Access to More Services...
Georgians gained access to a brand new, state of the art children’s hospital when Beverly Knight Olson Children’s Hospital opened its doors in February 2019. Diagnostics Cowles Clinic brought imaging services to Georgia’s lake country, Monroe County Hospital renovated and expanded its emergency center and Navicent Health Baldwin opened its Women’s Imaging Center, while Medical Center of Peach County and Peyton Anderson Cancer Center each celebrated five years of service. It wasn’t all about buildings. Wellness Center began Aqua Stand Up paddle board fitness, Navicent Health Physician Group invited the community to get outside and Walk With a Doc, and the Family Health Center received an SBIRT Grant to expand addiction counseling.

Service with New Technologies
This year, Navicent Health introduced IORT and SCOUT technologies for breast care, new pacemaker options and the latest treatments for peripheral artery disease. We also partnered with likeminded organizations to introduce Synormed for COPD management.

Award-Winning Care...
Navicent Health received Most Wired honors for the third consecutive year, while Newsweek named The Medical Center a 2019 World’s Best Hospital. The American Hospital Association awarded Navicent Health HAP recognition for its volunteer-led art therapy program, Carlyle Place was named a Choice Community for continuing care, and Pine Pointe received two CAHPS honors from patients’ loved ones. The American Heart Association recognized Navicent EMS and The Medical Center for lifesaving care, while the Heart Center earned the ACC Triple Crown. Monroe County Hospital achieved DNV accreditation. Trauma Services was once again nationally verified for excellent trauma care, Cardiopulmonary Rehab earned AACVPR accreditation and Diagnostics Cowles Clinic achieved ACR Accreditation. The Medical Center, Medical Center of Peach County and Navicent Health Baldwin were also honored by CareChex and the Georgia Hospital Association for high quality care.

…with Community at Heart
While the team at Medical Center of Peach County worked closely with high school health sciences students, nurses at The Medical Center worked with the University of Georgia to provide pacemakers for dogs in need. Putnam General Hospital focused on the prevention of diabetes, heart disease, falls and hot car deaths. Carlyle Place resident and retired roofer Melvin Kruger began a new project, while students from Georgia Academy for the Blind graduated from Navicent Health’s Project SEARCH. Rehabilitation Hospital Navicent Health worked with local partners to establish Rock Steady Boxing for people living with Parkinson’s disease, and teammates cycled from Charlotte to Macon to raise awareness for adaptive sports programs.

Impacting Lives
In 2018, Navicent Health hospitals in central Georgia generated over $1.7 billion in revenue for the local and state economy, according to a recently released report by the Georgia Hospital Association, the state’s largest hospital trade association. During the same time period, Navicent Health provided $61,958,367 in uncompensated care while sustaining 17,824 full-time jobs throughout central Georgia and the state.

Navicent Health also had direct expenditures of almost $752 million in 2018. The total economic impact of those expenditures was $1,728,903,554.00 when combined with an economic multiplier developed by the United States Department of Commerce’s Bureau of Economic Analysis. This output multiplier considers the “ripple” effect of direct hospital expenditures on other sectors of the economy, such as medical supplies, durable medical equipment and pharmaceuticals. Economic multipliers are used to model the resulting impact of a change in one industry on the “circulating flow” of spending within an economy as a whole.
**2019 PERFORMANCE**

**MEDICAL CENTER, NAVICENT HEALTH**
- Outpatient visits: 520,293
- Patient days: 260,126
- Inpatient admissions: 40,387
- Acute care inpatient beds: 677
- Urgent Care visits: 82,922
- Emergency Center visits: 67,683
- Transports from other hospital: 6,237
- Emergency Center visits per day: 148
- Outpatient surgery cases: 17,604
- Inpatient surgery visits: 12,033
- Births: 3,255
- Neonatal Intensive Care Unit admissions: 1,015
- Employees: 4,434
- Medical Staff Members: 523
- Volunteers: 140
- Medical residents and fellows: 117

**REHABILITATION HOSPITAL, NAVICENT HEALTH**
- Admissions: 1,421
- Patient days: 19,862
- Average length of stay (days): 14.87
- Patients discharged to their home or assisted living (%): 73
- Adult outpatient visits: 22,691
- Patients categorized as medically complex (%): 71
- Therapists on staff: 50

