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A Letter from the President & CEO

Healthcare is a busy and changing environment. As we move from project to project or advancement to advancement, we fail to sometimes stop and take time to reflect on all the things we accomplished the prior year. I would like to pause with this report and provide a brief overview of a few of the things we are proud of from 2018.

At Forrest Health we are focused on doing what is right for the patient and making our system the preferred choice for patients in South Mississippi. We realize that you want the best care and experience available for you, your family and friends. We know hospitals are sometimes hard to navigate and especially at a time when you find yourself as a patient or a family member.

If you have visited Forrest General and entered through our main entrance, you may have noticed some individuals in bright green jackets greeting you or helping you find your way. These are members of our Ambassador Program put in place to assist you. If you visited our ER, which sees over 85,000 patients each year, you may have encountered a greeter to help you at the entrance or one of our Care Partners there to check on you and offer an extra pillow or a warm blanket. You may have benefited from our Caring Express Cart traveling the patient units manned by our Spirit Girls. The cart provides a smile along with magazines, crossword books, crayons, coloring books and more. The cart is restocked by donations from our Spirit Girls. These are just a few of the details we have put in place to make your experience better.

As we continue to focus on the customer experience, we also continue to improve the quality of care for patients and better access. Dr. Keith Jones, neurologist, joined us as a neuro hospitalist to lead our stroke program. A neuro hospitalist is available in-house attending stroke codes and consulting on neurology patients. Forrest General also joined a telestroke network. Through this network, emergency room physicians have the ability to consult immediately with neurologists 24 hours a day, 7 days a week, 365 days a year using telemedicine equipment to determine the best treatment options for stroke patients. This can be a great benefit to patients outside of urban areas.

Life-saving technology, advancements and options for our patients continue to expand as well. This is evident from our growth in the structural heart area of Heart and Vascular. Forrest General completed the 200th TAVR (transcatheter aortic valve replacement) procedure and was the first hospital in Mississippi to use the Eluvia Drug-Eluting Vascular Stent System in 2018. We are blessed with talented physicians who stay on the cutting edge regarding new procedures and bring the latest treatment options to our patients.

I look forward to moving ahead in 2019 and sharing with you next year more progress and accomplishments of our dedicated team. It takes our staff, physicians and board members to make visions turn into reality. I am excited about the potential ahead and honored to lead this organization into a new era.

Andy Woodard, President and CEO
Forrest Health
Leading Our Teams Forward

FORREST COUNTY BOARD OF SUPERVISORS

(Left to Right) Chris Bowen, District 5 Supervisor; Rod Woullard, Vice President and District 4 Supervisor; Burkett Ross, District 3 Supervisor; Charles Marshall, District 2 Supervisor; David Hogan, President and District 1 Supervisor

FORREST GENERAL BOARD OF TRUSTEES

(Left to Right) Marcus Hogan, MD, Amy Arrington, JD; Richard W. Preusch; John Keene; Kate Aseme, MD; Eric Steele; and Lynn Cartlidge

Asbury Hospice House
Forrest General Hospital
Highland Community Hospital
Jefferson Davis Community Hospital
Jefferson Davis Extended Care Facility
Marion General Hospital
Pine Grove Behavioral Health & Addiction Services
The Orthopedic Institute
Walthall General Hospital

For a complete list of Forrest Health facilities and clinics, visit forresthealth.org.
### FORREST HEALTH COMBINED STATISTICS

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<thead>
<tr>
<th>Total Community Service Mission</th>
<th>$85,922,000</th>
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<tbody>
<tr>
<td>Total Economic Benefit</td>
<td>$320,414,000</td>
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#### Combined Patient Revenue Sources
- 51% Medicare
- 17% Medicaid
- 22% Commercial
- 11% Other

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<thead>
<tr>
<th>Inpatient Admissions</th>
<th>33,983 Patients</th>
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<td>Births</td>
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<tr>
<td>ER Visits</td>
<td>137,323</td>
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<tr>
<td>Open Heart Surgeries</td>
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<tr>
<td>Cancer Radiation Therapies</td>
<td>16,574</td>
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<tr>
<td>Employees</td>
<td>4,362</td>
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<td>6,724</td>
</tr>
<tr>
<td>Outpatient Surgeries</td>
<td>6,943</td>
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</table>

Numbers reflect Fiscal Year 2018.
Awards & Recognitions

The American College of Cardiology Foundation’s NCDR ACTION Registry—GWTG Platinum Performance Achievement Award for 2018. Forrest General is one of only 223 hospitals nationwide to receive the honor.

The American Stroke Association’s GWTG Stroke Gold Plus Quality Achievement Award with Target: StrokeSM Honor Roll, recognizing the hospital’s commitment to providing the most appropriate stroke treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

The American Heart Association’s Mission: Lifeline® Gold Receiving Quality Achievement Award recognizing outstanding care of STEMI Heart Attack patients.

Blue Cross & Blue Shield of Mississippi’s Blue Distinction+ Center of Excellence in knee and hip surgery, spine surgery and maternity care.

