the right thing to do.

In addition to providing leading-edge medicine, Harris Health is fully committed to helping people live better, healthier lives. Focusing on health and prevention, as well as on the most effective care, allows us to keep costs down. After all, offering the best healthcare in the world doesn't mean much if people can't afford it. In that vein, we provide significant charity care to people with limited means. We accept patients regardless of their ability to pay, and we work with other local agencies to address pressing health issues in our community.

Harris Health strives to be a model of excellence in healthcare. By innovating around care coordination and improving clinical care, we are positioned to take healthcare to new levels of excellence.

You can take pride in knowing your public health system provides exceptional and affordable care to those members of our community most in need. For Harris Health, there is no greater mission.

Sincerely,

George Masi

President and CEO

anne Clutterbook

**Anne Clutterbuck**Chair, Board of Trustees





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# always here ALWAYS READY

Harris Health has served as our region's leading trauma responder for more than 50 years. A day or night spent at the Ben Taub Hospital Emergency Center provides real-life proof of the extraordinary care and compassion our specialized teams deliver to those in extremely critical situations. LBJ Hospital provides vital trauma care in northeast Houston, where no other such high-level care is available.



#### A study in the power of partnership

Our emergency and trauma care teams work closely, not only with their peers but in concert with Emergency Medical Services and other first responders and area medical facilities. Our efforts together are well coordinated across the continuum of care. We all know that every second counts in what's known as "the golden hour" immediately following a traumatic injury, and it makes all the difference in our patients' survival and future.

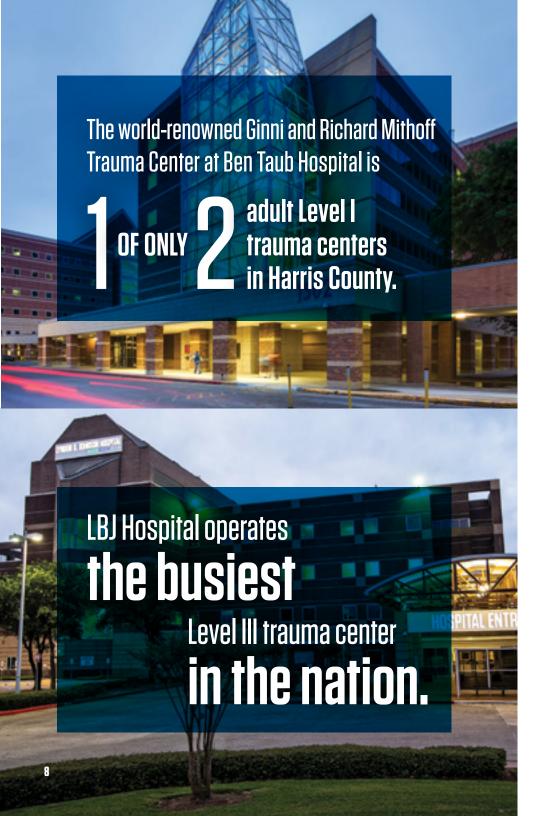
Interestingly, while trauma cases represent less than 5% of emergency volume, they call upon our entire system's resources, often for extended periods of several months, as patients move through the stages of healing and rehabilitation.

#### HARRIS HEALTH SYSTEM

165,281 emergency visits last year

5,809 trauma cases last year





They're awesome. I have total confidence in their ability, and it's not an easy environment. There's little glamour, nobody's getting filthy rich, nobody's getting famous, but they know they're doing something that's really important for the community. The work they've done at Harris Health has literally changed the way trauma patients are treated around the globe.

David E. Persse, MD
EMS Physician Director/Public Health Authority,
City of Houston



A law student in the middle of finals at the time, Jesus Guillen walked a friend to her car one night before heading to his own. He never made it.

"A drunk driver came across the corner of the street and took me along with him," Jesus explains.

He woke up hours later, scared, confused and seriously injured, at Ben Taub Hospital.

Jesus admits he had never liked hospitals before. His experience at Ben Taub changed his mind forever. Doctors performed a series of surgeries to repair his broken right knee and his left tibia, shoulder and elbow. He now has enough metal in him to set off airport security alarms.

