2025

# Community Benefits Summary

## Atrium Health Floyd Medical Center

Atrium Health Floyd

**Floyd Healthcare Management Inc.**

**Community Benefits Summary for FY 2025**

*Snapshot of Community Benefit*

Since 1942, Atrium Health Floyd Medical Center has served northwest Georgia as a not-for-profit community hospital. Atrium Health Floyd provides services throughout Floyd County and surrounding counties at no cost or at a discounted cost that provide a direct benefit to the community, thus the term “Community Benefit.” In fiscal year 2025 (FY 2025), Atrium Health Floyd provided $157,600,977 in community benefit services. This total represents the direct cost to Atrium Health Floyd of providing these services, and includes the following areas:

| | |
|---|---|
| • Traditional charity care | $25,042,891 |
| • Unreimbursed Medicaid | $4,012,961 |
| • Unreimbursed Medicare | $66,930,966 |
| • A percentage of bad debt attributed to individuals who cannot afford to pay for services | $35,669,509 |
| • Non-billed community services | $25,944,650 |

The total community benefits provided by the Atrium Health Floyd health care system, which also encompasses Atrium Health Floyd Polk Medical Center and Atrium Health Floyd Cherokee Medical Center was $211,595,572 and includes the following areas:

| | |
|---|---|
| • Traditional charity care | $28,103,675 |
| • Unreimbursed Medicaid | $4,012,961 |
| • Unreimbursed Medicare | $113,035,074 |
| • A percentage of bad debt attributed to individuals who cannot afford to pay for services | $39,668,157 |
| • Non-billed community services | $26,775,706 |

### *About Atrium Health Floyd*

The Atrium Health Floyd health care system includes Atrium Health Floyd Medical Center, Atrium Health Floyd Polk Medical Center, Atrium Health Floyd Cherokee Medical Center, Atrium Health Floyd Medical Center Behavioral Health, Atrium Health Floyd Primary Care, Atrium Health Floyd Urgent Care, Atrium Health Floyd Outpatient Surgery, Atrium Health Floyd Physical Therapy & Rehabilitation, Atrium Health Floyd Medical Center Heyman Hospice Care, Atrium Health Floyd The Breast Center, a stand-alone emergency department in Chattooga County, GA, and numerous ancillary services. Atrium Health Floyd is vital to its four-county primary service area of Chattooga, Floyd and Polk counties in Georgia and Cherokee County, Alabama, as well as the additional counties that make up Atrium Health Floyd's secondary service area: Bartow and Gordon counties in Georgia and Calhoun County, Alabama.

The mission of Atrium Health Floyd is to provide the communities we serve with a comprehensive and technologically advanced health care system committed to the delivery of care that is characterized by continually improving quality, accessibility, affordability and personal dignity. This report outlines many of the community-focused programs and services that enable us to achieve our mission and improve the health of our community.

As a network of community hospitals and as a not-for-profit health care organization, we are committed to our responsibility to invest our resources into understanding and meeting the diverse health care needs of northwest Georgia and northeast Alabama. We continually strategize to ensure quality health care services are available to everyone, regardless of their ability to pay.

Atrium Health Floyd also is an economic engine in Northwest Georgia. The Georgia Hospital Association estimates that the Atrium Health Floyd health care system generates more than $1 billion in economic activity in the state, as well as purchases and other business relationships. Atrium Health Floyd generates approximately 13,440 full-time health care-related jobs in northwest Georgia and northeast Alabama, including approximately 5,300 full-time positions within the Atrium Health Floyd health care system.

### *Summary of Services and Benefits*

*Patient Services: Meeting the Needs of Our Community 24/7/365*
Atrium Health Floyd's health care system provides a complete continuum of medical care to serve the health care needs of people in northwest Georgia and northeast Alabama. Our organization includes more than 540 physicians on our medical staff covering more than 40 medical specialties. This includes more than 385 employed medical providers, including physicians and advance practice providers (nurse practitioners and physician assistants).

Atrium Health Floyd also provides inpatient and outpatient diagnostic, hospice, behavioral health and hospital services.

