

THE MEDICAL CENTER OF CENTRAL GEORGIA BY THE NUMBERS

Inpatient admissions	31,498
Patient days	178,589
Outpatient visits	385,039
Emergency Center visits	55,880
Inpatient surgical patients	10,541
Outpatient surgical patients	17,857
Births	3,230
Acute care inpatient beds	603
Employees	4,827
Nurses	1,510
Medical staff members	544
Medical residents and fellows	106
Volunteers	203
Attendees at health classes	2,977
Participants in health screenings	949
Participants in prenatal classes	755
Seasonal flu vaccine	3,458
H1N1 flu vaccine	2,118



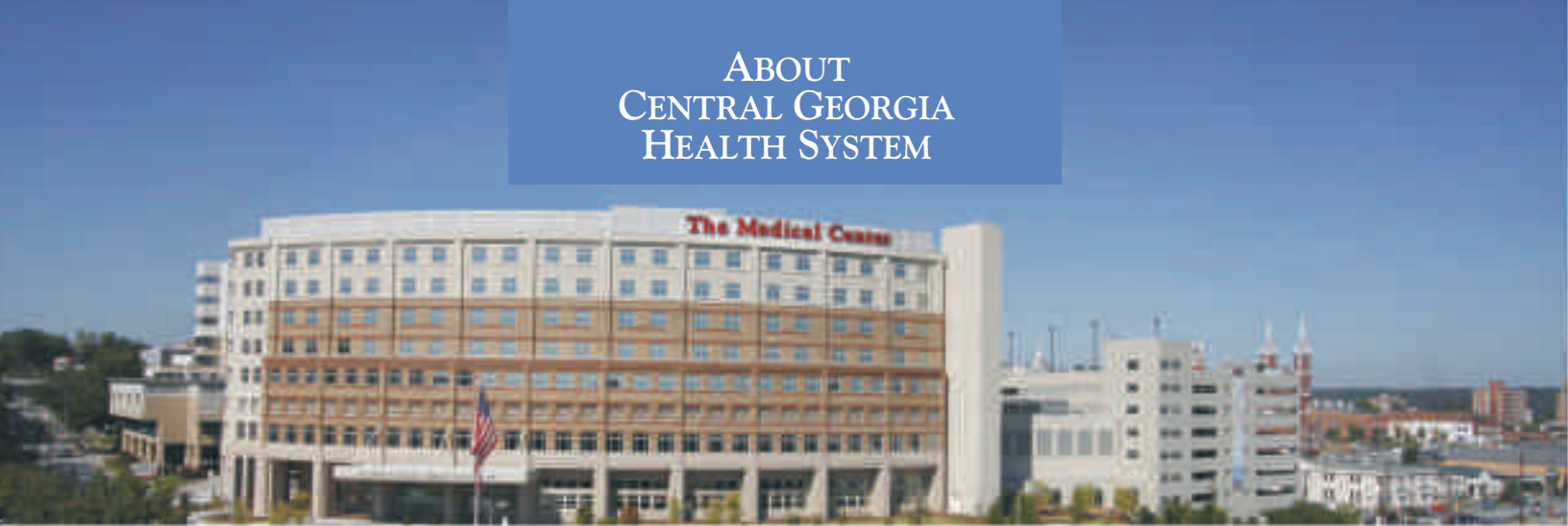
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2009 REPORT TO OUR COMMUNITY

Central
Georgia
Health
System



ABOUT CENTRAL GEORGIA HEALTH SYSTEM



Central Georgia Health System (CGHS) was incorporated on November 17, 1994, as a nonprofit corporation whose primary purpose is to serve as a controlling body for The Medical Center of Central Georgia (MCCG) and other affiliated entities, in supporting their mission of coordinating the functions of individual corporate providers of a comprehensive range of high quality, reasonably priced health care services to the Central and South Georgia community. These entities described below are consolidated to form CGHS.

The Medical Center of Central Georgia (MCCG) is a designated Level I Trauma Center and Magnet® hospital for nursing and serves the residents of Central and South Georgia with a primary and secondary service area of 30 counties and a population of nearly 750,000 people. The Medical Center has over 4,800 employees and a medical staff of over 530 physicians. MCCG is the second largest hospital in Georgia with a capacity of 637 beds including medical-surgical, obstetric, pediatric, psychiatric, cardiac intensive care, neuro intensive care, pediatric intensive care and cardiac surgery intensive care. Thirty-four beds are leased to Regency Hospital of Central Georgia, a long-term, acute-care facility. MCCG provides a broad range of community-based, outpatient diagnostic, primary care, urgent-care services, extensive home health and hospice care services. MCCG is the primary academic hospital for Mercer University School of Medicine, providing residency programs for over 100 residents and operates the Doctors Office Building.

Carlyle Place is a nonprofit corporation whose primary purpose is to construct, own and operate a continuing care retirement community in Macon, Georgia.

Central Georgia Rehabilitation Hospital partners with MCCG to provide a 58-bed, medical rehabilitation hospital for pediatric, adult and geriatric patients.

Health Services of Central Georgia is a nonprofit corporation whose primary purpose is to employ health care providers such as physicians, nurse practitioners and physician assistants that are in short supply in private practice and to provide medical education.

Medcen Community Health Foundation is a nonprofit corporation whose primary purpose is to raise funds to be used exclusively for charitable, medical, educational and scientific purposes at or in connection with CGHS and MCCG.

OUR VISION

To be nationally recognized as a premier health care system.

OUR MISSION

To enhance the health status of those we serve by providing access to high quality health and wellness services, health education and health-related products.