Unfortunately, Jesus permanently lost vision in one eye; still, he is alive and grateful.

After 10 days in the hospital, a summer in bed at his parents' house, months of learning to read with limited vision and working with a Ben Taub physical therapist, Jesus fully regained his upper-body range of motion.

He also graduated from South Texas College of Law and now has his own law practice.

Every step of the way, they were amazing. When you're at the point of nearly dying...what can you say to the people who are there for you?

**Jesus Guillen**, trauma patient, Ben Taub Hospital

Everyone at LBJ treated me really nice. The nurses were very respectful. I'd recommend the hospital to anyone.

Freddie Jackson, trauma patient, LBJ Hospital

Freddie Jackson is much more familiar with Lyndon B. Johnson and Ben Taub hospitals than most people. He helped build them.

Even so, he wasn't hoping to need the kind of care they're famous for.
Until he became a patient in November of last year.

Freddie was involved in a car accident, knocked into the console of his friend's car as they were broadsided by another car at 75 mph.

Firefighters and emergency medical technicians pulled him out through the driver's door and rushed him to LBJ. He had cracked ribs, a fractured vertebra and lacerations to his liver and lungs.

Freddie spent five days in the hospital and three months in physical therapy before he could walk. Understandably, he's still not comfortable riding in a car, but he's so appreciative of the care he received, he promises that, "One day soon, I want to take them pizzas as a thank you."

Until then, he's very happy to be back in the swing of things, spending time with his grown children, caring for his mom and playing pool and dominoes in his spare time.





## maintaining LEVEL I TRAUMA CENTER

### Status at Ben Taub Hospital

Six years ago, Harris Health System completed the expansion and renovation of LBJ Hospital's emergency center. Now, it's critical that we do the same for Ben Taub Emergency Center, the front door of our Level I trauma center. Making it happen requires the support of everyone whose lives we touch, and that includes our own people.

As the community-owned healthcare system for all of Harris County, we must be prepared to respond to events that threaten the health or safety of our residents, whether from personal emergencies such as car accidents and falls, larger threats from natural disasters or the unthinkable and increasingly more common acts of violence or terrorism.



#### THANK YOU, HARRIS COUNTY

We're off to a good start with the Harris County Commissioners Court approval of \$70 million in bonds to begin this vital modernization project. The emergency center renovation calls for \$35 million more, which we're working to raise through donations from supporters and our own Harris Health System family.

The American College of Surgeons recommends metro areas our size have

6 TO B LEVEL I TRAUMA CENTERS HOUSTON HAS 2

#### Trauma does not discriminate

The Harris County Hospital District Foundation is leading this effort. But it's up to all of us.

Please join us in raising these much-needed funds. **Visit hehdfoundation.org/donate today.** 

# every innovation begs the question, WHAT'S NEXT?

Ultimately, every Harris Health service, every treatment and every process is meant to provide the best possible experience for our patients, in terms of efficiency, improved health, satisfaction and personal attention. We are relentless in our pursuit of innovative ideas, and we freely acknowledge that the best ideas can come from anywhere and anyone.

#### **2017 HIGHLIGHTS**



#### Ambulatory Surgical Center at LBJ Hospital

On the third floor of the Harris Health Outpatient Center on the LBJ Hospital campus, our Ambulatory Surgical Center, opened in 2014, now has five operating suites where we performed

#### 3,600+ same-day surgical procedures

in 2017. Our low .24% admission rate is a testament to this center's value to the community—patients can have surgeries here months sooner and go home safely, the same day, without complications, allowing us to use LBJ Hospital operating rooms for more complex cases, including trauma.

Average time spent from the moment patients enter surgery to the time of discharge: A hours

Ambulatory surgical centers are highly specialized in taking care of these cases in the most efficient, cost-effective manner. They also provide the best experience for the patient...and patients have better outcomes versus an in-patient setting.



Glorimar Medina-Rivera, MD

#### Automated microbiology laboratory

Winner of our Innovation of the Year award, this new lab features

#### full automation and robotics technology

that allows our staff to grow, incubate and identify bacteria in as little as

#### three hours versus the traditional 72.

Patients at LBJ and Ben Taub hospitals now receive faster, more accurately targeted antibiotic treatment, so they feel better faster, go home sooner, save money and avoid unnecessary medications.

