

## Message from the CEO



**Bob Gillespie**  
Chief Executive Officer

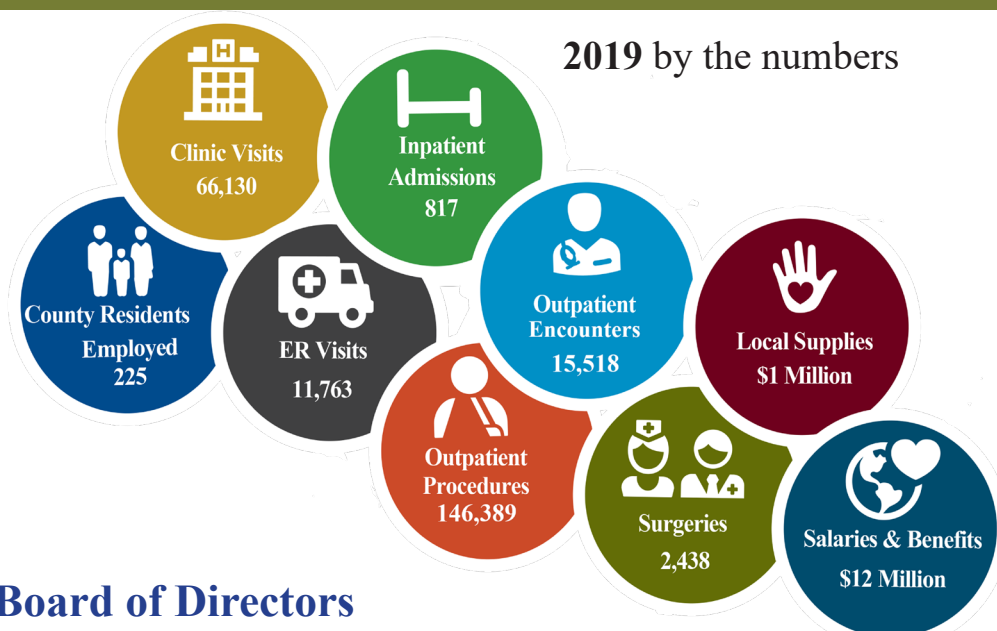
For Connally Memorial Medical Center, 2019 was a year of positive transition and growth in which we focused on providing enhanced access to care and quality improvement. It was the year we strengthened the foundation of our medical center's vision to provide quality patient care in our community.

Over the last 12 months, CMMC has achieved many milestones, including the recruitment of Physicians, Physician Assistants and Nurse Practitioners. This commitment to recruitment will better meet the current needs, as well as the future growth of Wilson County. We have also strived to grow our departments of Surgical Services, Rehabilitation, Laboratory, Imaging as well as our newest department of Infusion Therapy. Our greatest strength is in our multi-faceted, diverse service lines that helps us to meet the many needs of our community.

We are particularly thankful for the many physicians, nurses, staff members and volunteers whose dedication, knowledge and skill levels are essential to the delivery of quality care at CMMC. Our team is also blessed to have a supportive Board of Directors. It is because of their direction and vision, we have triumphed and where we are today. As grateful stewards, we work hard each day to provide quality medical care to Wilson County residents. As we continue this journey, CMMC will maintain our focus for a long term plan of strategic growth based on community involvement and input.

The following pages demonstrate how our team strived to provide quality patient care for you and your family, close to home, here, in Wilson County. We hope that this will help you to see how "your" medical center offers outstanding services to you and your family close to home.