OUR AFFILIATES



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LETTER TO OUR COMMUNITY



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

2009 was a challenging year for The Medical Center of Central Georgia and health care providers across the country. As the economy slowly recuperated from a damaging recession, lawmakers debated national health care reform that would have a direct impact on our service to the Central Georgia community. While we are supportive of real reform leading to viability and sustainability in the future, we are concerned the direction is more about financial reform rather than broad-based reform of the system. Regardless of the future of health care reform, we are in a position to continue to advance during a stressed and uncertain time. Just as we have done the past 115 years, MCCG is focused on building a sustainable, high-quality health care system that enables us to lead the Central Georgia region in providing world class health care.

In this report, we would like to share some of our successes from 2009 and enlighten you about future progress through our six pillars of excellence – Our People, Quality, Service Excellence, Safety, Growth and Financial Performance. Learn about our highly-skilled, diverse and valued workforce, as they strive to meet the changing needs of those we serve. Our nurses earned re-designation as a Magnet Recognition Program®, placing our hospital in the top two percent of the highest quality nursing care nationwide. See the results of our quality health care and the positive outcome it has had for the Cromer Family. Witness our growth as we detail the profiles of two nationally-known orthopaedic traumatologists, who joined our staff and will enhance our

trauma care. Meet Dana Baker, a determined young man who learned to walk again through the expert service provided by our Central Georgia Rehabilitation Hospital.

We expanded the service of our Georgia Center for Joint Care to meet our growing orthopaedic need of the Central Georgia community, providing patients with a premier care environment on a completely renovated floor of the hospital. In our continuing efforts to promote safe patient stays, we introduced the Liftsavers Minimal Lift System program. We are proud to work with the Central Georgia community on education initiatives, outreach programs and health fairs. The Speakers Bureau delivered 106 presentations in 2009 – 24 more than the previous year. Nearly 900 of our nurses contributed to 40 community events, including volunteering at blood drives, food banks and free health clinics. Our Kohl's Cares for Kids® Safety Zone Program received \$51,200 from the national department store chain and is investing that entire generous donation back into the community for children's safety education and equipment.

In the coming year, we will continue to see development on many fronts. We want patients and their families to be as comfortable as possible and feel cared for as they face challenging situations. The Hospice House of Central Georgia will open this summer and provide solace for people in the twilight of their lives. The Children's Hospital will add two pediatric surgeons. The Albert Luce Jr. Heart Institute continues to grow after it opened two years ago. We officially opened our rooftop helipad service in March. Helicopters can now land on site with Central and South Georgia patients in need of immediate care. In March, we opened the Cancer Life Resource Center, which began the journey to expand our oncology care and unite our fragmented departments under one roof.

Regardless of the specifics of health care reform, we will be working even more closely with our physicians to craft the best health care for years to come for Central Georgians. We are dedicated to fulfill our commitment of improving the health and wellness of the Central Georgia community. Integral to our success and progress are our patients and we thank you and the countless others who have chosen The Medical Center of Central Georgia for their health care needs.

Sincerely,

Don Faulk
President/CEO Central Georgia Health System

CENTRAL GEORGIA HEALTH SYSTEM BOARD MEMBERS



Starr H. Purdue
*Funeral Director,
Hutchings Funeral Home, Inc.*

Currently serves as:

- Chairman of the Board

Mrs. Purdue is an ex-officio member of all committees, and also serves as a member of the Central Georgia Health Ventures board and The Central Georgia Home Care Services board



J. Timothy Jackson
Retired, Postal Service

Currently serves on the Committees of:

- Audit/Corporate Compliance
- Human Resources

Mr. Jackson also serves as a member of the Central Georgia Senior Health board



Ruth A. Knox
President, Wesleyan College

Currently serves on the Committees of:

- Finance
- Audit/Corporate Compliance

Ms. Knox also serves as a member of the Central Georgia Rehabilitation Hospital board



Joan R. Walton
Community Volunteer

Currently serves on the Committees of:

- Patient Care
- Community & Administrative Affairs (Chair)
- Medical Education

Ms. Walton also serves as a member of The Medical Center of Central Georgia board



Connie Cater
President, Cater Casket Company

Currently serves on the Committees of:

- Finance
- Community & Administrative Affairs
- Human Resources

Mr. Cater also serves as a member of The Medical Center of Central Georgia board and the Central Georgia Rehabilitation Hospital board



Kim W. Johnston, M.D.
*Surgical Physician,
Georgia Neurosurgical Institute*

Currently serves on the Committees of:

- Human Resources
- Investment

Dr. Johnston also serves as a member of the Central Georgia Rehabilitation Hospital board



Henry K. Koplin
*Owner,
Macon Iron & Paper Stock Co.*

Currently serves on the Committees of:

- Finance
- Investment



Nancy B. Anderson
Retired, Educator

Currently serves as:

- Chairman of the Board

Mrs. Anderson is an ex-officio member of all committees



David A. Danzie, Jr.
Executive, BB&T

Currently serves on the Committees of:

- Finance
- Facilities & Systems Development
- Community & Administrative Affairs



C. Emory Johnson, Jr., M.D.
*Orthopaedic Physician,
OrthoGeorgia*

Currently serves on the Committees of:

- Patient Care (Chair)
- Facilities & Systems Development
- CGHS Audit Committee



Daniel T. Slagle (Dan)
Executive, Cox Communications

Currently serves on the Committees of:

- Finance
- Community & Administrative Affairs
- CGHS Audit Committee (Chair)