Since setting up our **Think Innovation** web portal less than four years ago, employees have submitted thousands of ideas and generated

\$30M in cost savings.

#### Robotic pharmacy dispensary

Robotic technology is also at work in our new central-fill pharmacy, where we filled

1.3 million+ prescriptions in 2017.

Robots handle 65% of them now, at the rate of one prescription every 12.5 seconds, freeing pharmacists to provide patients more

face-to-face counseling and information.

By simplifying the entire process, our innovative mail-in colon-cancer screening test not only

saves \$455,000+ annually, it also saves lives by nearly doubling our patients' return rate, from 40% to 75%.

## the best and the brightest LEARNIO SHINE HERE

Many people may not realize the full significance of Harris Health System as a training ground for the next generation of healthcare professionals. It's not just a nice thing we do. Or simply an efficient staffing strategy.

Our partnerships with the prestigious
Baylor College of Medicine, McGovern
Medical School at UTHealth and MD Anderson
Cancer Center demand that we remain on the
cutting edge of medicine, technology and
patient care as residents and students from all
disciplines work side by side with our faculty,
determined to help solve complicated cases
and develop the next medical breakthrough.

Everyone benefits from this concentration of expertise—our patients, above all.

45%

of providers licensed by the Texas Medical Board in Harris County trained at Harris Health facilities

Patients choose providers who treat them with **respect**.

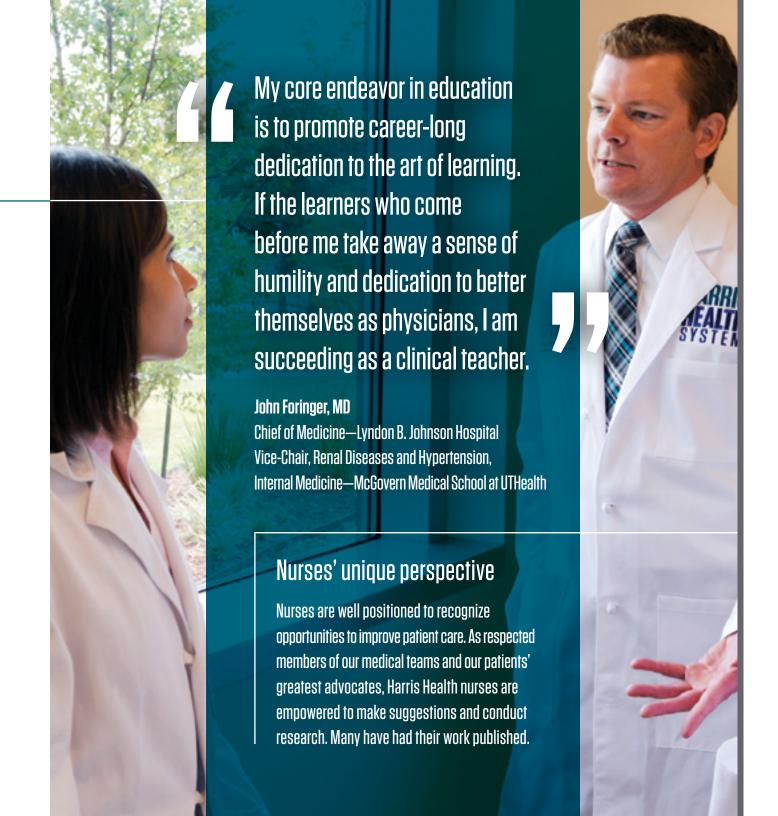
9 out 10

say our doctors listen carefully

say our nurses are courteous and respectful

would recommend us to someone they care about

Based on the 2017 NRC Health Trend Report



# giving patients a MEDICALHOME forever



Through our community-based health centers and school-based clinics throughout the region, our primary care physicians get to know patients and their families. They enthusiastically share their knowledge and skills with medical teams and specialists across our system, collaborating on behalf of our patients to provide the right care at the right time in the right place.

This level of healthcare integration is central to our mission, allowing us to connect people to a lifetime of services, from preventive medicine, outpatient surgery and specialty care of all kinds to world-class trauma treatment, pharmacy services and community outreach.