## 2019 by the numbers

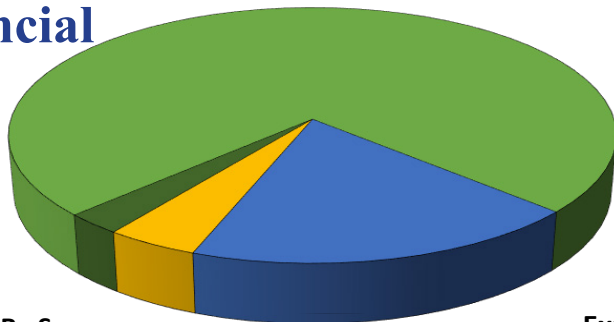


## Our 2019 Board of Directors



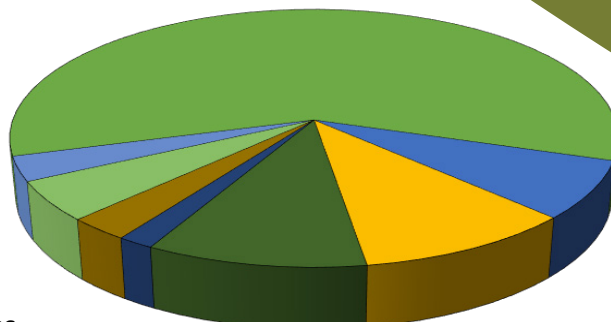
Back row, from left: Jeff Jordan, Tom Miller, Larry Richardson, Marcelo Laijas, Kay Deagen, Allison Lamberth, Grace Perez, and Justin Cook.

## Financial



Revenue By Source

Hospital .....	74.0%
Clinics .....	18.9%
Home Health .....	4.4%
Other .....	2.7%



Expenses

Salary & Wages .....	59.5%
Payroll Tax & Benefits .....	7.3%
Purchased Services .....	10.3%
Supplies .....	10.3%
Utilities .....	1.7%
Repair & Maintenance .....	2.9%
Depreciation Expense .....	5.0%
Other Cost .....	3.1%

## Awards



CMMC received the 2018 TMF Hospital Quality Improvement Gold Award from the TMF Health Quality Institute. The award recognizes CMMC efforts to improve patient outcomes on select national quality measures. Out of all 557 Inpatient Prospective Payment System Hospitals and 188 Critical Access Hospitals in Arkansas, Missouri, Oklahoma, and Texas, 51 earned the TMF Hospital Quality Improvement Gold Award (highest award).



Our Home Health team is the only Home Health Agency to win the 2018 TMF Home Health Quality Improvement Gold Award. The highest Award in Arkansas, Missouri, Oklahoma, and Texas. The Award honors home healths that are performing quality initiatives aimed at improving outcomes in patient care by recognizing those that have improved their performance on specific national quality measures.



For 2018-2019 Connally Memorial Health Centers has won the gold TMF Physician Practice Quality Improvement Award. The TMF Physician Practice Quality Improvement Award recognizes physician practices that have demonstrated excellence in health care quality through exemplary performance on national quality priorities.



2019 Quality Achievement Award. We received the American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke Gold Quality Achievement Award. The award recognizes our commitment to providing stroke treatment according to nationally recognized, research-based guidelines.

## Perfect Score Surveys



Exemplary Provider Award



Home Health CMS and HHSC Surveys



Your Mammography Team

Texas Department of State Health Services FDA Mammography and American College of Radiology Surveys





Rehabilitaion

## Departments

In the past year, Rehabilitation and Health Information Technology departments have officially joined the CMMC family and contributed to our unprecedented growth. Reabs patient encounters have grown 5% over the past year since joining CMMC.



Information Technology

## Technology



**DrFirst**

CMMC now offers Rx notifications and tracking through Dr. First. After the physician sends the patient's E-prescription from an ER visit to the pharmacy, the patient receives a text message containing a link to register for discount cards, copay assistance, pharmacy details, prescription details, copay/out-of-pocket expenses, and prescription pick-up time confirmation.



**Healow**



**mHealth**

Our mHealth Hospital Patient Portal and Connally Memorial Clinic System's Portal Healow allows patients to securely view their results, track appointments, pay bills, and more all from their phone or iPad.



## System Interfaces

To improve the efficiency and outcomes of patients who utilizes the hospital and visits one of our physicians in the CMMC clinic system, Connally has interfaced our EMR systems (Meditech and eClinical Works). Our clinic physician are now able to view lab and imaging results performed at CMMC hospital via this interface. Thus making our healthcare system truly interoperable.

## Grants



Our Quality Director, Valerie Vick, applied and was awarded the Texas State of Office of Rural Health 2019 Rural Health Facility Capital Improvement Program (CIP). CMMC was 1 of 26 recipients in Texas selected for our capital improvement project and awarded funds. We received \$64,575 to assist us in the purchase of Vocera, a hands-free communication badge system for our clinical staff to utilize.



Pam McGrew, our Clinic Manager, applied and received The National Council on Independent Living grant. CMMC was awarded the amount of \$27, 823 to install three automatic door openers within Connally facilities. In addition to this, CMMC also received \$500 for the purchase and installation of appropriate signage for handicapped van accessible parking, a wheelchair-accessible scale, and a handicapped accessible exam table.

