

More LISTEN. More GIVE. More HEAL.

INSIST ON THE BEST.



James Davis
President/CEO,
University Health Care System

As we launch into our next 200 years, we at University Health Care System, the area's only not-for-profit community health system, would be remiss if we didn't pause and reflect on our landmark year in 2018. At University, we strive every day to go beyond what is expected in quality and safety; technology and innovation; and inpatient and outpatient care through all phases of life. We support the less fortunate, train tomorrow's caregivers and partner with our neighbors to build a stronger, better community. University is independent, locally controlled and deeply rooted, with a statewide economic impact of more than \$1 billion.

This month as I reflect on my ninth year as this system's CEO, I am honored to be only the fourth person to hold the position since the 1970s. This management stability is an anomaly amid the uncertainty in today's healthcare climate, and was a contributing factor leading to our "stable" outlook from the industry's leading financial rating agencies. As it has since its founding 201 years ago, University Health Care System stands ready to do what is right and necessary to serve the health care needs of our community. Thank you for a great 2018!

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We Care About You and It Shows.

In 2018, University strengthened its standing as the highest quality, lowest cost health system in the region.

U.S. News & World Report ranked University No. 6 in Georgia and No. 1 in the CSRA and named us "high-performing" in six commonly performed procedures and treatments. No other area hospital received this recognition.

University received the first NRC Health Consumer Loyalty Award in the region, and was also ranked No. 1 in Georgia and No. 15 in the nation. This internet-based survey asks consumers across the country to rank their most preferred hospital.

Beckers Healthcare® and Healthgrades® named University's orthopaedic, joint replacement and spine surgery programs among the "100 Best" in the nation for the third and fourth consecutive years respectively.

Leapfrog® issued University its 10th consecutive "A" rating for patient safety, a streak unmatched in the region.

Our Heart & Vascular Institute celebrated more than 300 Transcatheter Aortic Valve Replacement (TAVR) surgeries for patients who are too fragile to survive a traditional valve replacement procedure, and used the region's first mitralclip heart valve repair.



TRAINING & RESEARCH

As part of our commitment to improve the health of our community today and in the future, in 2018 University participated in more than 29 research studies in areas to include: cardiology, nephrology, nutrition, obstetrics and gynecology and oncology.

We also opened our doors to 87 medical residents, who performed 3,059 cases to further their education, along with 629 nursing students. University provided these services at its cost of \$1.8 million, combined with training students in University's Schools of Radiography and Cardiovascular Technology.

COST UNIVERSITY HOSPITAL

\$350,927
SCHOOL OF RADIOGRAPHY

\$276,426
SCHOOL OF CARDIOVASCULAR TECHNOLOGY

\$921,201
INTERNS AND RESIDENTS

DEPARTMENT	NUMBER OF CASES PERFORMED		NUMBER OF RESIDENTS	
	2018	2017	2018	2017
OB/GYN	934	835	22	19
GENERAL SURGERY	313	253	11	11
INTERNAL MEDICINE	800	906	12	13
ORTHOPAEDICS	381	659	2	8
FAMILY MEDICINE	631	156	40	17
TOTAL	3,059	2,809	87	68



INDIGENT CARE

Our goal is to serve the special needs of each patient and family member, treating them with dignity and respect with a customer service mindset, regardless of their ability to pay.

INDIGENT & CHARITY CARE UNIVERSITY HOSPITAL

\$27.8 MILLION INPATIENT AND OUTPATIENT SERVICES FOR INDIGENT PATIENTS
\$18.4 MILLION UNCOMPENSATED PHYSICIAN SERVICES FOR INDIGENT AND CHARITY PATIENTS
\$1.4 MILLION DIRECT SUPPORT OF COMMUNITY CLINICS AND INDIGENT PHARMACY SERVICES

\$47.6 Million
TOTAL COST OF INDIGENT AND CHARITY SERVICES
UNIVERSITY HOSPITAL (DOWNTOWN & SUMMERVILLE CAMPUS)

INDIGENT & CHARITY CARE UNIVERSITY HOSPITAL - MCDUFFIE

\$1.8 Million INPATIENT AND OUTPATIENT SERVICES FOR INDIGENT PATIENTS
\$255,000 UNCOMPENSATED PHYSICIAN SERVICES FOR INDIGENT AND CHARITY PATIENTS

\$2 Million
TOTAL COST OF INDIGENT AND CHARITY SERVICES
UNIVERSITY HOSPITAL - MCDUFFIE



OUTREACH

As the region's only community not-for-profit hospital, we are committed to supporting the area in which we work, play, gather and live. We venture beyond the walls of our facilities and into the community where people live and work to provide health-related education, screenings and support across the CSRA.

University Health Care Foundation celebrated 40 years of service to University and our patients by disbursing \$3.1 million and providing 1,896 instances of direct patient assistance.

COMMUNITY OUTREACH UNIVERSITY HOSPITAL

3,000+ PARTICIPANTS SCREENED AT FREE COMMUNITY SCREENINGS

7,000+ PARTICIPANTS ATTENDED COMMUNITY EDUCATION, SPECIAL EVENTS & SUPPORT GROUPS

2,000 PARTICIPANTS SCREENED AT BUSINESS/INDUSTRY SCREENINGS

1,800 PARTICIPANTS ATTENDED FREE HEART ATTACK & STROKE PREVENTION SCREENINGS



COMMUNITY

Through two centuries of urban development and redevelopment, the one constant in downtown Augusta has been University Health Care System. We have continued our commitment to partner with and support organizations with like missions to improve the physical, mental, emotional and spiritual health of our residents, and grow and revitalize the community we all love.

- Aiken Women's Heart Board
- American Cancer Society
- American Foundation for Suicide Prevention
- American Red Cross
- Arts & Heritage Center of North Augusta
- Athletic programs at various CSRA schools
- Augusta Metro Chamber of Commerce
- Child Enrichment
- Christ Community Health Services
- City of North Augusta
- Columbia County Chamber of Commerce
- Greater Aiken Chamber of Commerce
- Historic Augusta
- Indo-American Cultural Society
- Junior League of Augusta
- Lucy Craft Laney Museum
- Morris Museum of Art
- North Augusta Chamber of Commerce
- North Augusta Cultural Arts Council
- The Family Y
- United Way of the CSRA
- University of Georgia Economic Outlook Series
- WJBF Giving Your Best
- ZERO - The End of Prostate Cancer