At the hub of the health system is Atrium Health Floyd Medical Center, a 361-bed, full-service acute care hospital that provides Joint Commission-certified specialty programs in advanced palliative care, heart failure, inpatient diabetes, stroke care, hip replacement surgery, knee replacement surgery and spine surgery. In addition, Atrium Health Floyd Medical Center is a certified Chest Pain Center, a designated Bariatric Surgery Center of Excellence, and Atrium Health Floyd The Breast Center is a Breast Imaging Center of Excellence and a Quality Breast Center of Excellence. Atrium Health Floyd also is home to a state-designated level II Trauma Center, a level III Neonatal Intensive Care Unit and has specialty centers for Pediatrics and Wound Care and Hyperbarics. The health system also includes Atrium Health Floyd Polk Medical Center, a 25-bed critical access hospital in Cedartown, Ga., and 50-bed Atrium Health Floyd Cherokee Medical Center in Centre, Alabama. Atrium Health Floyd also operates Atrium Health Floyd Medical Center Behavioral Health, as well as a stand-alone emergency department in Chattooga County, GA, the first to be built from the ground up in the state of Georgia.

Through these locations Atrium Health Floyd is uniquely positioned to provide the full circle of care, including the following medical specialties:

- Alcohol and Chemical Dependency Services
- Bariatric Medicine, Surgery and Aftercare
- Behavioral Health
- Breast Health
- Cardiac Catheterization
- Cardiology
- Cardiac Rehabilitation
- Corporate Health
- Dermatology
- Diabetes Care
- Diagnostic Radiology
- Echocardiography
- Emergency Care
- Family Medicine
- Family Medicine Residency Program
- Gynecology
- Hospice
- Hospitalist Care
- Hyperbarics and Wound Care
- Intensive Care
- Interventional Cardiology

- IV Therapy
- Laboratory Services
- Level III Neonatal Intensive Care Unit
- Level II Trauma Care
- Maternity Services
- Neurology
- Neuropsychology
- Neurosurgery
- Neonatal care, intermediate and intensive
- Occupational Medicine
- Oncology
- Opthamology
- Orthopedics
- Palliative Care
- Pediatrics
- Pediatric Intermediate Care
- Pharmacy, Inpatient and Outpatient
- Radiology
- Inpatient Rehabilitation Services
- Outpatient Rehabilitation Services
- Senior Enrichment Program
- Sleep Disorders
- Subacute Rehabilitation
- Surgery, Inpatient and Outpatient
- Urgent Care
- Vascular Surgery

***Community Benefit Programs***

Our community benefit programs are extensions of many of these services into the community and cover a broad range of activities:

- Cancer education
- Childbirth classes
- CPR and first-aid classes
- Diabetes education
- Discounted or free prescription drug programs
- Education for nurses and nursing students
- Education for other health care professions
- Education and outreach for senior citizens
- Education for physicians and medical students

- Family/parenting/sibling education
- Fitness/exercise
- Free health clinics
- Heart Disease Education
- Health fairs
- In-kind donations/administrative support for not-for-profit groups
- In-kind donations/equipment
- In-kind donations/medical care at community events
- School-based health education programs
- Screening/comprehensive physicals
- Screening/diabetes
- Screening/worksite based
- Self-help/nutrition and weight management
- Speakers for schools and civic groups
- Subsidized continuing care/senior day health programs
- Support groups for bereavement
- Support groups for cancer
- Support groups for diabetes
- Support groups for nutrition and weight management
- Support group for wound and ostomy
- Worksite health education programs

In 2024, Atrium Health Floyd's parent, A H Georgia, Inc., finalized a strategic combination with Harbin Clinic, Georgia's largest, privately-owned, multi-specialty physician group which will give the community additional specialty care through an affiliate of Atrium Health Floyd.

### *Our Community's Demographics*

Atrium Health Floyd Medical Center is committed to the health of the people who live, work and play and worship in our service area. Atrium Health Floyd completed its most recent Community Health Needs Assessment (CHNA) in December 2024 to provide a snapshot of the health of Atrium Health Floyd's primary service area. The assessment was developed in compliance with IRS 501(r) guidelines, incorporating input from community stakeholders and public health experts. The data used to determine community health needs was taken from publicly reported health information and internally generated statistical information.

The four-county primary service area encompasses 1,744 square miles in northwest Georgia and northeast Alabama. The predominantly rural area of Floyd, Polk, and Chattooga counties in Georgia and Cherokee County, Alabama has a population of 197,444 (2024).

*Poverty, Income and Employment:* Poverty rates in the four-county area range from a low of 16% in Cherokee County, Alabama to a high of 21% in Chattooga County, Georgia, all above state averages:

- Cherokee County, AL – 16%
- Floyd County – 17%
- Polk County – 17%
- Chattooga County – 21%

In FY25, 45% of Atrium Health Floyd's patient population was covered by Medicare. Nineteen percent of patients were covered by Medicaid.

