



HOT SPRINGS HEALTH PROGRAM

2003 Annual Report

Mission – to meet the primary health care needs of the people of Madison County and the surrounding areas through an organization oriented to and directed by the community.

The Hot Springs Health Program Yesterday and Today

Recognizing the very real needs of people in Madison County, two nurses, with the help of local residents, opened a small health clinic in Hot Springs in 1971. This grew to become the Hot Springs Health Program of today. In the beginning, and at every step along the way, community wisdom guided the program development. A five-year grant from the Appalachian Regional Commission in 1972 gave HSHP the financing to operate three clinics, in Hot Springs, Marshall-Walnut and Laurel. In 1986, after 14 years of experience with the limitations of federal funding, the HSHP Board of Directors chose to become independent and self-supporting. That year a medical facility in Mars Hill was purchased from a retiring physician. With this acquisition, we doubled our patient base and added new services.

Presently HSHP is the only primary care provider in Madison County offering an array of services to our population of 20,000. We embrace the philosophy that services are provided to people in need, without regard to specific sources of funding. We are able to do this because we are organized as a private, not-for-profit 501(c) 3 organization. HSHP is governed by a 14-member community-elected Board of Directors, with operations overseen by an Executive Director.

Today, we provide quality, comprehensive services in these five medical care facilities:

- Charles E. and Mattee B. Mashburn Medical Center, Marshall, opened in 2002, formerly the Marshall-Walnut Medical Center;
- Laurel Medical Center, Laurel community, built in 1980;
- Hot Springs Medical and Dental Center, Hot Springs, built in 1984;
- Mars Hill Medical Center, Mars Hill, purchased in 1986 and expanded and renovated in 1992 and 1997.
- Barnardsville Family Resource Center (north Buncombe County), where we offer services two half-days/week.

The Mashburn and Mars Hill Medical Centers offer evening hours and weekend coverage to maximize access to care for those who work and for more urgent, sick care.

In addition, we operate a comprehensive home health agency, Madison Home Care, which provides home health care, support services for the developmentally disabled and Lifeline emergency communication, and Hospice of Madison, a Medicare-certified and licensed hospice program.

We also offer medication assistance service for patients with financial need. In 2002, over 1,200 HSHP patients received approximately \$1.2 million in medications from pharmaceutical companies at no-cost, thanks to the effort of HSHP staff members.

2003 Highlights

Who we served and the resources required

- HSHP's five medical centers provided over 40,000 encounters or patient visits for almost 12,000 patients in 2003. This represents an average of 111 patient visits per day. These include visits for infants, children, adults, and seniors. Pharmacy services are provided at each center and total scripts filled for all centers in 2003 totaled 54,000.
- In addition to medical center visits, HSHP's 17 physicians and practitioners made almost 6,000 visits to area nursing home residents and cared for approximately 400 people served by the Madison County Health Department.
- Madison Home Care and Hospice of Madison County's staff of 28 cared for about 350 people with over 11,000 visits allowing them to remain at home with appropriate medical care.
- HSHP dental services provided over 1,500 dental care visits in our Hot Springs location.
- Health education and care management, particularly with asthma and diabetes, was provided to over 200 patients and families.
- In summary, 124 staff members, 10 hospice volunteers, and a \$8 million budget supported HSHP accomplishments in 2003.

New or expanded services

- Behavioral mental health services for HSHP patients were added during the year.
- Barnardsville Medical Services were expanded to include two half-days of care per week.
- Through state grant funds, a clinical pharmacist is available to work with our providers and patients for medication counseling and management.

Leadership and community

- The Board of Directors welcomed Sylvia Coudriet to its membership.
- A Development Planning Committee of the Board of Directors drafted and implemented a Development Plan for HSHP.
- HSHP worked with the Wolf Laurel Community in support of their Golf Tournament to benefit Hospice of Madison.
- The community strongly supported the Hospice Tree of Life Campaign, one way of remembering loved ones during the holiday season.
- HSHP is a key partner in the Madison Community Health Consortium, our local Healthy Carolinian Task Force, focusing with others on improving the health and well-being of all in our communities.