Roberta H. Andrews, M.D.
*Internal Medicine Physician,
Internal Medicine Associates, PC*

Currently serves on the Committees of:

- Patient Care
- Facilities & Systems Development
- Community & Administrative Affairs



A. Kenneth Harper, M.D.
*OB/GYN Physician,
Women's Specialty Care PC*

Currently serves on the Committees of:

- Finance
- Patient Care
- Facilities & Systems Development (Chair)



William M. Matthews (Bill)
*Retired, President of Belk Matthews
Currently, Chairman of the Board for
SunTrust Bank of Middle Georgia*

Currently serves on the Committees of:

- Finance
- Community & Administrative Affairs
- CGHS Investment Committee
- CGHS Human Resources Committee

**Central
Georgia
Health
System**

THE MEDICAL CENTER OF CENTRAL GEORGIA BOARD MEMBERS

World Class Care... right where you need it.
**The Medical Center
of Central Georgia**

2009 HIGHLIGHTS AND ACCOMPLISHMENTS

Former Children's Hospital patient Ariel Fortson, 11, was chosen as Georgia's Children's Miracle Network Champion Across America and traveled to Florida and Washington D.C. to highlight the vital work of children's hospitals.



In our continuous efforts to improve patient care and satisfaction, we introduced the Liftsavers Minimal Lift System program, which utilizes equipment to reduce manual lifting and moving of patients.



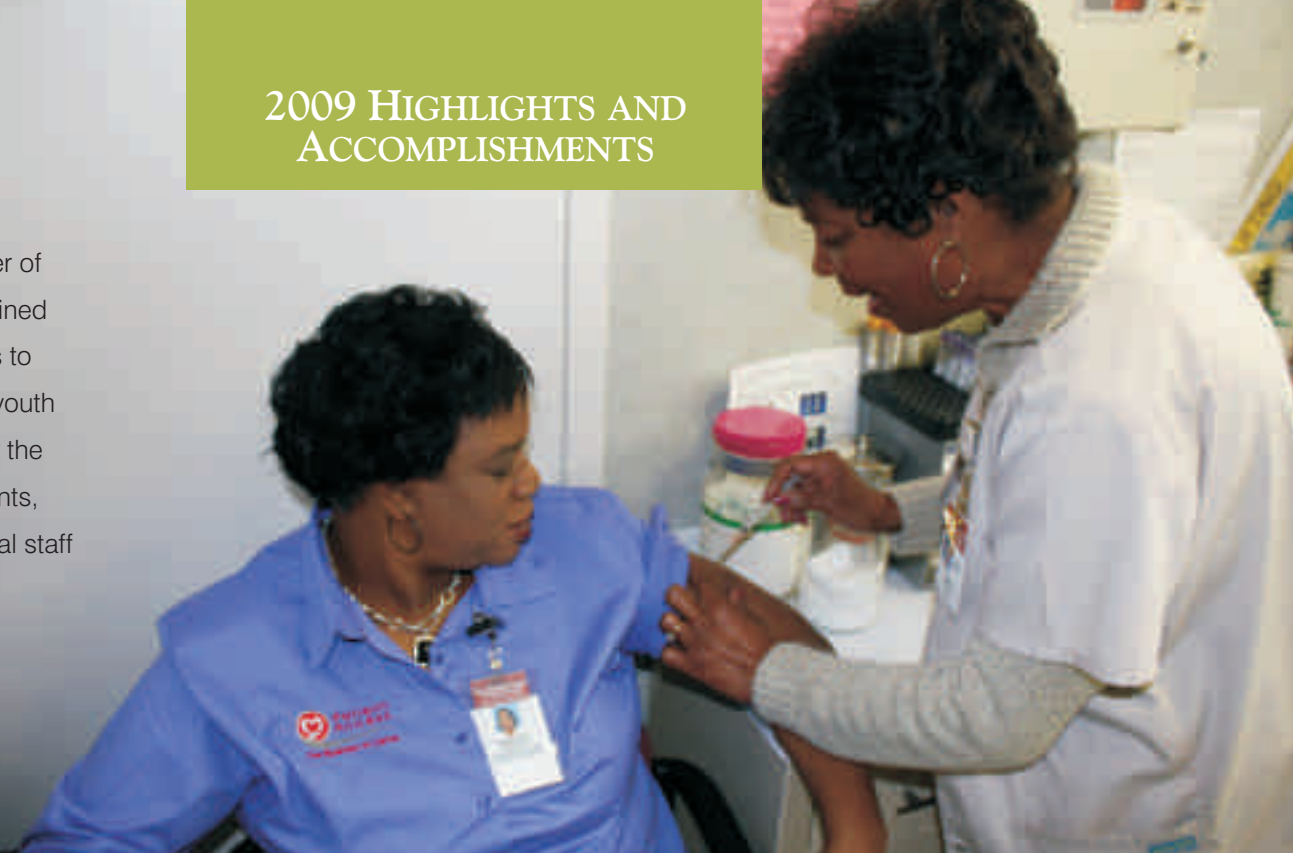
MCCG was awarded for its commitment to nursing excellence, as we were re-designated as a Magnet® hospital, placing us in the top two percent of hospitals nationwide.



The Georgia Neuro Center was presented with the Get With The Guidelines® Bronze Performance Award from the American Stroke Association as it continued to provide complete care to patients experiencing the most complex strokes requiring specialized testing and other interventions.

2009 HIGHLIGHTS AND ACCOMPLISHMENTS

The Medical Center of Central Georgia joined with area hospitals to implement a new youth visitation policy for the protection of patients, visitors and hospital staff from H1N1 influenza.



