

# The Medical Center of Central Georgia

REPORT TO OUR COMMUNITY

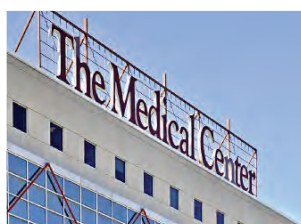
*2008 - A Year in Review*







**The Medical Center of  
Central Georgia Main Entrance**  
777 Hemlock St., Macon, GA



**MCGG Surgery Center**  
840 Pine St., Macon, GA



**MCGG Emergency Center**  
777 Hemlock St., Macon, GA



**Albert Luce Jr. Heart Institute**  
756 First St., Macon, GA



**The Children's Hospital**  
888 Pine St., Macon, GA

## About The Medical Center of Central Georgia

The Medical Center of Central Georgia (MCCG) is the second largest hospital in the state with a capacity of 637 beds, which includes 34 beds leased to Regency Hospital of Central Georgia, a long-term, acute-care facility. MCCG serves 28 counties and a population of more than 750,000 people in Central and South Georgia. As a referral hospital and a Level One Trauma Center, MCCG offers medical-surgical, obstetric, pediatric, and psychiatric services, as well as cardiovascular intensive care, neurology intensive care, and pediatric intensive care. MCCG is committed to medical education and research and is the primary academic hospital for Mercer University School of Medicine, providing residency programs for almost 100 residents. In addition, MCCG provides a broad range of community-based, outpatient diagnostic, primary care, urgent-care services, extensive home-health and hospice-care services, as well as comprehensive outpatient and inpatient rehab services. Every day, The Medical Center of Central Georgia strives to provide excellent service and world-class care right where you need it.

## Vision Statement

To be a national leader in providing the safest, highest quality community-centered health care and wellness services through our highly skilled, diverse and valued workforce to meet the changing needs of those we serve.

## Mission Statement

To enhance the health status of those we serve in partnership with medical staff and community organizations by providing wellness services, health education and training and access to safe high quality health care.

## Our Values

We are a national healthcare leader committed to the following values:

**Excellence:** We continually strive to provide the highest quality services at the lowest possible cost, with the best utilization of our resources.

**Integrity:** We act honestly and ethically in all relationships.

**Diversity:** We value and respect the uniqueness and dignity of all individuals.

**Service:** We responsibly anticipate the needs of our community and cooperatively work with our medical staff and community entities to provide a safe and seamless continuum of care.

**Compassion:** We respond through a caring environment to the holistic needs of those we serve.

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**Ambulatory Services**  
1014 Forsyth St., Macon, GA



**Central Georgia  
Rehabilitation Hospital**  
3351 Northside Dr., Macon, GA



**The Wellness Center**  
3797 Northside Dr., Macon, GA



**Peyton Anderson Health  
and Education Center**  
877 Hemlock St., Macon, GA



**Med Centers Northwest, North, and East**  
5925 Zebulon Rd., Macon, GA



# The Medical Center of Central Georgia

## Letter from CEO Don Faulk: To the Residents of Central Georgia



**A. Donald Faulk Jr.**  
President/CEO Central Georgia Health System

Since opening its doors in 1895, The Medical Center of Central Georgia (MCCG) has been focused on building a sustainable high quality health care system that enables us to lead the region in providing world-class health care. Through turbulent economic depressions, world wars, and devastating natural disasters, The Medical Center of Central Georgia has continued to provide excellent health care, and will continue to do so through the years to come. As the world once again faces tough economic times, The Medical Center has already taken proactive steps so that we can continue to bring the latest and best in healthcare to our entire region, just as we have done for the last 114 years. For generations, Central Georgians have chosen and continue to choose MCCG as their partner in health, throughout their lives and the lives of their families.

In this report, we would like to share some of our successes and let you know of some of the challenges we face. We would like to introduce patients with inspiring stories of survival and how the efforts and resources of The Medical Center played a part. See how we invest in life-saving technology through the story of Paul Creech, a cancer survivor. Meet firefighter Brian Jones, a car accident victim who was brought to our Level One Trauma Center with life-threatening injuries, but is now the coach for his daughter's softball team. Learn about our community service efforts through CarePartners and HEAT, our employee giving fund.

As a not-for-profit hospital, The Medical Center of Central Georgia strives for excellence every day by investing in technology and improvements, such as our new Albert Luce Jr. Heart Institute, the new Pediatric Intermediate Care Unit, and the *da Vinci*® Robotic Surgery System. Central Georgians continue to have access to the best in heart and pediatric healthcare with the newest and most innovative technologies, in our own community. We continually strive to increase programs and services to meet your needs. We recognize the benefits of research

and invest in clinical discovery to better your health. In the years to come, we look to expand our geographic reach and academic affiliations, all in an effort to serve you better.

As a community hospital and one of the largest employers in Central Georgia, our family of physicians and staff are a direct reflection of the people we serve. Because we live here and work here, we have a personal investment in giving back to our community. We are proud of our many employees who are dedicated to serving you within the hospital and out in the community. Through health fairs, community education, volunteer work, and fund raising, our employees devoted countless hours last year to improve the health and wellness of our region. We know that our patients are integral to our success and we thank you, and the hundreds of thousands of others, who have chosen The Medical Center of Central Georgia for their healthcare needs.

Sincerely,

A. Donald Faulk Jr.  
President/CEO Central Georgia Health System

# The Medical Center of Central Georgia

## 2008 Highlights and Accomplishments

- The Albert Luce Jr. Heart Institute opened its doors and quickly established itself as a premier regional heart and vascular facility, providing the highest quality personal care for our patients and their families.
- MCCG performed the first *da Vinci*® robotic-assisted heart surgery in this region.
- The Medical Center of Central Georgia's Stroke Care Program received the Gold Seal of Approval from the Joint Commission for Primary Stroke Centers.
- Wireless Internet became available throughout the hospital for the benefit of our patients and their families.
- The Pediatric Intermediate Care Unit began construction to open up more beds for the critical care needs of our youngest patients.
- The Medical Center of Central Georgia earned the Quality Respiratory Care Recognition from the American Association for Respiratory Care.
- The American Association of Critical-Care Nurses awarded six MCCG nurses the Circle of Excellence Award, more than any other facility nationwide.
- As a Magnet hospital, MCCG remains committed to nursing excellence, placing us in the top four percent of hospitals nationwide.