*Health Care Providers:* There is a wide variance in the availability of primary care physicians and mental health providers in the northwest Georgia and northeast Alabama region, with fewer primary care physicians per capita serving in rural communities. The rates of primary care physicians per 100,000 residents are:

- Floyd County – 134.59 per 100,000
- Cherokee County, AL – 39.53 per 100,000
- Polk County – 22.99 per 100,000
- Chattooga County – 8.02 per 100,000

*Social Service Resources:* There is a robust social service sector and invaluable support and services provided by non-profit, faith-based and community-based organizations. There is, however, a gap in the awareness of available services. There is general concern that there is a lack of broad-based impactful communication, transportation and general access to these services.

*Education:* Area schools and colleges are assets with good access to a quality education from preschool through college. Educational attainment across the counties varies. The percentage of residents who graduated high school or have a general education development (GED) certificate in four-county service area are as follows:

- Chattooga County – 74%
- Polk County – 82%
- Floyd County – 85%
- Cherokee County, AL – 84%

The rates of residents with a bachelor's degree in the three counties are as follows:

- Floyd County – 25%
- Cherokee County, AL – 16%
- Polk County – 15%
- Chattooga County – 11%

***Summary of Community Health Needs***

By viewing the prevalence of chronic diseases in relation to indicators (e.g., poor diet and exercise) and outcomes (e.g., high rates of obesity and diabetes), causal associations emerge, allowing a better understanding of how certain community health needs may be addressed. In reviewing these alongside secondary data sources, surveys and focus groups, the following community health needs emerge:

- Access to care
- Cardiovascular disease
- Diabetes
- Mental and behavioral health
- Nutrition and wellness

*Access to Medical Care and Prevention Services:* Access to care is a primary concern. Despite the expansion of health care coverage, financial, transportation and linguistic barriers prevent some residents from receiving care in a timely and consistent manner. A significant portion of the population does not qualify for Medicaid coverage and does not have the resources to purchase health care insurance on the federal exchange. Sixteen percent of the residents of Polk County are uninsured. Fourteen percent of Chattooga County residents are uninsured. Thirteen percent of the residents of Floyd County are uninsured, as are nine percent of the residents of Cherokee County, Alabama.

Transportation combined with few health care providers, particularly in rural communities, prevents residents from getting to appointments. And, there are gaps in the awareness of available services to assist with access.

*Cardiovascular Disease:* Cardiovascular disease is a significant health care issue for the community. Deaths from cardiovascular disease per 100,000 residents of all ages range from 296 in Cherokee County, AL to 364 in Polk County:

- Polk County – 364
- Floyd County – 337
- Chattooga County – 325
- Cherokee County, AL – 296

Nearly two-thirds of all Medicare fee-for-service patients have high blood pressure with Floyd and Polk Counties reporting the highest rate at 68%:

- Floyd County – 68%
- Polk County – 68%
- Chattooga County – 64%
- Cherokee County, AL – 63%

Coronary heart disease is a leading cause of death in the United States. Contributing factors include obesity, tobacco use, high blood pressure, high cholesterol levels and lack of physical activity. The mortality rate for African American residents of all ages for major cardiology disease in the Atrium Health Floyd service area is shockingly higher than state averages:

- Floyd County – 414.8 per 100,000
- Cherokee County, AL – 412.7
- Polk County – 379.1 per 100,000
- Chattooga County – 350.4 per 100,000

*Diabetes:* The prevalence of diabetes in the four-county primary service area is higher than state averages, ranging from 9% in Chattooga County to 13% in Floyd County.

- Chattooga County – 9%
- Polk County – 11%
- Cherokee County, AL – 11
- Floyd County – 13%

*Mental and Behavioral Health:* Mental health services are a pervasive community health need. Diagnoses range from stress and depression to attention deficit disorders and schizophrenia. Primary care physicians have begun to ask patients depression-related questions. The percentage of adults who report frequent mental health distress is 20% across Atrium Health Floyd's primary service area:

- Polk County – 19%
- Floyd County – 20%
- Cherokee County, AL – 20%
- Chattooga County – 21%

*Nutrition:* Good nutrition is vital to good health, disease prevention and healthy growth and development of children and adolescents. A lack of access to healthy foods is a barrier to healthy eating habits, and low-income and underserved areas often have limited access to healthy foods. In addition, people living farther away from grocery stores are less likely to have access to healthy food options and, thus, are more likely to consume less healthy, more convenient food options. This is exacerbated in the summer months when children do not have daily access to school breakfast and lunch programs. In the primary service area, the food insecurity rate ranges between 17% in Floyd and Polk counties to 18% in Chattooga County and Cherokee County, AL. In Floyd County, 9% of residents have low access to healthy foods while in agrarian Cherokee County, AL, that percentage is less than 1%.