Our trauma services experienced extensive growth. The Georgia Orthopaedic Trauma Institute added two internationally recognized orthopaedic traumatologists to provide support for our private orthopaedists and expand our ability to manage the most challenging and complex orthopaedic injuries. The Georgia Center for Joint Care opened, and construction began on a rooftop helipad, which would allow emergency helicopters to transport patients in need of emergency care.



The EMS Department was awarded the Region V EMS of the Year Award by the Central Georgia Region V Emergency Medical Services Council because it exemplified outstanding professionalism and service to the community.

OUR PEOPLE



MAGNET RE-DESIGNATION

After maintaining the Magnet Recognition Program® designation for three years, The Medical Center of Central Georgia (MCCG) joined an elite group of hospitals on December 16, 2009 when it was officially re-designated as a Magnet hospital.

In front of approximately 200 MCCG employees, Chief Nursing Officer Barb Stickel took a phone call from Gail Wolf, chair of the Commission of Magnet Recognition for the American Nurses Credentialing Center, and received the news over the Eversole Auditorium speakers – MCCG received unanimous re-designation approval from the ANCC. A celebration ensued – kazooos and horns blared, balloons fluttered through the air, and employees cheered and embraced.

“It takes a total organizational effort to achieve Magnet certification, especially the second time around, as the standards are elevated to require a higher level of performance by our nurses and staff,” Stickel said.

“It is truly a journey to improve the quality of care we provide to our patients and ourselves, as professionals. We are honored to receive this recognition. We could not have done it without the outstanding support of all Medical Center employees – my special thanks to everyone.”

Of the 350 Magnet hospitals nationwide, MCCG is now one of 144 to earn re-designation. Only two percent of hospitals nationwide receive re-designation. Magnet status recognizes excellence in nursing services, quality patient care and innovation in professional nursing practice. MCCG received its initial Magnet designation in 2005.

“I’m so very proud that you’ve done it again,” President and CEO of Central Georgia Health System Don Faulk told the crowd. “The Medical Center is an inspirational institution. You’re only going to get better.”

In June 2009, MCCG submitted over 2,700 pages of material documenting its compliance to the ANCC’s comprehensive standards.

Three ANCC appraisers spent three days at MCCG in October 2009, thoroughly examining every department that provides patient care, and talking to over 800 nurses, physicians, patients and families.

Hospitals can apply every four years for re-designation and must maintain Magnet standards during that time period. MCCG has set a goal to achieve further re-designation status. Only a handful of the 144 re-designated Magnet hospitals have received continued Magnet re-designation.

- 900** Nurses contributing to community activities in 2009
- 40** Community events those nurses participated in
- 44** Professional Clinical Ladder recipients in 2009
- 222** Professional Clinical Ladder recipients since program reintroduction in 2005

OUR PEOPLE



(From left) Tracy Garber, RN, Theresa Ledrick, RN, and Mary Beth Cunard, RN, are three nurses atop the Professional Nursing Ladder.

PROFESSIONAL NURSING LADDER

Since reintroducing our Professional Nursing Ladder (PNL) in 2005 after over a decade hiatus, over 200 nurses have advanced their professional goals, helped us achieve organizational objectives and enhanced patient care.

The PNL is for nurses who seek to go above and beyond the normal day to day nursing responsibilities and expectations set forth in their job description. 2009 was a wildly successful year for The Medical Center of Central Georgia (MCCG) nurses as 44 of them advanced in the four levels of the ladder.

The program, as established by staff nurses in conjunction with the Professional Development Council, requires nurses to meet mandatory benchmarks and earn points to advance up the ladder. After those prerequisites are met, nurses can earn points by contributing to or participating in various events throughout the Central Georgia community.

Nine hundred nurses committed to 40 community events in 2009. Some were repeat participants, but community functions varied greatly. Here are a few examples of our nurses in action in the community: participating in church health events, serving as Parish nurses, chaperoning school field trips, donating at blood drives, coordinating health fairs, participating in free clinics locally or overseas, handing out rations at food banks, or training Boy and Girl Scouts.

By nature, nurses are people who want to make a difference. Helping out in the Central Georgia community is just another example of how our nurses go above and beyond their everyday duties.

THE CROMER FAMILY

Teresa Cromer's passion has always been children. She put that fervor to action after graduating nursing school, and joined The Medical Center of Central Georgia (MCCG) in June 1992 as a nurse in the Neonatal Intensive Care Unit (NNICU). The NNICU cares for over 700 babies a year, many of which need specialized medical attention because they are sick or premature.

After nearly eight years of caregiving and witnessing the miracles of life, Teresa and her biological son, Joshua, now 20, decided to add to their family. In June 2000, Teresa adopted a six-week-old boy named Daniel. Fourteen months later, on Sept. 11, 2001, Teresa had a reason to be grateful on that infamous day because she brought home a baby daughter named Kyley.

But these weren't average, healthy children. They needed special attention. Daniel was diagnosed at 21 months with autism. Kyley was a premature baby who spent time in the NNICU and Pediatric Intensive Care Unit at The Children's Hospital at The Medical Center because she suffered from epilepsy and minor cerebral palsy.

"It wasn't like it was a burden or inconvenience or anything," Teresa said. "It was right. It was my cup of tea."

Teresa's nursing background allowed her to naturally care for Daniel and Kyley, but she had to leave her career in December 2002 to become a full-time mother.