**MEDICAL CENTER OF PEACH COUNTY, NAVICENT HEALTH**
- Outpatient visits: 56,885
- Patient days: 8,805
- Inpatient admissions: 1,059
- Acute care inpatient beds: 25
- Emergency department visits: 28,254
- Emergency department visits per day: 61.82
- Outpatient surgery cases: 598
- Inpatient surgery cases: 0
- Births: 0
- Employees: 210
- Medical staff members: 130
- Volunteers: 29

**NURSING**
- Nurses: 2,047
- Nurses contributing to community activities: 222

**PEDIATRIC SERVICES**
- Pediatric Emergency Center visits: 18,183
- Pediatric Intensive Care Unit admissions: 1,223
- General Pediatrics Unit admissions: 1,615
- Pediatric surgical procedures: 3,689
- Children’s Hospital Outpatient Services visits: 2,836
- Children’s Health outpatient clinic visits: 13,680
- Children’s hematology/oncology visits: 2,941
- Autism & Developmental Center visits: 24,030

**NAVICENT HEALTH BALDWIN**
- Outpatient visits: 110,583
- Patient days: 22,511
- Inpatient admissions: 4,571
- Acute care inpatient beds: 140
- Emergency department visits: 39,582
- Emergency department visits per day: 86.81
- Outpatient surgery cases: 4,659
- Inpatient surgery cases: 647
- Births: 670
- Employees: 494
- Medical staff members: 188
- Volunteers: 77

**HOME HEALTH CARE AND HOSPICE**
- Home Health visits: 86,157
- Hospice days of care: 19,148
- Pines hospice days of care: 3,018
- Volunteers: 30

**COMMUNITY HEALTH**
- Attendees at Speaker’s Bureau presentations: 8,647
- Speaker’s Bureau presentations: 146
- Attendees at health fairs: 8,922
- Participants in health screenings: 7,294
- Participants in prenatal classes: 382

**PROJECTS**
- Capital expenditures: $38,771,000

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**2019 FINANCIALS**

**BILLED**
- Inpatient services: $2,364,643,661
- Outpatient ancillary service: $1,776,598,722
- Revenue from other non-patient business activities: $60,577,946

**Total gross revenue**: $4,201,822,348

**However**
- Medicare and Medicaid did not reimburse: $2,144,718,128
- Commercial insurance discounts: 546,283,213
- Charity care provided and bad debt: 397,135,711

**Total we were not paid**: $3,088,147,052

**Therefore**
- **Net operating revenue**: $1,113,875,296

**Operating expenses**
- Salaries and employee benefits: $636,909,875
- Supplies and services: $465,704,361
- Depreciation: $46,605,811

**Total**: $1,148,220,047

**Amount retained for improvement of services and facilities**: $35,544,751

**FINANCIALLY, HOW WE SERVE OUR COMMUNITY**

**Direct Patient Care**
- Uncompensated cost of Medicaid: $24,484,856
- Charity uncompensated costs: $63,257,079
- Bad debt costs: $39,119,562

**Total**: $128,861,507

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**Community Education and Partnerships**
- Annual patrons at the Peyton Anderson Health Education Center: 8,243
- Cash contributions to charitable organizations: $181,245,30
- Cash grants from Navicent Health Foundation: $35,200,833

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**CHARGES BY PAYOR FOR MCNH**

<table>
<thead>
<tr>
<th>Payor</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicare</td>
<td>47%</td>
</tr>
<tr>
<td>Medicaid</td>
<td>17%</td>
</tr>
<tr>
<td>Self-Pay/Indigent</td>
<td>8%</td>
</tr>
<tr>
<td>Private Insurance</td>
<td>26%</td>
</tr>
</tbody>
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**ADMISSIONS BY COUNTY FOR MCNH**

<table>
<thead>
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<th>County</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bibb</td>
<td>40%</td>
</tr>
<tr>
<td>Crawford</td>
<td>3%</td>
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<tr>
<td>Houston</td>
<td>11%</td>
</tr>
<tr>
<td>Jones</td>
<td>3%</td>
</tr>
<tr>
<td>Monroe</td>
<td>4%</td>
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<tr>
<td>Peach</td>
<td>5%</td>
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<tr>
<td>Twiggs</td>
<td>1%</td>
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<tr>
<td>All other Georgia</td>
<td>32%</td>
</tr>
<tr>
<td>Out of State</td>
<td>1%</td>
</tr>
</tbody>
</table>

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All figures reported represent data from October 1, 2018 – December 31, 2019

**NavicentHealth.org**

777 Hemlock Street
Macon, Georgia