We believe this approach gives patients access to exceptional care that's also more efficient and safer.

# THE FIRST

in Harris County to earn accreditation as a patient-centered medical home from the National Committee for Quality Assurance

to offer a fully integrated electronic medical records system to ensure patients' medical histories are secure and instantly available across our entire network

# SAME-DAY CLINICS serve a special niche

One of the most important services we provide is quick, high-quality care for minor illnesses and injuries. This gives people in our community a convenient option when a visit to a primary care physician is not possible, either because they need to see a doctor during off hours or on a Saturday, or because they simply don't have a doctor.

### 62,014

unique patients took advantage of convenient, high-quality healthcare at our same-day clinics in the last year

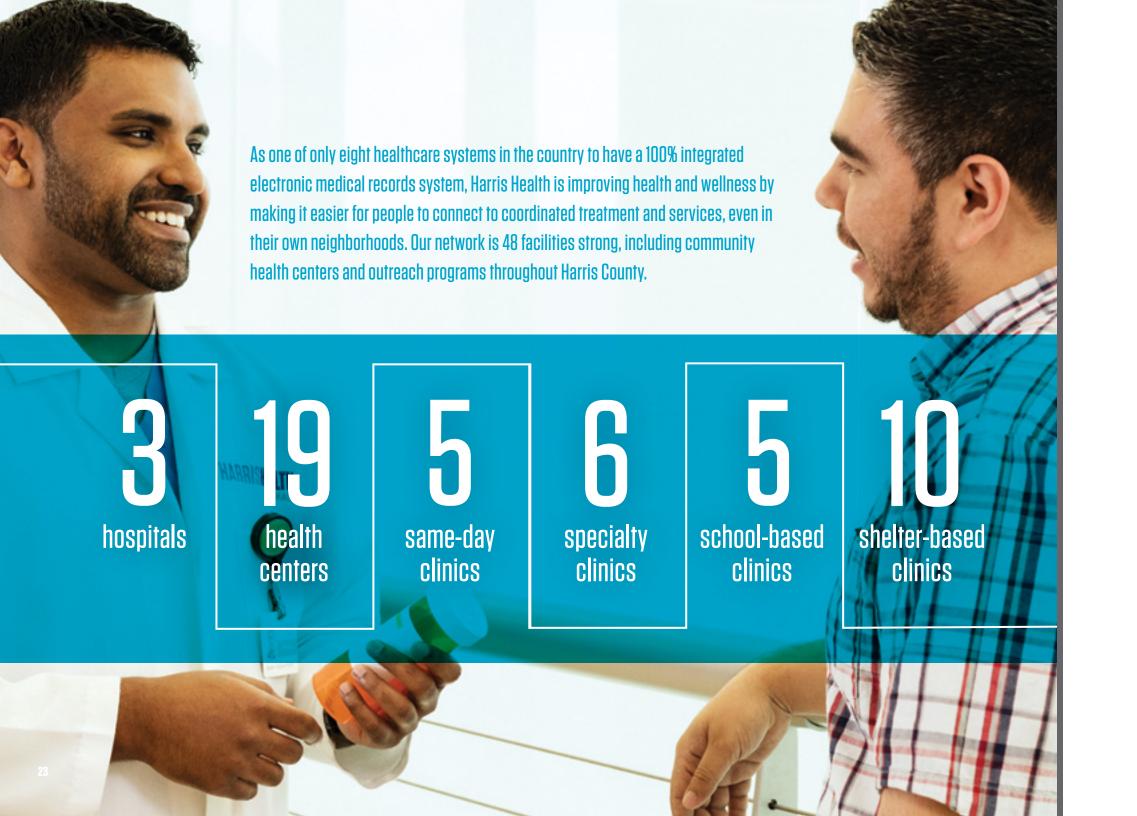
Even more important, our same-day clinics help patients avoid unnecessary trips to our emergency rooms, which saves everyone time and money and allows us to focus emergency room treatment on people with true medical emergencies.

Harris Health System operates five same-day clinics across the county. Patients can walk in without an appointment to see board-certified clinicians for issues such as minor aches and pains, colds, allergy symptoms, minor cuts and bruises, basic lab work and flu/pneumococcal vaccines.