## Our Board Members

### THE MEDICAL CENTER OF CENTRAL GEORGIA

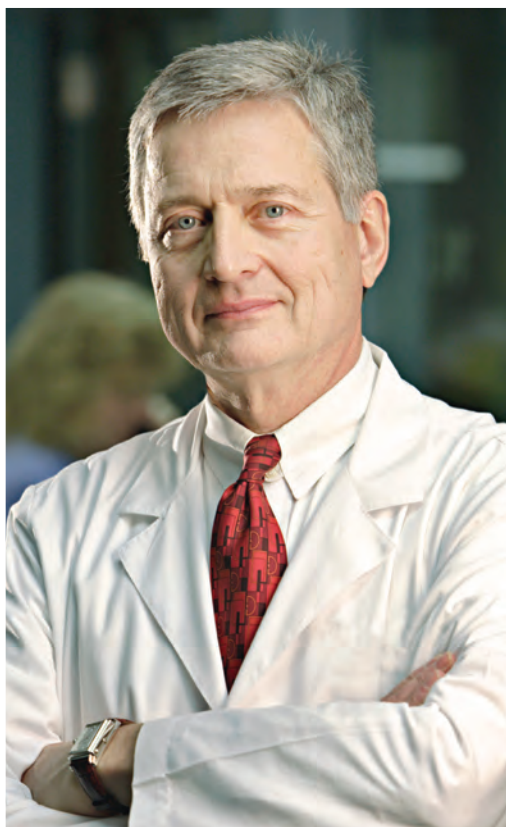
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### CENTRAL GEORGIA HEALTH SYSTEM

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Timothy Jackson  
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Ruth Knox  
Starr Purdue

# The Medical Center of Central Georgia

## Letter from Chief Medical Officer: James M. Cunningham, MD



**James M. Cunningham, MD**  
Chief Medical Officer at The Medical Center of Central Georgia



As a Level One Trauma Center and regional referral center, The Medical Center of Central Georgia (MCCG) must be prepared to diagnose and treat life-threatening injuries as well as challenging medical cases. MCCG is committed to providing the latest medical technology and facilities to address the healthcare needs of Central Georgians. However, state-of-the-art technology is useless without the expertise of well-trained and highly motivated physicians, nurses, and support personnel. Fortunately, the 543 physicians on the Medical Staff are well-equipped to provide world class care to all of Central Georgia and beyond. These dedicated professionals deliver quality medical care to the citizens of Bibb and surrounding counties regardless of their economic status.

By partnering with Mercer University School of Medicine, MCCG assumes the role of a teaching hospital. Medical students and resident physicians work closely with the medical school faculty as well as private physicians. These doctors-in-the-making participate in a learning experience that is second to none. During their training, they are exposed to the latest in diagnostic technology and treatment modalities. These newly trained physicians are then able to provide the highest quality healthcare for their respective communities.

MCCG is actively engaged in research activities. A newly appointed research coordinator works closely with Mercer University to secure funding for a wide variety of clinical trials and other research projects. Additional grants have been awarded to several members of the medical school faculty.

There is no doubt that America's healthcare delivery system is undergoing a transformation. The future relationship between hospitals, insurers and government programs is unknown. However, The Medical Center of Central Georgia remains committed to providing quality and compassionate healthcare to all residents of Central Georgia.

James M. Cunningham, MD, FACS  
Chief Medical Officer/The Medical Center of Central Georgia



**“Within six weeks of my surgery, I was back in the air!”**

When John Timms was told he needed prostate cancer surgery, a thousand questions ran through his mind. “I was scared,” recalls John. “The staff and physicians at The Medical Center of Central Georgia told me everything that was going to happen and what I should expect.” Timms’ surgery would be performed by a surgeon using the *da Vinci*® Surgical System robotic system at The Medical Center. With now more than 100 procedures in its first year, the *da Vinci*® robotic system allows trained surgeons to operate with smaller instruments, and more precision—resulting in less recovery time for the patient. “Within six weeks of my prostate cancer surgery, I took my FAA Flight Physical and passed!” says John. “This is one of the advantages of The Medical Center; they have the equipment to do the job and the people qualified to use that equipment. It gives you all kinds of peace of mind to know you are being cared for by the best.”



John Timms, *da Vinci*® prostate procedure patient

Providing high quality healthcare is the foundation for MCCG’s mission. By investing in the newest, safest, and most innovative technology, we can improve the health and lives of patients in our region. Investing in your health and preparing for the future, MCCG acquired the following technology in 2008:

- **The *da Vinci*® Surgical System** was brought to Central Georgia to assist our surgeons to perform cutting-edge minimally invasive surgery for urology, heart, and gynecological services. The *da Vinci*® Surgical System has radically enhanced the surgeon’s ability to perform prostatectomies, kidney procedures, and hysterectomies while delicately protecting the surrounding tissue and nerves. The smaller robotic arms become an extension of the skilled surgeon’s hands and allow the surgeon to access more areas and to manipulate the arms in ways that human hands cannot.
- **Orthopedic Trauma Program**—supports our Level One Trauma Center by creating a dedicated operating room and providing specialized orthopedic equipment to treat orthopedic trauma patients.
- **IE 33 Echo System**—provides high quality of 3D images which allow cardiologists to determine the extent of medical issues and to better determine a course of treatment.
- **Nuclear Medicine System**—includes Cardiac Nuclear Imaging to screen for blockages in the heart arteries that might lead to heart attack.
- **Pediatric Intermediate Care Unit**—This six-bed step-down unit will allow us to meet the needs of our pediatric patients who have moved out of intensive care, but are not ready for the general pediatric rooms.