***An Entire System Working Together***

Together, Atrium Health Floyd Medical Center, Atrium Health Floyd Polk Medical Center and Atrium Health Floyd Cherokee Medical Center provided more than $85 million in free medical services to uninsured and underinsured patients. As the region's trauma center and neonatal intensive care provider, Atrium Health Floyd offers emergency care and intensive care to patients regardless of their ability to pay. In addition, Atrium Health Floyd offers discounted medical services including financial counseling, indigent prescriptions and operation of the Floyd County Clinic for that county's uninsured and underemployed population.

Access to care, cardiovascular disease, mental health services and healthy nutrition disease were determined in the 2024 CHNA to be significant concerns that affect many residents. The distribution of behaviors and health outcomes consistently follow social and economic patterns. Furthermore, some barriers to accessing care continue to prevent current programs and initiatives from reaching the populations in need. These challenges present important opportunities for the future. As we move forward as an integrated community of health care, social service and community leadership, we can leverage community assets to improve the health of residents in Floyd, Polk, Chattooga and Cherokee counties.

Following are the key community health needs identified by Atrium Health Floyd that will serve as the guide for this implementation plan.

- The Atrium Health Floyd Medical Center Family Medicine Residency Clinic provides a county clinic available to specific low-income and uninsured populations along with a large number of Medicaid/Medicare patients.
- Mobile Mammography – Atrium Health Floyd's two Mobile Mammography Coaches travel to businesses, industries and medical practices throughout the four-county primary service area to provide onsite screening mammography. Mammography scholarships are available to qualifying individuals through Floyd Health Care Foundation, Inc., as well as the Northwest Georgia Cancer Coalition.
- Athletic Trainers – Atrium Health Floyd has athletic trainers in high schools and colleges in the four-county area, providing care on the sidelines and in the schools to athletes in every competitive sport offered. In addition, the Atrium Health Floyd Medical Center Family Medicine Residency program works with our Sports Medicine department to provide free athletic physicals for student athletes throughout the area.
- Dental Care – Atrium Health Floyd Medical Center provides surgery space for patients seen through the Floyd County Health Department's dental program, which is available to Floyd County residents in need of dental care and who do not have dental insurance.

- School Health and Wellness – Atrium Health Floyd Corporate Health became the provider of health care to the Rome and Floyd County school systems' more than 17,000 students and 1,700 employees in August 2016 and added the Polk School District's 7,000 students and 700 employees in August 2017. Nurses advise, assist, and guide school-based families in the most appropriate direction for health care while providing prompt medical care when a student is sick or injured. Additionally, Atrium Health Floyd operates an on-campus primary care clinic at Rome High School, allowing students, teachers and staff to see an advanced practice provider without leaving campus, reducing the possibility of lost class time. The clinic also offers telehealth services for students across the Atrium Health Floyd service area.

### *Community Health Needs Assessment Cardiovascular Disease Management Identified Resources*

- Corporate Health – Atrium Health Floyd Corporate Health works with business and industry to develop and hardwire corporate wellness programs specific to the needs of each industry. This has resulted in successful reduction of loss time and benefits cost-savings for companies in our service area.

- Education Programs – Atrium Health Floyd provides numerous education programs at every level, from pre-school through senior adulthood. The Speakers Bureau is available to provide experts to speak about health, safety and resources available to the community.

- Patient-Centered Medical Homes – The Atrium Health Floyd Primary Care network, which has physician offices in all four counties in the primary service area as well as locations in the secondary service area, follows the patient-centered medical home philosophy, providing more intensive disease management to patients.

- Partnership with local gyms – Atrium Health Floyd and the Rome-Floyd County YMCA partner to provide health education opportunities to YMCA members and residents of the service area who attend educational opportunities at the Y.

