Supporting our community through a Language of Caring
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2019 was an exciting year for Forrest Health! As Forrest Health’s president and CEO, I collaborate daily with the administrative team, our employees and our medical staff, to consider how we can continue to move forward, provide quality healthcare to the communities we serve and build upon the great history of Forrest Health.

Internally, we focus our goals around a three-legged stool approach. The three legs represent: the customer experience, quality and financial. In relation to the customer experience, in August, we announced our new Mission statement: “Do What is Best for the Patient.” This statement reflects the reason we are here—it is our “why” we do what we do. We will continue to build on our We C.A.R.E. Values, which clearly set expectations on how we treat patients, families, visitors and each other. Additionally in May, we began a partnership with Language of Caring®. This organization assisted us in continuing our efforts to create a strong culture of caring. Through this process every individual staff member in our organization, including physicians, are being given the opportunity to develop and implement the communication skills that make their caring intentional, visible and effective.

Providing the highest quality and safety for our patients is at the heart of everything we do. One of our biggest areas of focus is handwashing. We all know the research regarding the importance of all of us washing our hands. In addition to having hand sanitizing stations in every patient room, we have installed new hand sanitizing stations outside of every patient door so that there is immediate access inside and outside the rooms for not only our staff, but also our families. We continue to look for ways to improve patient satisfaction and keep quality measures at the forefront with many of our physicians leading those efforts.

To focus on our financial leg, we began working with Caldwell, Butler and Associates, to implement a Waste Reduction Initiative. While we focus on our caring culture and quality, we must also keep watch and be good stewards of our funding and finances. Again, our leaders embraced this idea by finding ways to reduce waste in our system. Many excellent ideas were presented and have been completed or are in the process of being implemented, resulting in millions of dollars in savings opportunities for Forrest Health.

We are blessed to have an outstanding group of employees. Our dedicated staff makes a difference each day for all those that we serve. There are healthcare staffing challenges across the United States, and we continue to look for creative ways to recruit and retain a high quality staff. In April, prior to Nurse’s Week, leaders across the organization spent a day walking in nurses’ shoes as a way to honor them for their dedication and service. This provided invaluable insight and brought us all closer together as a team. Every employee position is an important part of our organization.

As you look through the pages of this report, several accomplishments are highlighted at the bottom of the pages. I wish there was room to present all of them, but I’m proud of all we’ve accomplished this past year, adding new technologies and services, completing many constructions projects, and adding programs focused on customer experience. Additionally, Camp Bluebird, our camp for cancer patients and survivors, reached a milestone and celebrated 30 years this year!

In October, Forrest General’s team of professionals responded to a paratrooper incident at Camp Shelby. During times like these we see how the training, drills and preparation all come together to enable us to respond quickly. Over 200 employees responded and the teamwork displayed by our staff was outstanding. Thankfully there were no fatalities. During a press conference held at the hospital, national media outlets were in attendance, and we received inquiries from NBC, CBS, CNN, ABC and more. We were proud that our organization, local military, our community and state were highlighted in such a positive way on the national stage.

We are also excited that the Pearl River County Board of Supervisors voted to enter into a 12 year lease agreement for the operation of the Pearl River County Hospital and Nursing Home. We are appreciative for this opportunity and see this as another step in assisting the citizens of Pearl River County and moving Forrest Health forward in 2020.

Forrest Health’s future is positive, and I feel great about the direction we are heading. We are grateful for the support of our Board of Trustees and the Forrest County Board of Supervisors. Together, as we join in a singular effort to do what is best for our patients and as we join with our community as their health partner of choice, we will take Forrest Health to the next level.

Andy Woodard, President and CEO, Forrest Health
FORREST HEALTH FACILITIES
- Asbury Hospice House
- Forrest General Hospital
- Highland Community Hospital
- Jefferson Davis Community Hospital
- Jefferson Davis Extended Care Facility
- Marion General Hospital
- Pearl River County Hospital & Nursing Home
- 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.
2019 EMPLOYEE AWARDS

BJ Morrison  
Nurse of the Year – Non-Clinical

Scott Rucker, RN  
Nurse of the Year – Clinical

Rosa Byrd, RN  
Nurse of the Year – Nurse Leader

Lakita Donaldson  
Tech of the Year

Shirley Carter  
Annual We Care Winner  
Employee of the Year

Andrew Queler, MD  
Annual We Care Winner  
Physician Award

Shane Brooks, RTR  
Annual We Care Winner  
Leadership Award

Tina Bolton  
Annual We Care Winner

Theresa Dueitt, ACNP  
Annual We Care Winner

Patricia Clinton, RN, MSN, CMSRN  
Annual We Care Winner

Samantha Clark, PharmD  
Annual We Care Winner

2 new da Vinci® Xi™ Surgical Robots

First in Mississippi to use brain tumor illumination compound

First in Mississippi to use ClotTriever device to treat deep vein thrombosis

Forrest General Rehabilitation Center Grand Reopening
AWARDS & RECOGNITIONS

The American College of Cardiology Foundation’s NCDR ACTION Registry – GWTG Platinum Performance Achievement Award for 2019. 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: Stroke™ 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 5% 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 2018 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

**Total Community Service Mission**

$79,607,000

**Total Economic Benefit**

$252,672,000

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### Highland Community Hospital

**Total Community Service Mission**

$6,486,000

**Total Economic Benefit**

$19,827,000

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### Marion General Hospital

**Total Community Service Mission**

$2,673,000

**Total Economic Benefit**

$6,748,000

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<td>Jefferson Davis Community Hospital</td>
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<td>Walthall General Hospital</td>
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<td>Forrest Health® COMBINED STATISTICS</td>
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**Combined Patient Revenue Sources**
- 51% Medicare
- 15% Medicaid
- 23% Commercial
- 10% Other

*Numbers reflect Fiscal Year 2019.*
Forrest General Women & Children Services Send Love Letters to Moms
In honor of Mother’s Day, nurses in Women and Children’s Services were asked to talk about how their moms played a role in shaping the way they care for our patients. Denise Bryant, an RN in the Labor & Delivery unit, talks about the impact that her mother had on her journey to become a nurse.

Marion General Hospital Shares Successes from Emergency Department Patients
“When I got to the Emergency Room, it only took a few minutes before they had me in a room checking my blood pressure, and at that time, they saw that I was badly in trouble... I’m very thankful. You know, God does a wonderful job. He put the right people in the right places to do what they needed to do. I give Him a lot of the glory,” – Ronnie Bracey.

The Cancer Center’s Camp Bluebird Celebrates 30 Years
“Camp Bluebird is an atmosphere where there is a little piece of Heaven for our campers; where they can talk to other people who have the same disease as they do. It’s like a huge, caring support group. Our campers spend little time dwelling on their disease when attending Camp Bluebird, because they are having so much fun! Losing oneself in beautiful surroundings helps.” – Joe Marcello, oncology service line administrator at Forrest General Cancer Center.

Forrest General Hosts Project SEARCH Program
Forrest General Hospital began hosting Project SEARCH, a one-year high school transition program for young adults with developmental disabilities. The program provides the participants with an opportunity to develop functional skills, enabling them to become a part of the community workforce. Forrest General is partnering with Mississippi Department of Rehabilitation Services, Lamar County School District, Hattiesburg Public School District, and Petal Public School District.

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MISSION
Do What is Best For The Patient

WE C.A.R.E. VALUES
Together We...

C  COMMUNICATE with COURTESY and COMPASSION
A  ACKNOWLEDGE and take ACTION
R  RESPECT and REASSURE
E  EMPATHIZE and EXPLAIN