#### CAPITAL EXPENDITURES 2008 FOR FACILITIES, EQUIPMENT & TECHNOLOGY

**22**

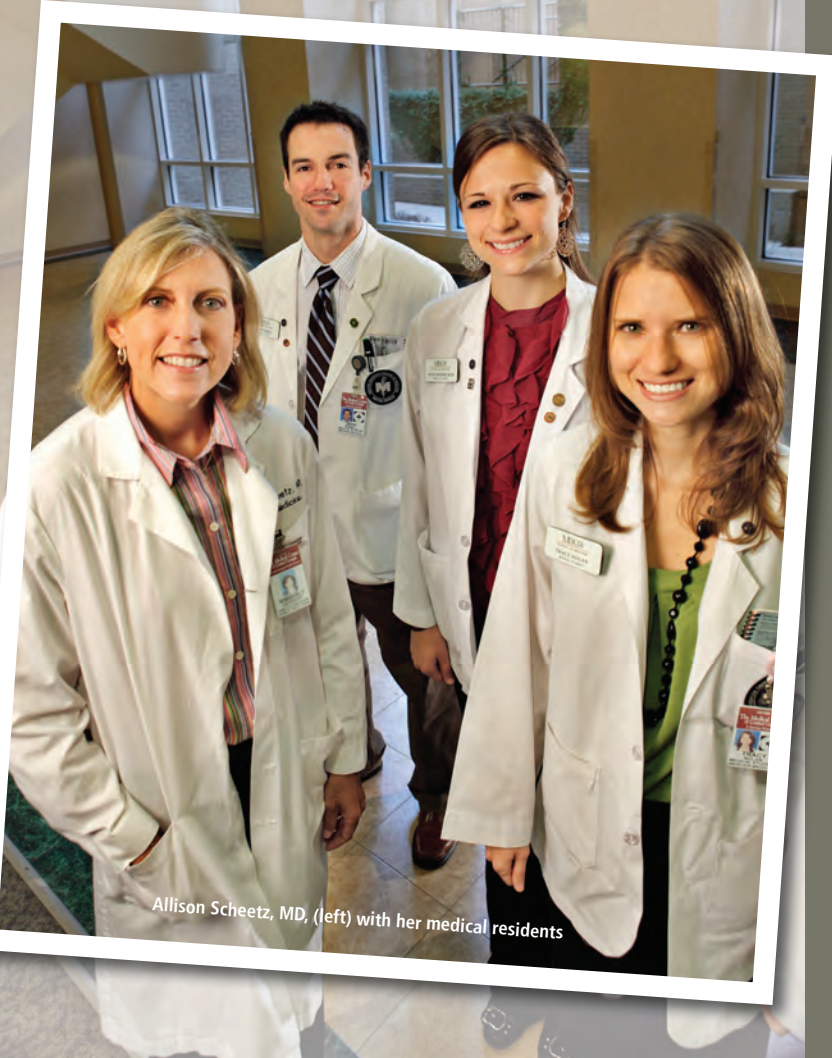
new capital projects

**\$33.7**

million in total capital expenditures

**"The Medical Center is the ideal training hospital—you never know what is going to be behind that curtain."**

As a child with asthma, Allison Scheetz spent much of her youth in a doctor's office. Fascinated by the doctors and the work they do, Scheetz became the first doctor from her family. She chose the Mercer University School of Medicine because of the extensive programs and educational opportunities available to medical students. As a homegrown doctor, Dr. Scheetz gives back to the community which gave her so much. Today, Dr. Scheetz teaches aspiring medical students at Mercer, serves as the medical director for Central Georgia Rehab Hospital and works as a volunteer at health fairs, soup kitchens, and educational seminars throughout the community. "I love being a doctor," says Dr. Scheetz. "I love sharing that passion with my students. I tell my students that The Medical Center of Central Georgia is the ideal place to do your residency and training because MCCG is a referral hospital—all of the interesting and complex cases are sent here because of its resources and specialty services. As a doctor, you never know what is going to be behind that curtain when you visit a patient for the first time. That kind of training is invaluable."



Allison Scheetz, MD, (left) with her medical residents

#### MERCER UNIVERSITY SCHOOL OF MEDICINE AND MCCG

- 95** Residents enrolled in the four year programs
- 3** Geriatric fellows in training
- 29** Physicians completed residency and fellowship programs
- 15** of the 29 entered programs for advanced medical studies
- 98** ongoing clinical research studies conducted at MCCG

## Training Hospital

In 1927, The Medical Center of Central Georgia welcomed its first medical residents. Now, nearly a century later, MCCG continues to promote and cultivate the doctors of tomorrow through our partnership with the Mercer University School of Medicine. As a Level One Trauma Center, MCCG gives medical students, residents and fellows clinical experience to diagnose and treat patients. MCCG is committed to medical research and innovative methods to better serve Central Georgians.



## "The Children's Hospital saved my children's lives."

On July 21, 2007, Lamar and Vickie Fortson of Lizella, Ga. were traveling with their family when the unthinkable happened. A tractor-trailer hit their vehicle causing the car to flip several times. The entire family was ejected from the vehicle. Tragically, the accident was so severe, Vickie Fortson, the mother of five, and her youngest daughter, Tamara, did not survive.

The rest of the family was badly injured. Ariel, the oldest of the Fortson children, had the most severe injuries and was rushed to The Children's Hospital at The Medical Center of Central Georgia. Ariel had suffered a massive head injury, fractured bones, severe abrasions all over her body, and a punctured lung. Thanks to the talent and special care of doctors, nurses and staff Ariel made a remarkable recovery and was discharged from the hospital and into rehab less than a month after the accident. Since her hospitalization, Ariel, now 11, has formed lasting friendships with staff at The Children's Hospital and they encourage her to have "girl power," a motto that has helped her through some tough times. Ariel, a student at First Presbyterian Day School, is now able to participate in cheerleading and gymnastics. She loves to read, write, cook and design clothes and jewelry.

The Fortson family continues to heal and credits The Children's Hospital at The Medical Center of Central Georgia with helping to save their lives. "I am grateful everyday that The Children's Hospital was there and helped save my children," says Lamar.



## The Children's Hospital

At The Medical Center of Central Georgia, we have a special place in our hearts for children who are sick or injured. Annually serving more than 45,000 patients from Central Georgia and 70,000 from other parts of the state, The Children's Hospital at The Medical Center of Central Georgia is committed to improve the health of children through excellence in patient care, research, and education. As a comprehensive pediatric program, The Children's Hospital has the staff and physicians to care for your pediatric needs.

We provide outpatient services, general pediatric care, pediatric intensive care, and neonatal intensive care. We also provide X-Rays, MRIs, CAT Scans, endoscopies and sickle cell blood exchanges all in a pediatric environment. Our highly qualified staff is dedicated to the health and healing of your child, right here at home, right when you need it.