- Health Screenings – Atrium Health Floyd participates in health fairs organized by the Northwest Georgia Regional Cancer Coalition, 100 Black Men of Rome, Northwest Georgia Housing Authority and other entities, providing diabetes, wound care, high blood pressure, cholesterol and many other screenings free of charge or at cost.

- High Blood Pressure – Atrium Health Floyd routinely offers blood pressure screenings at health fairs and to community groups upon request.

- Diabetes – Atrium Health Floyd routinely offers diabetes screenings at health fairs and to community groups upon request. In addition, Atrium Health Floyd offers pre-diabetes classes to help those at risk of developing the disease to adopt a healthier lifestyle with a goal of reducing the likelihood of developing Type II Diabetes.

### *Mental Health Services Identified Resources*

- Atrium Health Floyd provides inpatient and outpatient adult psychiatric care to patients with a range of needs from depression and substance abuse to dementia and Alzheimer's disease. Atrium Health Floyd also hosts depression screenings, support groups and individual counseling to patients and the community.

- In partnership with Atrium Health Floyd-Polk Foundation, Atrium Health Floyd will invest $1.5 million in 2025 to develop strategy and programming to address the behavioral health needs unique to the service area.

### *Nutrition Support Identified Resources*

- Rockmart and Cedartown Farmers' Markets – Atrium Health Floyd Polk Medical Center works with the Rockmart Farmers' Market and the Cedartown Farmers' Market, which aim to make fresh produce available to members of the community at a central location. WIC participants can take advantage of a one-for-two credit system enabling them to further their food dollars while bringing nutritionally better options into their kitchens.

- Community Based Organizations (CBOs) Addressing Food Insecurity – Atrium Health Floyd supports the work of a number of food based CBOs across northwest Georgia through food donations and volunteer opportunities. One of the food pantries operated by Rome Action Ministries has focused its mission on working with Cancer Navigators, an affiliate of Atrium Health Floyd, to make quality nutrition products available to cancer patients and their families.

- Rome, Floyd County, Polk County, Chattooga County schools in Georgia and Cherokee County, Alabama schools – Several area schools systems offer summer nutritional support for students, whose access to food is hampered when school is not in session. Atrium Health Floyd supports these efforts through donations and providing health care support at special nutrition distribution events.

### *Providing a Helping Hand: Charity Care and Community Benefits*

Perhaps most significant in meeting community health needs is the continuing commitment of Atrium Health Floyd to provide comprehensive health care services to all individuals regardless of ability to pay. In FY 2025, $131,656,327 in unreimbursed care was delivered by Atrium Health Floyd Medical Center to individuals in the form of traditional charity care and through public programs and services. The value of all community benefit activities combined totaled $157,600,977.

Indigent care is the care provided to individuals who live in a family whose combined income falls below 125 percent of the federal poverty level for a family of a specific size. Currently, a family of four with a total annual family income of less than $39,000 is eligible for indigent care. Patients who qualify as indigent receive their hospital services at no cost to them.

Charity care is the medical care provided to low-income patients at a discounted rate. Atrium Health Floyd hospitals discount hospital charges on a sliding scale for patients whose combined family income falls between 125 percent and 400 percent of the federal poverty level for uninsured families of a specific size. The limit for insured families is 400 percent of the federal poverty level. For example, an individual living in a family of four with a total annual family income of $124,800 is eligible for a discount of 70 percent.

***Community Service***

Individually and corporately, Atrium Health Floyd continues to be actively involved in the communities where we have a presence, lending leadership, time and other valuable resources to efforts to improve the quality of life for families in northwest Georgia and northeast Alabama.

In FY 2025, the organization's outreach into the community, along with the provision of trauma and neonatal intensive care services resulted in more than 243,431 encounters through educational programs and screenings, physical examinations for athletes, childbirth classes, support groups and community outreach. Atrium Health Floyd teammates and volunteers contributed more than 300,000 hours to community endeavors at an expense of $15,216,231.

- Atrium Health Floyd-Polk Foundation, in partnership with Atrium Health Floyd provides financial support for area nonprofits that are working to address challenges to health and wellness throughout the community. Specific areas of focus include mental health, food security, housing, economic development and access to care. In 2025, Atrium Health Floyd donated $1,776,947.22 to community nonprofits.