The Strategic Healthcare Programs’ (SHP) Best Superior Performer Award recognizing a hospital for achieving an overall score that ranked within the top 20% in the SHP national Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice benchmark and above the SHP national average for each CAHPS hospice quality measure in the 2017 calendar year.

Forrest General Hospital has been designated as a STEMI Receiving Center by the Mississippi State Department of Health (MSDH). This designation acknowledges that Forrest General employs scientifically recognized best practices when treating STEMI patients and that the hospital has the staff and equipment necessary to care for these emergent patients.
Forrest General Hospital Statistics:

- Total Community Service Mission: $74,377,000
- Total Economic Benefit: $284,922,000
- Inpatient Admissions: 30,621
- Births: 2,531
- ER Visits: 88,141
- Inpatient Surgeries: 6,531
- Outpatient Surgeries: 6,571
- Employees: 3,671

Combined Patient Revenue Sources:
- Medicare 51%
- Medicaid 16%
- Commercial 23%
- Other 10%

Highland Community Hospital Statistics:

- Total Community Service Mission: $4,812,000
- Total Economic Benefit: $16,974,000
- Inpatient Admissions: 1,981
- Births: 271
- ER Visits: 21,784
- Inpatient Surgeries: 193
- Outpatient Surgeries: 369
- Employees: 332

Combined Patient Revenue Sources:
- Medicare 46%
- Medicaid 21%
- Commercial 20%
- Other 13%
Marion General Hospital

- Total Community Service Mission: $2,981,000
- Total Economic Benefit: $6,989,000
- Inpatient Admissions: 800
- ER Visits: 13,827
- Employees: 129

Combined Patient Revenue Sources:
- Medicare: 53%
- Commercial: 17%
- Medicaid: 16%
- Other: 14%

Jefferson Davis Community Hospital

- Total Community Service Mission: $1,740,000
- Total Economic Benefit: $5,747,000
- Inpatient Admissions: 317
- ER Visits: 5,675
- Employees: 134

Combined Patient Revenue Sources:
- Medicare: 44%
- Commercial: 16%
- Medicaid: 25%
- Other: 15%

Walthall General Hospital

- Total Community Service Mission: $2,012,000
- Total Economic Benefit: $5,782,000
- Inpatient Admissions: 254
- ER Visits: 7,896
- Employees: 96

Combined Patient Revenue Sources:
- Medicare: 47%
- Commercial: 19%
- Medicaid: 18%
- Other: 15%
2018 HIGHLIGHTS

Notable moments from 2018 where we celebrated the past and our future together.

Daniell celebrates 40 years of early childhood development with Fitness for Two programs

In January 1978, Madalene Daniell proposed a visionary new program to Kelly O’Neal, MD, Forrest General Ob/Gyn Chief of Staff, and Bernice Lucky, Forrest General Education Coordinator. That program, After Childbirth Exercise Experience, has evolved over the past forty years into six different programs, known as Fitness for Two, which are offered through Forrest General’s Spirit of Women.

To watch the video featuring Madalene Daniell, visit forresthealth.org/annualreportvideos.

Forrest General’s Trauma Services successfully treats patient with severed artery

Benton Mark, 80, was airlifted to Forrest General’s Emergency Room after a fall resulting in a severed artery in his hand. Falls are one of the most common accidents that send people to the ER. Mark is doing well after his surgery and has gotten back to doing the things he enjoys.

As a Level II Trauma Center, Forrest General offers the highest level of trauma care available in south Mississippi.

To watch the video featuring Benton Mark, visit forresthealth.org/annualreportvideos.

Forrest General’s LiveWell Center hosts 100th birthday party

On January 25, 2018, staff and guests gathered at Forrest General’s LiveWell Center to celebrate the 100th birthday of Lieutenant Colonel Henry Pope Huff. Among the guests were family and friends; physicians and staff from the LiveWell Center; representatives for Senator Thad Cochran; representatives for Senator Roger Wicker; and Congressman Steven Palazzo.

To watch the video featuring Lieutenant Colonel Henry Pope Huff, visit forresthealth.org/annualreportvideos.

The Orthopedic Institute Offers Highly Advanced Robotic-Arm Assisted Joint Replacement Procedures with Stryker’s Mako System

The Orthopedic Institute is one of the first hospitals in the region to offer robotic-arm assisted total knee, partial knee and total hip replacements with Stryker’s Mako System. This highly advanced robotic technology transforms the way joint replacement surgery is performed, enabling surgeons to have a more predictable surgical experience with increased accuracy.

To watch the video featuring Rebecca Flowers, visit forresthealth.org/annualreportvideos.
Our Vision
Define the healthcare experience by providing world class care.

Our Mission
We:

C
Cultivate an Environment of Courtesy and Compassion.

A
Advance the Practice of Medicine Through Education, Unparalleled Commitment, and World Class Services.

R
Recognize and Emphasize the Patient Experience.

E
Expect the Most, the Most Skilled, the Most Dedicated, the Most Concerned Physicians and Staff.

We C.A.R.E.