**849**

newborns admitted to Neonatal Intensive Care Unit

**1,631**

admitted to Pediatric Intensive Care Unit or General Pediatrics

**28,246**

children treated in Emergency Center, outpatient surgery and outpatient clinics

**4,782**

participants at community outreach classes, health fairs and screenings

**3**

specialty equipped pediatric ambulances and transport teams

**936**

Children's Hematology/Oncology Center visits



"Before having my procedure done for a heart arrhythmia, I researched physicians and hospitals throughout the state," recalls Bonnie Dowling, an interior designer in Macon. "I found a highly qualified doctor who regularly used The Georgia Heart Center at The Medical Center of Central Georgia. I saw no need to go anywhere else since the doctor and hospital I preferred were right here in Macon. The staff was so friendly and informative; they genuinely care about you. It is so comforting to me to know that The Medical Center is in my community.



Bonnie Dowling, recovering heart patient

**"I chose MCG, because I could receive world-class care, right here at home."**

THE ALBERT LUCE JR.  
HEART INSTITUTE  
Part of The Georgia Heart Center

Over the last 50 years, The Georgia Heart Center has established itself as a premier heart and vascular facility, providing the highest quality of personal care, not only for the patients, but for their families as well. The Georgia Heart Center, located in our newest facility, the Albert Luce Jr. Heart Institute, offers the newest diagnostic equipment and innovative technology as well as a highly skilled and caring staff. Heartworks provides community health education for a healthier heart lifestyle, a major health factor affecting Central Georgians. With classes on smoking cessation, cardiac rehabilitation, as well as exercise and education programs for congestive heart failure and pulmonary health, MCG is helping to improve the health of our community.

23,281	heart patients in 2008
83	average number of patients per day
2.83	average number of days per stay
51	transports per week from other hospitals

 THE GEORGIA  
HEART  
CENTER  
The Medical Center of Central Georgia  
ADVANCING HEART & VASCULAR CARE



Brian T. Jones, firefighter and trauma survivor

## **“As a first responder, I never imagined I would become the victim.”**

As Denise Jones consoled a co-worker who had witnessed a terrible car accident on the way to work, she had no idea the victims of the accident were her own family. The shaken co-worker described a gruesome scene; a father and daughter with injuries so severe, there was no way they could have survived. Denise offered a quiet prayer as she heard the wail of the ambulances pass by her office on their way to The Medical Center of Central Georgia, thankful that there was a hospital so close by to care for these victims. Then her cell phone rang.

Brian T. Jones and his two daughters Brianna, 6, and Brittany, 9, were on their way home from McDonald's on Eisenhower Parkway, when their car was broadsided. First responders on the scene found Brian and Brittany thrown from the car and lying in a ditch. Brian, a firefighter from Warner Robins, suffered severe head and neck trauma and had lost a great deal of blood. Brittany had cuts so deep that her arm and leg were nearly severed. Young Brianna, who had only minor injuries, was able to give the EMTs her mother's cell phone number.

Denise, after answering the call from the hospital, raced into the Emergency Center of The Medical Center. She first saw Brianna in the arms of a fireman. Denise was told that both her husband, Brian, and her daughter, Brittany, had life-threatening injuries—the outlook was poor. The nurses and staff lead Denise back and forth from the adult side of the Emergency Center where Brian was being stabilized to the Pediatric side where Brittany was being treated. The physicians and staff worked diligently, applying all of their resources and knowledge, to treat Brian and Brittany, both of whom were in for the fight of their lives.

After six days in ICU, Brian was transferred to a rehab center where he began the long journey of recovery. Brian, who had been a first responder to countless accidents over the years, was now the victim himself. “I have helped send so many injured parties to the Trauma Center at The Medical Center of Central Georgia, knowing they could get the trauma care they needed. I am so grateful that The Medical Center was there for me and my family,” says Brian. After extensive surgeries and months in rehab, Brian has returned to full duty at the fire station. “I thank God for my life, for my family and for the ability to help others through my work. Having a Level One Trauma Center right here in Central Georgia, saved my life, my daughter's life, and is an invaluable benefit to everyone in our community.”



Brittany has had eight surgeries to repair the damage to her leg and arm. She spent months at The Children's Hospital recovering from her injuries. Now 11, Brittany, one of the fastest runners on her softball team, has just joined the cheerleading squad at Rutland Middle School. "The nurses and staff at the Emergency Center saved my life. I don't remember everything about that night, but I knew I was being taken care of," recalls Brittany.

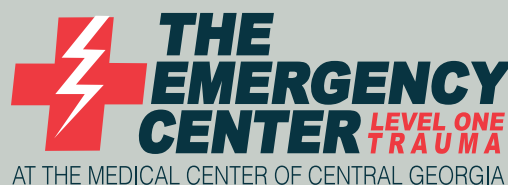
Denise and Brianna became regulars at The Children's Hospital, with the nurses and staff even helping Brianna with her homework. "The night of the accident turned my world upside down," recalls Denise. "The physicians and staff of the Emergency Center kept me informed on both Brian and Brittany and helped me tend to them both throughout those terrifying hours. I know, without any doubt, that because of the trauma care at The Medical Center, my family is here with me today. The Medical Center of Central Georgia brought my husband and my little girl back to me."



**"The Medical Center of Central Georgia brought my husband and my little girl back to me."**

Every hour of every day, the Trauma Team of the Level One Trauma Center of The Medical Center of Central Georgia stands ready to respond when you need us most. Our Trauma Program provides surgeons, surgical specialists, nurses, and many other healthcare professionals to give immediate care to trauma patients with severe, potentially life-threatening or disabling injuries. The Trauma Service is supported by emergency medicine physicians and anesthesiologists, as well as specialists such as neurosurgeons and orthopedic surgeons. Crucial support services such as the blood bank, laboratory services and diagnostic radiology are part of the 24/7 trauma care team. In that critical hour following an injury, MCCG provides state-of-the-art equipment and highly skilled staff to resuscitate, stabilize, and support the most critically injured patient.

With the support of Mercer University School of Medicine Department of Surgery and the Trauma Program, our directors serve on multiple committees throughout the state, providing leadership in research, education, and trauma system planning.