- Atrium Health Floyd offers 8-week, weekend and online childbirth classes to help expectant parents be better prepared for labor, delivery and caring for their baby. Some insurance and government health coverage programs pay for childbirth education. Expectant parents who do not have coverage for these classes are not denied participation. In FY 2025, 395 individuals learned about childbirth, breastfeeding and newborn care through these childbirth education classes at a cost to the organization of $10,214.

- Cardiopulmonary resuscitation, Fall Prevention, Stop the Bleed and First Aid educators provide CPR and First Aid training to Atrium Health Floyd employees, employees of other companies and to members of the public. In addition, Atrium Health Floyd's Chest Pain program provides hands-only CPR training in the community, along with early heart attack detection and hypertension management education. In FY 2025, 5,956 individuals received heart health education, including CPR, Stop the Bleed, Fall Prevention, and basic first aid training from Atrium Health Floyd staff members at a cost to the organization of $37,830.

- Diabetes educators meet with patients in the hospital to help them manage their disease, but they also provide education about prediabetes, diabetes management and other related topics to individuals in the communities we serve. In FY 2025, educators provided 694 hours of free diabetes education at a cost to the organization of $45,110.

- One of the largest non-billed services expenses at Atrium Health Floyd lies in our efforts to support schools and colleges in training nurses, doctors, nurse practitioners, physician assistants and other health professionals with real-life training opportunities while shadowing or being mentored by Atrium Health Floyd employees in their respective fields. In FY 2025, working with 2,194 nursing students, Atrium Health Floyd staff members provided 50,907 hours of clinical education at a cost of $3,308,955 to the organization. Many of these students eventually accept jobs in our service area, providing much-needed medical expertise in our primary and secondary service areas. In addition, 513 allied health students received 73,289 hours of training from Atrium Health Floyd staff members at a cost to the organization of $4,763,785. Also, 124 medical students studying to become physicians trained at Atrium Health Floyd. Atrium Health Floyd staff members provided 46,348 hours of clinical education to medical students not in our residency program at a cost of $3,012,620. Additionally, 114 area high school students participated in clinically supervised internships at a cost to the organization of $590,785.

- Atrium Health Floyd Emergency Medical Services, supplemented by other Atrium Health Floyd departments, is a fixture at community events throughout the year, providing onsite ambulance back-up, First Aid stations and medical support when it is needed. In FY 2025, 225,000 people benefitted from medical care and support at community events at a cost of $208,650 to the organization.

- Atrium Health Floyd is heavily invested in local schools. In addition to the more than 24,000 students who are covered by the school nurses provided in Floyd County, Rome City and Polk County schools, Atrium Health Floyd provides health and safety training programs and career day speakers to students throughout the area. In FY 2025, 3,440 students benefitted from school-based education programs presented by Atrium Health Floyd departments at a cost of $74,750. As part of those efforts, Atrium Health Floyd also supplies Certified Athletic Trainers to every high school in Floyd, Polk, Bartow and Chattooga counties. Providing Athletic trainers to schools cost the organization $1,578,352 in the past fiscal year.

- The Floyd County Clinic, which Atrium Health Floyd Medical Center operates through the Family Medicine Residency program, had 165 outpatient visits in FY 2025. The Clinic provides assistance to financially and medically indigent patients to reduce their need for emergency and inpatient hospital care.

- Atrium Health Floyd provides maintenance prescription pharmaceuticals to low-income uninsured outpatients at no cost to the patient through its hospital pharmacy. Any qualified, low-income patient under the care of the Atrium Health Floyd Family Medicine Residency program or being discharged from Atrium Health Floyd Medical Center may be eligible to receive the prescribed medications. In FY 2025, Atrium Health Floyd provided 7,216 prescription pharmaceuticals to 199 low-income, uninsured patients at a cost of $205,020. The Atrium Health Floyd Polk Medical Center pharmacy provided $390 in prescription pharmaceuticals to low income, uninsured patients.

- Atrium Health Floyd helped to create, contributed supplies and provided seed money to fund the Faith and Deeds Clinic of Rome, a local organization that provides free primary medical care to low income, uninsured patients in our community. The clinic traces its roots to a volunteer mission effort to provide basic medical care services to Floyd County's homeless community. Now housed in its own facility, the clinic schedules patients with volunteer physicians, dentists and nurses and receive free lab tests and assistance with prescription medications. Atrium Health Floyd also provides $25,000 in financial support to the clinic annually.