## MOB Renovation

The Wilson County Memorial Hospital District Board approved a 2.7 Million dollar renovation. Renovations were needed for the Medical Office Building (MOB) to serve the growing rural community of Wilson County. The renovation project on the MOB will increase our physician offices consisting of both primary care and specialty physicians. The project is scheduled for completion by April 2020.





## Physician Recruitment



Travis Holloway, DPM  
Podiatry

Dr. Travis Holloway and his family are now residents of Poth, Texas. He has been practicing podiatry since 2013. CMMC is proud to have him join our team.

## Leadership



Caitlyn Thayer accepted the position as Home Health Administrator after serving 15 years at CMMC. She has worked her way up from a Med Surge Nurse, to ER Supervisor, and now your Home Health Administrator.



Robert Llanas has taken on the role of Central Scheduling Supervisor, a position created at CMMC this year due to the outpatient growth. Robert started in 2007 as a Scheduling Coordinator.



## Surgical Services Growth

Outpatient Surgical Services has had an influx of surgical cases resulting in a 6% growth over the past year. The contributing factors to this growth are because of our scheduling/insurance verification improvements, equipment purchases, and clinic growth.



## Pain Management

Dr. Samuel Stevens practice has grown 116% in pain management outpatient procedures.



## Patient Service Center

With CMMC clinic growth, the call center evolved into the Patient Service Center. Patients can now request prescription refills, schedule appointments, and request medical records.



## Infusion Center

CMMC Infusion Center has expanded services to include outpatient IV infusion therapy this year. Adding additional treatment/medication therapies, as well as extending the service hours, and providing 24-hour case management to provide more options for our patients.



## Education

The La Vernia High School and Southside High School Health Science Programs completed clinical hours at CMMC. Graduating students will obtain certification in EKG, Phlebotomy, CPR, and Medical Assistance.

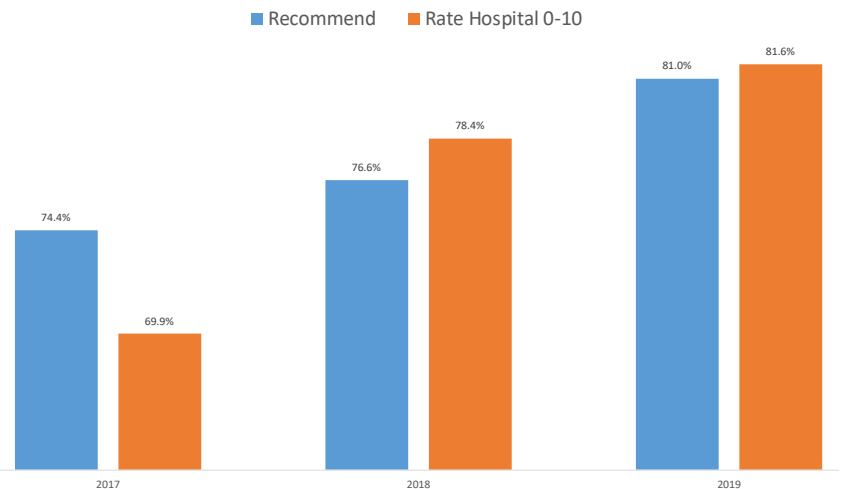


La Vernia High School



Southside High School

## Inpatient Survey Scores



Press Ganey Scores were at the all time highest in 2019 making us a Four-Star rated hospital for the second year in a row.



Four-Star Quality Rated Centers for Medicare & Medicaid Services

## Consolata Healthcare Foundation

Consolata Healthcare Foundation's sole purpose is to raise funds for medical equipment that benefit and enhance the services of Connally Memorial Medical Center. Consolata hosted four successful benefit events throughout the year. Consolata purchased a Lucas-3 Chest Compression device and a Surgical Nerve device for the Operating Room.



Golf Tournament  
April 13, 2019



Denim & Diamonds  
August 3, 2019



Clay Shoot  
September 7, 2019



Masquerade Jewelry Sale  
Oct 31, 2019 & Nov 1, 2019

Connally Memorial Medical Center and Consolata Healthcare Foundation sponsored,



Knock Out Hunger  
prepare 20,000 meals for the local  
Wilson County food banks.



Cadaver Lab  
to further educate staff,  
first responders, and physicians.





CONNALLY  
MEMORIAL  
MEDICAL ★ CENTER

Laying the  
foundation  
for your  
healthy future



2019 Annual Report