She adopted two more children – 10-month-old Larry in 2004 and 13-month-old Amarion in 2005. Larry has Osteogenesis Imperfecta, or brittle bone disease. Amarion was born with DiGeorge syndrome, a rare congenital disease that includes recurrent infection and heart defects, and has pulmonary atresia.



(From left) The Cromer Family – Larry, Kyley, Amarion, Theresa and Daniel.

791	Newborns admitted to Neonatal Intensive Care Unit
2,115	Children admitted to Pediatric Intensive Care Unit or General Pediatrics
29,779	Children treated in Emergency Center, outpatient surgery and outpatient clinics
966	Children's Hematology/Oncology Center visits

an 8-year-old who walks much better than most children with similar needs.

The Children's Hospital serves more than 81,000 patients from seven primary and 23 secondary Central and South Georgia counties. Our highly-trained and dedicated staff is committed to improving the health of children through excellence in patient care, research and education.

"The Children's Hospital staff was great in working with the children and making all of us feel comfortable," Teresa said. "That means the world to me that they not only care for the patient, but for the family. I know that if any of my children are in the hospital and I have to go home to take care of the others, I know we are in good hands."

Larry, now 6, has been a frequent patient in The Children's Hospital and Emergency Center because he's susceptible to bone fractures. But a comforting, child-friendly and reassuring atmosphere has made his trips to the hospital much less stressful.

"They're wonderful at The Children's Hospital and Emergency Center," Teresa said. "They know all of us by name."

Amarion, now 5, wasn't supposed to live to the age of 2. His immune system is weak and he often ends up with respiratory ailments. He's had two open heart surgeries and spent many days receiving care and treatment in The Children's Hospital.

Kyley required outpatient physical therapy from the Central Georgia Rehabilitation Hospital pediatric program to help her walk as she neared her first birthday. She's now



Dr. Macrah Ayoub (front center) and his surgical medical students.

MEDICAL EDUCATION PROGRAM

The Medical Center of Central Georgia (MCCG) and Mercer University School of Medicine have worked together for 28 years to train and educate future doctors. As the partnership has grown, so has the size of the program. The inaugural class in 1986 featured 24 graduates. Thirty eight are on pace to graduate from the Macon campus in 2010.

The four-year program is split into two parts – first and second year students are instructed in the classroom in the basic sciences, and third and fourth year students receive clinical education in hospital or ambulatory care settings.

Approximately 45 of the 60 third-year medical students Mercer has averaged in recent years conduct their clinical rotations at MCCG. These rotations include six weeks of obstetrics and psychiatry, eight weeks of surgery, pediatrics and family medicine, and 12 weeks of internal medicine.

With many of the curriculum requirements behind them by their fourth year, students have the opportunity to focus on specific medical specialties. They can use up to 22 of their 34 weeks in clinical rotation to gain experience in subspecialty fields such as surgery, pediatrics or orthopedics.

"This year is to really prepare them for their life's work," said Dr. Marcia Hutchinson, Chief Academic Officer at The Medical Center. "They also spend time in their fourth year interviewing with residency programs in a number of different locations."

After graduating medical school, students move onto residency programs. Some choose to perform their residencies at The Medical Center. When the time arrives for the one-time medical students to enter the workforce as certified medical doctors, many of them come back to The Medical Center. Seventy five of our 453 medical doctors are graduates of the Mercer University School of Medicine.

"The outcome we want is to produce highly-qualified doctors to take care of patients, especially patients in our community," said Dr. Hutchinson. "Those that return to Macon want to work at The Medical Center and provide the best service to the Central Georgia community, and many want to be involved in training students."

206	Students enrolled in the four-year program on the Macon campus
81	Third and fourth year enrollments
75	MCCG doctors graduated from Mercer University School of Medicine

SURVIVOR, MR. DANA BAKER

The migraine headache hit Dana Baker one morning in July 2009 like a ton of bricks. The 33-year-old was so ill that he left work for the day. He awoke the next morning with the same pounding headache. He attempted to work but again left early because of the pain.

Dana's wife, Robin, came home from work and saw her husband's condition. He wasn't getting any better with over-the-counter medicine and sleep; it was time to go to the local emergency room near their home in Bonaire, GA.

"They took a look at me, saw the way my eyes were and knew right then something was wrong," Dana said.

Dana had a CT scan that showed a mass on the right rear portion of his brain. He was transported and admitted to The Medical Center of Central Georgia on July 8 under the care of neurosurgeon Dr. Richard Rowe. Despite a family history absent of cancerous growths, further tests on Dana's brain revealed a tumor.

Dr. Rowe operated on Dana three times and removed the tumor. But a side effect of the surgery left him without use of the left side of his body.

"They could've taken an ax and cut my left foot off and I wouldn't have known the difference," Dana said.

After 27 days in the Intensive Care Unit, Dana was transported to the Central Georgia Rehabilitation Hospital (CGRH) for inpatient therapy to help him regain use of his left leg and arm. He spent three weeks working on strength, stability and coordination in the limbs, and regaining self-care skills such as getting in and out of bed and walking.



Dana Baker (bottom) with one of his Central Georgia Rehabilitation Hospital therapists Barbara Jones-Campbell.

With the compassionate care and specialized training of CGRH's therapists coupled with Dana's determination, he regained enough independence to return home. But Dana wasn't done. He attended outpatient rehabilitation for two months and continued to gain strength and mobility in the limbs that he had no use of just a few months earlier.

"The therapists, inpatient and outpatient, helped me out a lot," Dana said. "They were all so encouraging and kept my spirits up. I was never really down about any of it."