### 32 minutes

average wait time for a walk-in appointment at a same-day clinic

### SMARTER CONNECTIONS save money, time and lives



# Caring for our FINANCIAL HEALTH

### A strong financial foundation is essential to building Harris Health's future.

We believe fiscal responsibility should not be achieved at the expense of quality patient care and access. In fact, Harris Health has made tremendous strides in recent years to optimize available resources without compromising our values or the quality of care we provide. In addition to continual process improvements, focused efforts on controlling costs and maximizing efficiency, we continue to leverage opportunities presented by healthcare reform to design an innovative, value-based model for the delivery of healthcare in Harris County. Complementing these efforts is a dynamic and expanded emphasis on philanthropy and development to assure we have the necessary foundational capital to sustain academic healthcare excellence.

# *IATISTICAL HIGHLIGHTS*

1,900,096

total outpatient visits

903,458 primary care visits

**322,510** specialty clinic visits

23,814 surgery cases

165,281

total emergency visits

47,709

total cases occupying patient beds

**5,988** births

213,093

total patient days

583.8

average daily patients in the hospital

Fiscal year ended February 28, 2017

# **AND EXPENSES**

#### **Operating revenues**

Net patient service \$390,180 Medicaid supplemental programs \$160,804 Other operating \$52,539

Total \$603,523

#### **Operating expenses**

Salaries, wages and benefits \$729,721
Purchased services, supplies and other \$538,991
Depreciation and amortization \$53,559

Total \$1,322,271
Operating (loss) income \$(718,748)

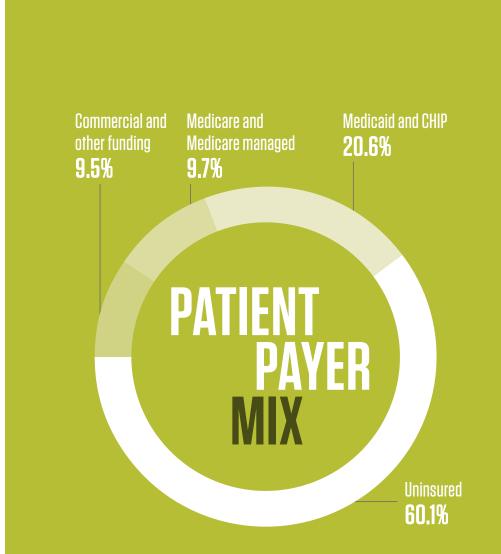
#### Non-operating revenues (expenses)

Ad valorem tax—net \$698,819
Net tobacco settlement \$7,847
Net DSRIP \$46,444
Investment \$5,273
Interest \$(15,672)
Other \$539

Total \$743,250

#### Change in net position \$24,502

Fiscal year ended February 28, 2017 All numbers shown in thousands





## TRUSTED LEADERS dedicated to the mission

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Commissioner, Precinct 3

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Commissioner, Precinct 4

### CONTRIBUTIONS OF TIME AND HUMAN KINDNESS

Through our volunteer department, every day, people quietly and freely offer their special skills and talents to improve the Harris Health experience for our patients. One group knits baby blankets for the nursery and heart-shaped pillows for women recovering from mastectomies. Another transforms donated wedding dresses into beautiful angel gowns to give parents who have lost an infant. Still others, including staff members, collect and donate useful and much appreciated items such as toiletries, books, snack items, toys, eyeglasses, baskets filled with baby care essentials and more.

Harris Health System volunteers extend the possibilities of our care beyond the measure of dollars and cents.

JOIN US.