<b>48,992</b>	Emergency Center visits
<b>70,644</b>	Urgent Care visits
<b>128</b>	average number of Emergency Center patients per day
<b>2,742</b>	transports from other hospitals



Last year, physical therapist Diane Brown began having severe headaches. She went to her doctor, but the headaches persisted. One day, the pain and symptoms became so severe, Diane's family rushed her to The Medical Center of Central Georgia. Diane had suffered a stroke. After 20 years of helping others overcome physical challenges, Diane now faced her own journey to recovery. After her surgery, Diane was transferred to The Central Georgia Rehabilitation Hospital on Northside Drive in Macon. Surrounded by her co-workers, Diane became, "the worst of patients," joked one therapist. Diane admits she was difficult, frustrated with her physical and speech limitations. The staff at CGRH never gave up—and neither did Diane. After just two months, Diane regained her ability to walk and speak. "The therapists at CGRH gave me my confidence back. That was the biggest challenge of all for me," recalls Diane. "I just didn't trust my body anymore." Within six months, Diane was back at work helping others regain their confidence while also sharing her own story of success.



## "The therapists at CGRH gave me my confidence back."

Stroke: the very word strikes fear in the hearts and minds of us all, knowing that suffering a stroke can change one's life forever. Thankfully, Central Georgia Rehabilitation Hospital, with a free-standing inpatient and outpatient facility, has an experienced and caring staff who has helped more than 30,000 patients regain their confidence and return to their homes.

Created for the sole purpose of rehabilitation, CGRH was designed with our patients in mind. The entire hospital is on one level, including parking, courtyards, dining room, therapy gyms and patient rooms. This 58-bed hospital includes a specialty Neuro Unit and serves patients recovering from strokes, brain injuries, spinal cord injuries and other Neuro-muscular conditions. As part of our continuum of care, stroke victims are cared for by specially trained rehab physicians and staff who oversee all aspects of their recovery. CGRH also offers the area's most specialized technology for stroke rehab including VitalStim Therapy, the Bioness L300 for ambulation, Wii TV for therapeutic rehabilitation, and a comprehensive aquatic treatment setting. CGRH's primary goal is to help patients regain their strength and ability to carry out activities of daily living.

### INPATIENT REHAB

884	patients discharged
77%	patients discharged to their home or assisted living facility
16	days average length of stay
15	therapists (PT, OT, and SP) on staff
191	stroke patients discharged

### OUTPATIENT REHAB

20,074	adult patient visits in 2008
5,107	pediatric patient visits in 2008
18	therapists (PT, OT, and SP) on staff
2	locations Northside Drive and on the MCCG campus on Hemlock Street



Each year, more than 750,000 people suffer a stroke in the United States. When a stroke occurs, time becomes critical—every second counts. The Georgia Neuro Center at The Medical Center of Central Georgia (MCCG) has invested in a significant public awareness campaign to help educate our community on how to recognize and react to the signs and symptoms of a stroke. Teaching the public to recognize the signs of a stroke and to get help quickly is helping to reduce the number of stroke fatalities in our region. When the stroke patient arrives at MCCG, a team of specially trained physicians, nurses and staff of The Georgia Neuro Center (GNC) take quick action to intervene and help reduce the long-term damages caused by the stroke. Recognized nationally as a primary stroke center by the Joint Commission, patients at The Georgia Neuro Center can expect to receive increased specialized care and improved long-term outcomes.



Dr. Stuart Slappey, DVM and his family

## “Everyday, every single day, I am grateful to The Georgia Neuro Center at The Medical Center for having the staff, the training and the technology to help save my life.”

It was a beautiful spring day when Dr. Stuart Slappey, a 31-year-old veterinarian in Perry began working on his tractor. Dr. Slappey thought he had shocked himself when his right hand suddenly went numb. He stood there frozen as his wife, Jenny, a registered nurse, came up to ask him a question. “I thought he was kidding at first,” recalls Jenny. “But then I realized he was not responding to my questions.” As Dr. Slappey slumped onto the bucket of the tractor, Jenny noticed the right side of his face had begun to droop. As a nurse, Jenny knew she had to “Act F.A.S.T.” “There was no question in my mind where we needed to go,” said Jenny. “I had the ambulance take us directly to The Medical Center of Central Georgia.” Even though other hospitals were closer, Jenny knew that they could only stabilize her husband and then transfer him to MCCG. “I did not want to lose a second,” recalls Jenny. From his fog-like state, Dr. Slappey watched as The Georgia Neuro Center team went into action. “Within ten minutes of our arrival at the hospital, I was having a CT scan,” recalls Dr. Slappey. Thanks to the quick actions of his wife, the highly trained Neuro team, and emergency services, Dr. Slappey returned to work just three weeks after his stroke. “After several tests, doctors discovered a hole inside my heart which interfered with the blood flow and resulted in a clot that traveled to my brain,” explains Dr. Slappey. “My whole life, I’ve played sports, been very active and never knew there was this time bomb inside of me. Every day, every single day, I am grateful to The Georgia Neuro Center at The Medical Center for having the staff, the training and the technology to help save my life.”

**WORLD CLASS NEURO SERVICES**

If you recognize the signs of **STROKE** act

# FAST

**Facial weakness**  
can the person smile? Has their mouth or eye drooped?

**Arm or leg weakness**  
can the person raise both arms?

**Speech difficulty**  
can the person speak clearly and understand what you say?

**Time to act fast**  
seek medical attention immediately

*The signs of Stroke are*

- Weakness, numbness, or paralysis of the face, arm, or leg
- Difficulty speaking or understanding
- Dizziness and loss of balance
- Loss of vision
- Headache, usually severe and abrupt
- Difficulty swallowing

Act **FAST**  
seek immediate medical attention.

Call 911

478-633-1007  
mccg.org

Right Where You Need Them!

<b>1648</b>	stroke patients treated
<b>1949</b>	Neurosurgery patients
<b>2293</b>	patients cared for on Neurosciences nursing floor
<b>700</b>	patients admitted in the Neurosciences Intensive Care Unit





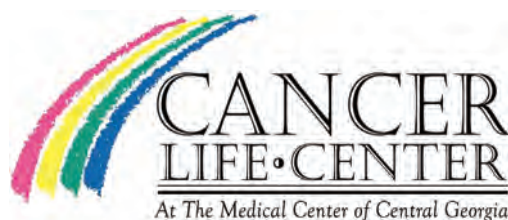
**"The staff at MCG provided professional care, and they took the time to smile and to reassure me that I was not walking this journey alone."**

"Cancer treatment can be a long and difficult process, but the skilled and caring staff of The Medical Center of Central Georgia made an unpleasant treatment tolerable," remembers Paul Creech, an avid fisherman. "When I was diagnosed, my doctors, surgeon and my oncologist suggested The Medical Center. My whole treatment, radiology, chemotherapy and my surgery were all conducted by The Medical Center. They did a very good job."