Although Dana feels like he's nearly back to normal, he occasionally returns to CGRH for checkups to make sure he's still on the right path to recovery.

"Compared to what I've heard about most people who go through this, I think I've had a great outcome," Dana said.

Inpatient Rehab

1,032	Admissions
15	Therapists on staff
74%	Patients discharged to their home or assisted living facility
14.37	Average length of stay (days)

Outpatient Rehab

18,993	Adult patient visits
6,292	Pediatric patient visits
22	Therapists on staff

COMMUNITY HEALTH SPEAKERS BUREAU

As a service to the Central Georgia community, The Medical Center of Central Georgia (MCCG) sponsors the Speakers Bureau program.

Our knowledgeable health care professionals share their expertise with schools, universities, churches, senior groups and almost any other group. In 2009, our speakers made 106 presentations – 24 more than 2008.

All of our speakers are unpaid volunteers that spend their own time preparing for their presentations. Most of the 51 active speakers in 2009 are Medical Center employees.

"Most speakers volunteer not because they're required to do so, but because they want to give something to the community," said Charles Krauss, M.Ed., of Community Health Education.

Nearly 2,500 Central Georgia residents heard Speakers Bureau presentations about topics such as prostate cancer, cardiovascular disease, senior health, diabetes, health careers, women's health, stress management, CPR and First Aid, and children and teen health.

Krauss said presentations are both educational and inspirational. As a result, attendees leave with a sense of empowerment to improve both physical and mental health. People tell how they have visited their physician for an exam, talked to their child about teen pregnancy, attended a CPR class, or began steps toward a healthier lifestyle.



Marlene Allen, RN-BC, Assistant Director of The Pavilion at The Medical Center of Central Georgia, does 10 to 12 speaking engagements annually for the Speakers Bureau.

ORGANIZATIONS WE SPONSOR LOCALLY

100 Black Men	Jones County Dugout Club
ALS Association of Georgia	Jones County/Gray Chamber of Commerce
Alzheimers Assoc of Central GA	Junior League of Macon
American Cancer Society	Kiwanis Club of Macon
American Heart Association	Kwanzaa Cultural Access Center, Inc.
Better Business Bureau	Leadership Georgia Foundation, Inc.
Bibb County Medical Society	Macon-Bibb County Parks & Recreation
Bibb County School District	Macon-Bibb Urban Development Authority
Boys & Girls Clubs	Macon Civic Club
Bragg Jam, Inc.	Macon Film Festival
Brickyard Golf Foundation, Inc.	Macon Lions Club
Bunko for Breast Cancer	Macon Regional CrimeStoppers
Cherry Blossom Festival	Macon Symphony
Education First	Macon Tracks Running Club
Exchange Club Macon/West	Macon Volunteer Clinic
Georgia Association of Emergency Medical	March of Dimes
Georgia Chamber of Commerce	Meals on Wheels
Georgia Heat Softball Organization	Mentor's Project of Bibb Co.
Georgia National Fairgrounds	Museum of Aviation
Georgia Special Olympics	National Child Safety Council
Georgia Sports Hall of Fame	North Macon Youth Sports Assoc.
Georgia Women of Achievement	Nutcracker of Middle GA, Inc.
Girl Scouts of Middle Georgia	Ocmulgee National Monument Association
Goodwill Industries of Middle Georgia, Inc.	Ronald McDonald House of Central Georgia
Grand Opera House	Rotary Club
Gray Better Hometown	Susan G. Komen Breast Cancer, Inc.
Greater Macon Chamber of Commerce	The Museum Guild, Inc.
Hay House	Tubman African American Museum
Historic Macon Foundation	United Negro College Fund
InTown Macon Neighborhood Association	Warner Robins Chamber of Commerce
Jay's Hope Foundation	Wesleyan College
Joanna McAfee Childhood Cancer Foundation	

106	Presentations to community
2,468	Attendees at presentations
16	Presentations of top health topic (Senior Health)
108	Highest average for presentation (Health Careers)

GROWTH



(From left) Dr. Clifford Turen, Dr. John Floyd and Dr. Lawrence Webb – The Georgia Orthopaedic Trauma Institute team.

GEORGIA ORTHOPAEDIC TRAUMA CARE

For many years, individuals in Central Georgia who sustained orthopaedic trauma injuries benefited from the dedication, compassion and expertise provided by surgeons in The Medical Center of Central Georgia's (MCCG) private orthopaedic community.

In 2007, we expanded our commitment to excellence in orthopaedic and general trauma care by establishing the Georgia Orthopaedic Trauma Institute (GOTI) at MCCG – Central Georgia's only Level I Trauma Center – by recruiting Dr. John Floyd, a fellowship trained orthopaedic traumatologist.

Dr. Floyd managed hundreds of patients with extensive orthopaedic trauma, but The Medical Center soon realized the scope of the commitment and decided to seek further expertise in this area to complement Dr. Floyd. The addition of senior, experienced surgeons expands the breadth of the care that is offered to the citizens of Central and South Georgia.

To that end, in the fall of 2009, GOTI was expanded by adding two internationally renowned orthopaedic traumatologists – Dr. Clifford Turen and Dr. Lawrence Webb.

The three doctors in GOTI not only take on the most serious and severe trauma injuries, but all aspects of traumatic injury, from the patients involved in high-impact motor vehicle crashes to those injuries sustained in what might be thought of as minor mishaps.

In patients with high energy trauma, their care may be ongoing in nature, lasting from months to years and therefore, a long-term relationship is established with them. Many of these patients will require multiple surgeries and concurrent care from Medical Center services such as the Central Georgia Rehabilitation Hospital, Central Georgia Wound Care and Hyperbaric Medicine, or Home Health.