#### **2017 COMMUNITY INVOLVEMENT TANGIBLE GIVING**

Fiscal year ended February 28, 2017

**Individual donors 97** 

Individual items donated **55,720** 

Total value of in-kind donations \$298,152.12

Special projects completed **33** 

Volunteer groups who completed special projects **28** 

fig. system volunteers

47,633 total system volunteer hours

\$1.14M in donated time

#### **2017 COMMUNITY INVOLVEMENT IN-KIND DONORS**

Aabana Insurance

Amegy Bank

Angel Gowns by Diane

**Anonymous Donor** 

Arjun K. Wali

ASIS International—Houston Chapter

AT&T Pioneers-North Life Club

AT&T Pioneers—West Loop South Club

Barbara Bush Houston Literacy Foundation

Bellaire High School

Bev Konzem

**Brentwood Baptist Church** 

Carla Golemon

Carole Caesar

**Chain Reaction Ministries** 

Charity Guild of Catholic Women

Children's Wish Foundation

Clara Dobev

Common Thread Circle

Compass Thru Recovery—The Wayne Foundation

Congregation Emanu El

Constalene Ferguson

**Cuddling Care Ministries** 

Current Christian Church

Cypress Woods Sewing Group

Don and Glenn Hurd

Elizabeth Hogue

Ellen M. Martin

Erin Beazner

Evelyn Rubenstein Jewish Community Center

of Houston

First Presbyterian Church

First Presbyterian Church Piecemakers

First Presbyterian Church Women's Group

Friendship United Methodist Church

Geline Webb

George Ranch High School Girl Scout Troop #25152

Girl Scout Troop #25239

Gloria Suarez

**Greenwood Forest Ouilters** 

Gulf Coast Regional Blood Center

Harris County Sheriff's Office

Harris Health System Human Resources

**Hess Corporation** 

Houston Astros

Houston Livestock Show And Rodeo-

Special Children's Committee

Houston Livestock Show And Rodeo-

**Charity Tickets Committee** 

Houston Parks and Rec

Jessica Segal

loe loe Bear Foundation

John and June Fuller

John and Nadine Eidman

Julie Anderson

Kathleen Ryan

Kingwood United Methodist Church

Knit at Night Gang

L Bee J Quilting Bee

Lighthouse for Life

Lillie Gobert

Little Angel's Ministry

Lone Star Living—Craft Club

Luanne Handley

Mela Rodriguez

Melvin Knapp Senior Center

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Ono Moore

Palm Lane Church

Palmer Memorial Episcopal Church

Precious Purses with a Purpose

Priscilla Williams

Proctor Plaza Park Community Center

Project Cure

Project Sunshine

Pump Strap, LLC.

Reconstruction of a Survivor

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St. Martin's Episcopal Church

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Susan G. Komen® Houston

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Teeny Tears

The Lady's Charity Club

Tracy Glesby

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**UT** Police

Verizon Wireless

Veronica Rivera-Mendez

Walter Hlavinka

Wayne and Ann Pierce

Wear a Pair Share a Pair

Yvette Honevcutt

We hope to bring some

ioy and comfort

to patients during their difficult hospital stay.

We love to donate our handmade heart-shaped

pillows to Harris Health.

**Janie Schmidt** 

**Common Thread Circle** 



# proud supporter of a MIGHTY CAUSE

Improving the health of a mostly underserved population the size of Harris County's is an enormous undertaking. Harris Health System's compassionate mission would simply be impossible without philanthropic efforts on the same grand scale.

Since 1992, the Harris County Hospital District Foundation has proudly worked with generous volunteers, community partners and donors in support of Harris Health initiatives, from community health outreach programs such as mobile mammography, immunization and dental services to professional development for Harris Health doctors, nurses and staff to the expansion of the Harris Health System facilities. Since its inception, the HCHD Foundation has provided nearly \$44 million to Harris Health System for programs and services.



The HCHD Foundation gratefully acknowledges all donor gifts, both large and small. Together, they have allowed us to contribute more than

\$2.7M

in FY 2017 for the benefit of Harris Health programs and services.

It's important to us that you be recognized for your generous contributions. If your name has been listed incorrectly or accidentally omitted, please bring it to our attention.

#### \$100.000+

Baxter Trust

Harris County Healthcare Alliance Susan G. Komen® Houston McDonald's Corporation

#### \$25,000-\$99,999

Epic Systems
Houston Livestock Show and Rodeo
Lamajak, Inc.
Pink Ribbons Project, Inc.
The Lester and Sue Smith Foundation
The William Stamps Farish Fund

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#### \$5,000-\$9,999

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Ms. Bonnie Gerbais
Wortham Insurance &
Risk Management

#### \$500-\$999

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Ms. Pamela R. Russell

St. Hope Foundation

Lodae #1

The Most Worshipful Uni Grand

#### \$250-\$499

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