"But it's not just about the treatment at The Medical Center," says Creech. "It goes a step beyond—it's the delivery of that treatment. At The Medical Center, you have a caring, professional staff that will meet not only your physical needs but help you through the entire cancer journey. The staff at MCG provided professional care, and they took the time to smile and to reassure me that I was not walking this journey alone. They were as committed to my success and healing as I was—and I thank The Medical Center for that!"

## Cancer Diagnosis and Treatment

As your partner in health, the Cancer Life Center of The Medical Center of Central Georgia is dedicated to help prevent, detect, and treat cancer, as well as conduct research and track cancer trends in Central Georgia. The Cancer Life Center of The Medical Center partners with physicians in clinical trials and research studies to test new treatments for people with cancer, in an effort to find better ways to treat cancer patients. Clinical trials test many types of treatment such as new drugs, new approaches to surgery or radiation therapy, new combinations of treatments and new methods such as gene therapy. In addition to research, the Cancer Life Center promotes quality care for their patients through the collection of data regarding diagnosis and treatment of cancer. The de-identified information is compiled and submitted to state and national databases to help provide better care for current and future patients.



<b>2,718</b>	patients served
<b>38</b>	clinical trials
<b>1,451</b>	participants in community health screenings
<b>2,555</b>	attendees at health classes





The Rios Family:  
Yolanda, Daniel, and Daniella, former Family Birth Center patients

**“My husband and I have taken English classes, but translating was the last thing we wanted to worry about during the birth of our baby.”**

During her first pregnancy, Yolanda de Rios was told there may be complications with the birth of her newborn. “I decided right away to have my baby at The Family Birth Center of The Medical Center of Central Georgia. If something did go wrong, I would be at the right place,” says Yolanda through an interpreter. “It was also comforting to know about the Interpreting Services offered by MCCG. My husband and I have taken English classes, but translating was the last thing we wanted to worry about during the birth of our baby. Having an interpreter speaking in our first language, made me less afraid. I felt cared for.” Today, young Daniella is a bright, healthy child who loves to play at the park. “I would recommend MCCG to all mothers,” says Yolanda.

In 2008, The Family Birth Center at The Medical Center of Central Georgia helped to welcome more than 3,300 babies and cared for more than 800 critical newborns in the Neonatal Intensive Care Unit. MCCG is one of six state-designated Level III perinatal centers in Georgia and the only Level III in our 29-county area. For families, this means that we have the trained personnel and patient services to care for the most critical newborns. Expectant mothers choose The Family Birth Center for their special occasion because of the highly specialized neonatal care available at The Medical Center of Central Georgia, allowing new mothers and their families to rest and enjoy the birth experience.



<b>3,353</b>	babies delivered at The Family Birth Center at MCCG
<b>849</b>	newborns admitted to the Neonatal Intensive Care Unit
<b>29</b>	counties served by our Level III Perinatal Birth Center, the only one in Central Georgia
<b>776</b>	participants in prenatal classes
<b>180</b>	languages that can be translated by our Interpreting Services
<b>3</b>	Deaf-talk units available for communicating with our deaf patients
<b>3,885</b>	patients who utilized our Interpreting Services in 2008



**“We are very proud of all of our nurses, and their commitment to our hospital and our community.”**

**– Barb Stickel, Chief Nursing Officer**

The foundation of our nursing philosophy is how we care for others. Our patient and family centered care is holistic and respects both human rights and the unique needs of the individual. Our nurses demonstrate a strong commitment to nursing excellence, professional development, education, organizational success, and improving the health of our community. Our commitment to quality care is seen through the organizational values of excellence, integrity, diversity, service, compassion and competency. Accountability, collaboration, empowering leadership, managing change, and the use of evidence-based research are vital for the provision of quality, safe care.



With more than 1,500 nurses, The Medical Center of Central Georgia has been internationally recognized by the American Nurses Credentialing Center (ANCC) as a Magnet hospital, placing MCCG in the top four percent of the nation, providing top level nursing care of the highest caliber and quality. We are very proud of the Magnet designation and of all of our nurses, and their commitment to our hospital and our community.



**849** nurse community activities in 2008

**742** school age children participated in “What’s a Nurse” Contest

**7** nurse research studies conducted in 2008

**425** nursing students in clinical rotation annually

**140** nurses with post-graduate degrees

**277** nurses with national certifications







The employees of The Medical Center of Central Georgia partnered with several other groups to help sponsor a new playground at the Waterworks Park in Macon. This playground will offer children and families of Central Georgia the chance to play their way to a healthier lifestyle. The project was funded in part by The Medical Center employees' HEAT (Healthcare Employees Achieving Tomorrow) giving program, one of the largest employee giving programs in the Southeast. The HEAT program is operated under the direction of the Medcen Community Health Foundation.

## This playground will offer children and families of Central Georgia the chance to play their way to a healthier lifestyle.

Medcen Community Health Foundation, established in 1973, is the philanthropic arm of The Medical Center of Central Georgia. Tax deductible gifts through the Foundation help support capital projects as well as outreach projects which enhance the health status of our community.

Our *Generation to Generation* campaign addresses the needs of patients and families through the continuum of health care services from the beginning of life until the final days. The campaign included funds for The Children's Hospital's expansion of the Neonatal Intensive Care Unit (NICU) from 36 beds to 42, and the establishment of a Pediatric Intermediate Care Unit, increasing the scope of services and adding needed capacity. Focused on underwriting projects to enhance the pediatric surgery and emergency center areas of The Children's Hospital, the investment includes the recent purchase of a new, specially equipped, ambulance for neonate/pediatric transport. In addition, funds have been raised for a critically needed inpatient Hospice Home. Thanks to the efforts of the Foundation, the Medcen Board, the Hospice Advisory Board, and countless volunteers, most of the funds are in hand, and plans are well underway to begin construction on the property located on Peake Road.