Together, Drs. Floyd, Turen, and Webb are at the nucleus of the only comprehensive Orthopaedic Trauma Service at a Level I Trauma Center in the state. They, along with their team of nurses, physician assistants, and technicians are committed to the care of the injured in Central and South Georgia.

55,880	Emergency Center visits
153	Emergency Center visits per day
71,690	Urgent care visits
2,894	Transports from other hospitals
254	Patients seen by Georgia Orthopaedic Trauma Institute

GROWTH



Jason Yarbrough, Physical Therapy Assistant, (left) and Rhonda White, Physical Therapist, (right) help rehabilitate patients in The Georgia Center for Joint Care.

THE GEORGIA CENTER FOR JOINT CARE

The Georgia Center for Joint Care (GCJC) completed 749 joint replacement surgeries in 2009 and anticipates over 800 in 2010. In order to meet the increased needs of the Central Georgia community, the center expanded to the newly renovated 7th floor of The Medical Center of Central Georgia (MCCG) after providing orthopaedic services for many years on the 5th floor.

"Our volume has been booming," said Donna Nash, RN MSN, Director of the Georgia Center for Joint Care. "We just didn't have enough room. By expanding upstairs, we now have the opportunity to accommodate all of our orthopaedic joint services and have a premier environment for our patients."

The GCJC projects a rise in joint replacement surgeries because of the aging baby boomer generation. Also, advanced technology allows for partial joint replacements, which have become more common in the United States.

"We're meeting the needs of our community by providing this orthopaedic joint service, which keeps our community active and moving," Nash said.

The success of our patient-centered program depends on multiple factors, including the advanced skill of our 16 orthopaedic surgeons, a highly trained peri-operative surgical team, experienced joint nurses and rehabilitative experts providing care during and after hospitalization.

Our program begins with an accurate diagnosis, and an individualized plan for treatment and rehabilitation. It focuses on strength training, in-depth education and group rehabilitation to lay the foundation for successful joint surgery recovery.

In order to foster a wellness attitude, patients are expected to wear their own clothes rather than hospital gowns as soon as the day after surgery, and attend group physical therapy daily. Group therapy allows patients and their families to meet other people going through the same challenges and fosters an environment of camaraderie. Families are an integral key ingredient to our patients' success as they participate as coaches throughout the surgical experience.

749	Number of patients
3.85	Average length of stay (days)

Capital Expenditures and Major Projects (in millions)	
\$36.7	Spent in capital expenditures
\$6.5	Completion of the 7th floor of Heart Tower
\$7.1	Renovation of 7th floor of Main Hospital for Orthopaedics
\$2.2	Implementation of Cerner E Chart for the Emergency Room



Our nurses use the latest and safest technology to reduce manual lifting and comfortably move our patients.

SAFETY

LIFTSAVERS MINIMAL LIFT PROGRAM

Nationally, clinical staff have the second highest incidence for back injuries. During the course of care, clinicians are constantly lifting and moving patients. During a typical shift, hospital staff – such as nurses and technicians – lift 20 patients into bed and transfer 5-10 patients from bed to chair. This excessive stress on a caregiver’s back, neck and shoulders often causes injury. It is important to keep these caregivers safe.

Patient safety is equally important. Those who need assistance to be moved are usually at a higher risk to fall or suffer pressure ulcers on their skin from lack of movement.

With that in mind, The Medical Center of Central Georgia (MCCG) introduced the Liftsavers Minimal Lift Program on every floor in July 2009. This program allows us to continue to improve patient care and satisfaction, and help our staff work smarter by reducing manual lifting and comfortably moving our patients.

Specialized sheets and plastic liners help reposition patients in their beds. Mechanical lifts help patients get out of bed and into wheelchairs or walking devices. Our Intensive Care Unit uses slings attached to overhead tracks in the ceiling to move our most critical patients.

Our clinicians and patients have responded positively to this program. We've had a 99 percent reduction in clinical staff injuries. The smooth and ergonomic equipment makes our patients feel safe.

Providing high quality healthcare is the foundation of The Medical Center's mission. By investing in the newest, safest and most innovative technology, we can improve the health and lives of patients in our region, as well as our people.

THE MEDICAL CENTER
OF CENTRAL GEORGIA
FINANCIAL PERFORMANCE

FINANCIALLY, HOW WE SERVE OUR COMMUNITY

Direct Patient Care

Uncompensated cost of Medicaid	\$12,327,626
Charity uncompensated costs	\$24,103,607
Bad debt cost	\$18,231,858
Total	\$54,633,091

COMMUNITY EDUCATION AND PARTNERSHIPS

Patrons who visited the Peyton Anderson Health Education Center	48,000
Value of volunteer assistance to our community	\$423,511
Cash contributions to charitable organizations and events	\$102,817
Cash grants from Medcen Trust Foundation	\$676,185

We Billed Patients For

Inpatient general care	\$985,238,289
Outpatient ancillary service	\$630,822,733
Revenue from other non-patient business activities	\$16,396,068
Total gross revenue	\$1,632,457,091

However

Medicare and Medicaid did not reimburse	\$695,404,388
Commercial insurance discounts	\$213,226,939
Charity care provided and bad debt	\$131,107,931
Total we were not paid	\$1,039,739,258

Therefore

Net operating revenue	\$592,717,832
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Operating expenses

Salaries and employee benefits	\$301,711,420
Supplies and services	\$234,035,696
Depreciation	\$35,154,304
Total	\$570,901,420
Amount retained for improvement of services and facilities	\$21,816,412



KOHL'S CARES FOR KIDS® SAFETY ZONE PROGRAM

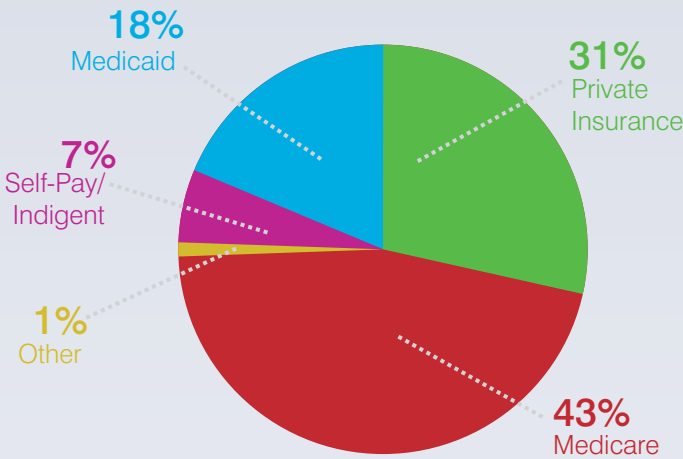
2009 was a banner year for the Kohl's Cares for Kids® Safety Zone program for The Children's Hospital at The Medical Center of Central Georgia. The national department store donated 100 percent of its funds from the program to its hospital partnerships. As a result, The Children's Hospital received \$51,200 – over twice as much as the highest previous contribution – from the local stores in Macon and Warner Robins.

The Children's Hospital has received nearly \$100,000 in three years from the Kohl's Cares for Kids® program and has established the Safety Zone Program as a result of these generous efforts. The program designates the funds to promote childhood safety awareness and education, as the leading cause of death for children under the age of 14 is accidental injury.

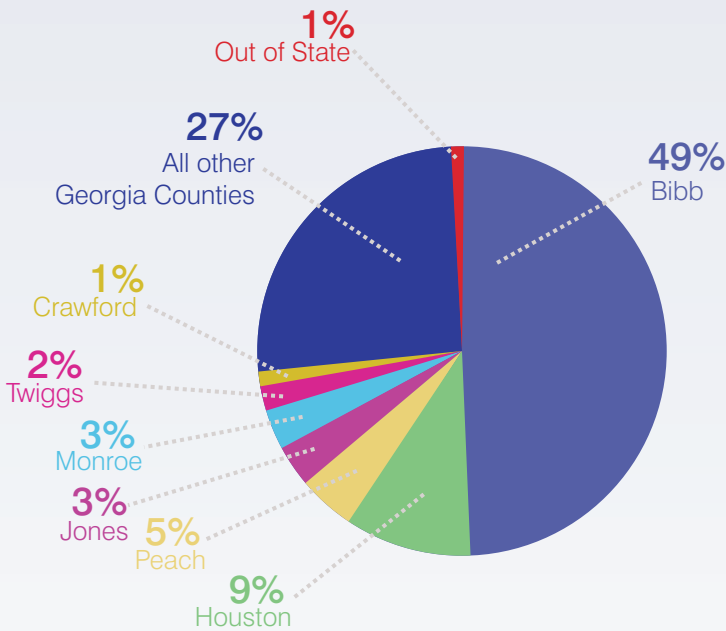
Donations will help fund safety equipment for children and parents, educational material encouraging awareness, and training for volunteers at health fairs.

As part of the Kohl's Cares for Kids® program, Kohl's offers special \$5 items for sale four times a year with 100 percent of the net profits donated to designated health and educational programs across the country.

CHARGES BY PAYOR



ADMISSIONS BY COUNTY



Bibb	15,621	49%
Houston	2,684	9%
Peach	1,432	5%
Jones	1,085	3%
Monroe	1,032	3%
Twiggs	550	2%
Crawford	417	1%
All other Georgia counties	8,356	27%
Out of state	321	1%

The Medical Center of Central Georgia (MCCG) is excited about what the future holds for our people, our patients and the Central and South Georgia community. Here are some of our major projects for 2010.



Growth happened quickly in 2010 when MCCG announced the opening of its newest service – a helipad atop the ninth floor of the Emergency Center. The helipad allows medical transport helicopters to bring trauma patients from Central and South Georgia directly to the expertise of our dedicated trauma personnel and specialized services of our Level I Trauma Center. The on-site helipad will shave off several minutes of response time, possibly meaning the difference between life and death.



The Hospice House of Central Georgia is expected to open in August. This 17,000 square foot facility will feature 15 rooms, two family rooms, fireplaces, a dining room, chapel, children's playroom and a garden in the courtyard. As the only hospice care center in

the area, Hospice House will provide an environment of comfort and support to terminally ill patients and their families.

The Medcen Community Health Foundation raised \$5.5 million in private donations to build Hospice House. It marks the first time The Medical Center completely funded a project with private donations.

Rinda Hamilton, RN, Clinical Patient Navigator,
Cancer Life Resource Center

The Cancer Life Resource Center opened in March. A Patient Navigation program, a Cancer Life Resource Room and a Life Boutique Appearance Center will streamline and personalize cancer care for our patients.

The clinical patient navigation program empowers patients with knowledge and understanding of all aspects of cancer from diagnosis to survivorship. The Resource Room hosts a wide variety of free information about all types of cancer in a quiet and comfortable atmosphere. The Life Boutique will feature a full line of women's health care items, a private fitting room, and a certified prosthetic fitter.