**MEDCEN**  
COMMUNITY HEALTH FOUNDATION  
*The Medical Center of Central Georgia  
Central Georgia Health System*

**\$932,620**

Medcen Community Health Foundation Cash contributions to charitable organizations in 2008

**\$61,200**

donated through HEAT Trust Fund Grants to the community in 2008

**2,300**

employees who contribute to our HEAT employee giving fund

In 2008, the Foundation also funded health-related projects and grants in the community through HEAT, the employee giving program, as well as collaborating with the Mercer University School of Medicine to fund five promising research projects. The Foundation is proud to partner with The Medical Center as it continues to excel in providing high quality accessible health care and community involvement.





“The Medical Center of Central Georgia was founded as a place of healing for our community. Today, MCCG continues that tradition by providing world-class healthcare to all Central Georgians, regardless of their financial situation.”

– Joe Lavelle, Chief Operating Officer

## Community Health

The W.T. Anderson Health Center (WTA) has a long history of community service and commitment to community health. Created in 1916 as an outpatient clinic of The Macon Hospital, WTA has grown with and into an essential component of The Medical Center of Central Georgia, enhancing the health status of those served. With nearly 20,000 visits each year, charges are based upon a sliding fee scale determined by financial eligibility criteria.

The W.T. Anderson Health Center provides quality healthcare and health education for Central Georgia residents. In addition, it is a source of outpatient clinical experience for medical residents of The Medical Center of Central Georgia/Mercer University School of Medicine and other health professionals.

The W.T. Anderson Health Center provides primary care and specialty care through 19 multidisciplinary clinics, including orthopedics, high risk obstetrics, cardiology, rheumatology, nephrology, endocrinology, surgery and oncology.



19,187

W.T. Anderson Health Center visits

10,390

Neighborhood Health Center visits

23,705

Family Health Center visits

5,008

Women's Ob/Gyn Clinic visits

15,437

Children's Health Center visits

**"I want others to feel as good as I do!"**

If you saw him today, you would never know that Aaron Davis was once slipping into depression. Bound to his wheelchair, Aaron spent his days watching television and choosing to be alone. The few conversations he did have were all about the past and the life he used to have. Today, this robust athlete spends his days at The Wellness Center, working out, cheering on others and making plans for the future. Thanks to a membership scholarship offered to Aaron by The Wellness Center and The Medical Center of Central Georgia, Aaron has improved his health and well-being and has a much healthier outlook on life. In addition, Aaron loves to motivate others around him to build their own strength and feel good about themselves. "I have a good time when I go," says Aaron. "Everyone is nice to me." Aaron tells everyone how grateful he is for his scholarship to The Wellness Center and how much he enjoys connecting with so many people. Aaron wants others to feel as good as he does.



## Wellness and Prevention

Each month, The Medical Center of Central Georgia publishes a community health and information calendar called *Partners in Health for Life*. As your partner in health, MCCG coordinates and provides numerous classes and events to benefit the community. There is something for everyone, ranging from childbirth and parenting classes to defensive driving classes and fall risk assessments for senior citizens. Support groups, CPR classes, exercise groups, as well as social events are supported by MCCG. In addition, more than 5,000 patrons each month visit the Medical Library at the Peyton Anderson Health Education Center. MCCG also shares its facilities at PAHEC, The Wellness Center and The Macon Health Club with community and civic groups.

**THE  
WELLNESS CENTER**



**MACON  
HEALTH CLUB**

**402**

community meetings held at no charge at MCCG's Peyton Anderson Health Education Center (PAHEC) in 2008

**5,000**

patrons per month to The Health Resource Center Library at PAHEC

**776**

participants in prenatal classes

**1,451**

participants in health screenings

**2,555**

attendees at health classes

**\$2,824**

in memberships donated by The Wellness Center and Macon Health Club in 2008



## "I've met so many people... It's become my identity"

In 1989, after 43 years of marriage, Evelyn said good-bye to her sweetheart and wondered what would happen next. As a way to fill her time, she began volunteering at The Medical Center of Central Georgia as the "Goody Cart Lady" operating the candy cart throughout the many halls of the hospital. Now, 19 years later, Evelyn is still volunteering her time, bringing treats to hospital patients, visitors and staff. "I enjoy it," says Evelyn. "If I didn't, I wouldn't be here." Volunteering more than 34,000 hours to date, Evelyn was recently recognized for her outstanding commitment to the hospital. "I've met so many people," says Evelyn. "It's become my identity. People see me on the streets and shout out, 'Hey Goody Cart Lady!'" Volunteers like Evelyn bring joy to everyone at the hospital. MCCG is fortunate to have all of our volunteers!



Goody Cart Volunteer, Evelyn Patterson

## Volunteers

Since its inception in 1962, The Medical Center of Central Georgia Auxiliary has contributed more than one million volunteer hours and more than one million dollars to The Medical Center and the Central Georgia community. The Pink Ladies along with their Red Coat counterparts bring comfort and companionship to our patients and their families. Our volunteers assist with non-clinical duties such as taking baby pictures, delivering meals and beverages to patients, helping hospital guests find their way, providing goodies and treats to the patient areas, and offering tender support when needed. The volunteers of the MCCG Auxiliary have been recognized repeatedly by the Georgia Hospital Association Council on Auxiliaries/Volunteers for their outstanding achievements and contributions to the community.

\$79,517	raised by MCCG Auxiliary to fund projects that benefit our patients in 2008
30,626	annual volunteer hours
131	adult volunteers (monthly average)
59	teen volunteers



### We Billed Patients For

Inpatient general care	\$995,907,000
Outpatient ancillary services	\$541,006,000
Revenue from other non-patient business activities	\$17,641,000

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Total Gross Revenue	\$1,554,554,000
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#### HOWEVER...

Medicare and Medicaid did not reimburse	\$587,190,000
Commercial insurance discounts	\$261,375,000
Charity care provided and bad debt	\$125,646,000

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Total we were not paid	\$974,211,000
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Therefore, our net operating revenue total	\$580,343,000
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#### OPERATING EXPENSES:

Salaries, wages and employee benefits	\$320,071,000
Supplies and services	\$226,408,000
Depreciation	\$30,867,000

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Total Operating Expenses	\$577,346,000
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Total amount retained for improvement of services and facilities	\$2,997,000
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# The Medical Center of Central Georgia

## Financial Performance

### Financially, how we serve our community

**DIRECT PATIENT CARE**—includes subsidized clinics, charity care, and the difference between government reimbursements and actual care costs

<b>\$30,682,270</b>	Traditional charity uncompensated costs
<b>\$13,925,877</b>	Bad debt cost
<hr/>	
<b>\$44,608,147</b>	Total

**PROFESSIONAL AND PATIENT EDUCATION**—includes education programs for patients, medical students and residents, nurses, emergency workers, and employees

<b>992</b>	Medical Students and residents
<b>7,551</b>	Nurses attending Nurse Education Classes offered by MCCG
<b>925</b>	Nurse Education Classes Instructed in 2008

**COMMUNITY EDUCATION, PREVENTION, AND PARTNERSHIPS**—includes classes, screenings, health fairs, and publications like *Partners In Health*, plus funding and sponsorships for charitable groups

<b>334</b>	Community Meetings
<b>5,000</b>	Patrons visiting The Health Resource Library at the Peyton Anderson Health Education Center

### COMMUNITY HEALTH EDUCATION PROGRAMS

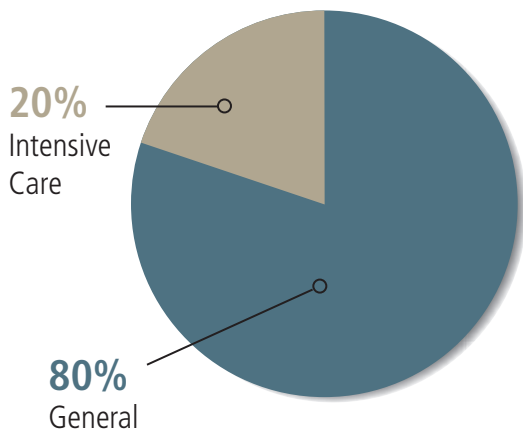
<b>1,191</b>	Injury prevention program participants
<b>\$526,460</b>	Value of volunteer assistance to our community
<b>\$176,954</b>	Cash contributions to charitable organizations and events from MCCG
<b>\$932,620</b>	Cash grants from Medcen Trust Foundation



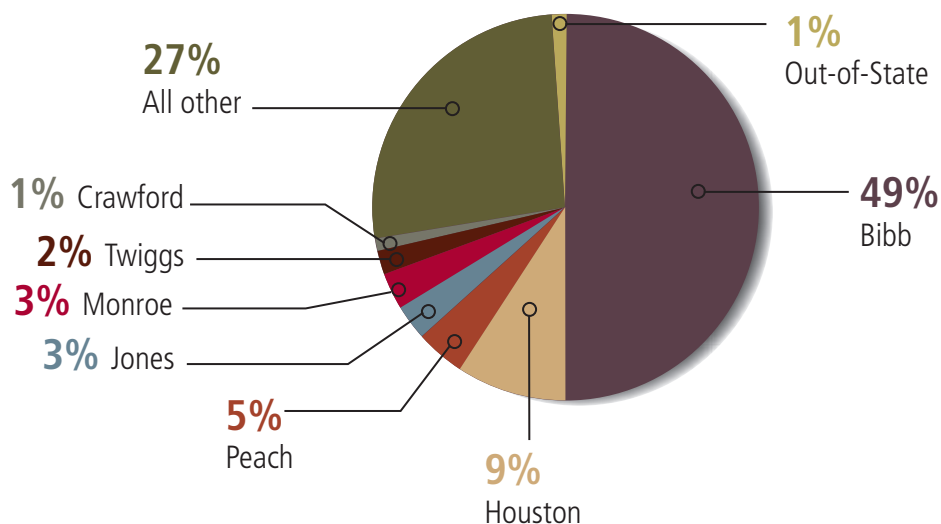
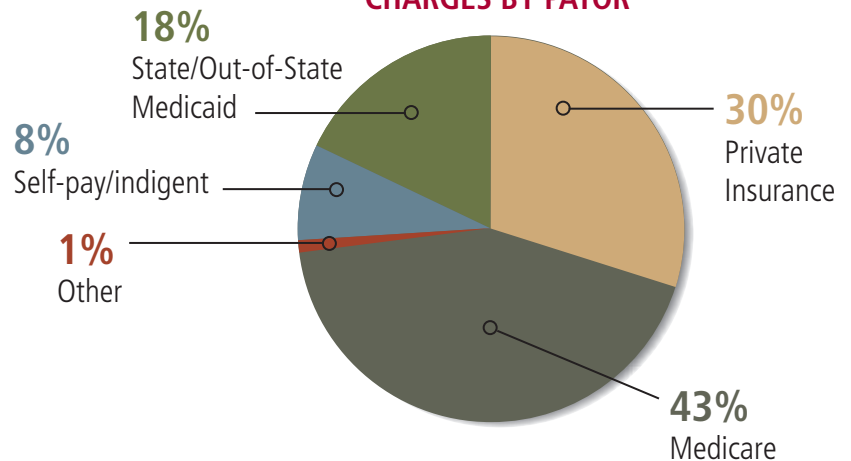
# The Medical Center of Central Georgia

## Financial Performance

**PATIENT DAYS BY TYPE**



**CHARGES BY PAYOR**



**ADMISSIONS BY COUNTY**

Bibb .....	15,731	49%
Houston .....	2,961	9%
Peach .....	1,423	5%
Monroe .....	1,052	3%
Jones .....	1,028	3%
Twiggs .....	548	2%
Crawford .....	446	1%
All other Georgia Counties .....	8,433	27%
Out-of-State .....	315	1%
<b>TOTAL .....</b>	<b>31,937</b>	

# The Medical Center of Central Georgia

## by the Numbers

inpatient admissions	31,937
patient days	171,715
outpatient visits	391,354
Emergency Center visits	48,992
inpatient surgical patients	9,059
outpatient surgical patients	17,972
births	3,353
acute-care inpatient beds	603
employees	5,134
nurses	1,608
medical staff members	543
medical residents and fellows	98
volunteers	190
attendees at health classes	2,555
participants in health screenings	1,451
participants in prenatal classes	776
flu shots	2,681
subscribers of Lifeline phone calls	90