- Atrium Health Floyd's Mobile Mammography Coaches are equipped with state-of-the-art, digital mammography equipment and are used to reach out to the mostly rural and underserved areas in and around the four-county service area. The coaches provided 3,982 mammograms to women in our service area in FY 2025. Of those, 1,167 patients were past due for a mammogram, 451 women had never had a mammogram before, and 214 screenings revealed an abnormality that required further testing. Thirteen women were diagnosed with cancer as a result of their visit to a mobile mammography coach. The goal of this program is to reach women who have never had a mammogram, in hope of reducing the breast cancer mortality rate in our region, which is among the highest in the nation. The coaches traveled 13,303 miles in FY 2025 to women in eight Georgia counties and two Alabama counties to make mammography and clinical breast exams convenient for them. This program seeks to provide services and education to these women with the goal of reducing the mortality rate and improving the lives of these women and their families.

- As a community hospital, Atrium Health Floyd is continuously looking for opportunities to reach farther into our community to meet the needs of the full spectrum of individuals who seek medical care in northwest Georgia and northeast Alabama. We currently have several outreach programs aimed at improving access to health care in our community.

Members of the Atrium Health Floyd team are committed to the community in many ways. In FY 2025, Atrium Health Floyd co-workers loaned their talents and leadership skills to school, civic and professional organizations. A partial list of the leadership roles Atrium Health Floyd employees held during this time includes:

- Member, American Association of Medical Assistants
- Member, American College of Healthcare Executives
- Member, American Nurses Association
- Member, American Society of Health-System Pharmacists
- Member, Association of Professional Chaplains
- Member, Berry College Campbell School of Business Executive Advisory Council
- Mentor, Berry College Leadership
- Member, Berry College Reunion Committee
- Member, Berry College Reunion Scholarship Committee
- Member, Blood Assurance Rome/Floyd Advisory Board of Directors
- Vice President, Calhoun Youth Competition Summer Swim Program Board of Directors
- Member, Change Healthcare Customer Solution Council
- Member, Chattooga County Family Connection Collaborative
- Member, Cherokee County Alabama Chamber of Commerce
- Member, Cedartown Junior Service League
- Member, Compassionate Paws Board of Directors
- Secretary, Coosa River Basin Initiative (CRBI) Executive Board of Directors
- Member, Coosa Valley Fair Board of Directors
- Advocate, Court Appointed Special Advocates (CASA)
- Treasurer, Cumberland Wilderness Retreat Board of Directors
- Member, First Baptist Church of Rome Budget and Personnel Committees
- Member, First Presbyterian Church of Rome Family Equipping Ministry Team
- Member, First Presbyterian Church of Rome Marriage Ministry Team
- Member, Floyd County Career Academy Board of Directors
- Member, Floyd Opioid Stewardship Committee
- Member, Free Clinic of Rome Board of Directors
- Member, Gadsden State Community College Nursing Advisory Council
- Treasurer, Georgia Access Management Association (GAMA)
- Vice President, Georgia Access Management Association (GAMA)
- Member, Georgia Association of Development Professionals (GADP)
- Member, Georgia Healthcare Financial Management Association (HFMA) Board
- Member, Georgia Healthcare Information and Management Systems Society (HIMSS)
- President-Elect, Georgia Health Information Management Systems Society (HIMSS)
- Chair, Georgia Healthcare Information and Management Systems Society (HIMSS) Communications Committee
- Chair, Georgia Healthcare Information and Management Systems Society (HIMSS) Gala and Golf Committees
- Member, Georgia Highlands College Nursing Advisory Board of Directors
- Member, Georgia Hospital Association Bylaws Review Committee
- Member, Georgia Hospital Association Center for Rural Health Board of Directors

- Member, Georgia Northwestern Technical College Nursing Advisory Board
- Member, Georgia Nurses Association
- Member, Georgia Organization of Nurse Leaders Board of Directors
- Board Advisor, Georgia Society of Healthcare Volunteers
- Member, Georgia Society of Health-System Pharmacists
- Secretary, Georgia Society for Volunteer and Retail Professionals
- Member, Georgia Society of Healthcare Marketing and Public Relations Board of Directors
- Member, Healthcare Coalition Advisory Committee
- Member, HSI Financial Services Board of Directors
- Member, Kiwanis Club of Polk County Board of Directors
- Member, Martin Luther King, Jr. Commission
- Southeast Regional Delegate, National Association of Healthcare Access Management
- Member, Open Door Home Board of Directors
- Member, Opioid Task Force for the Medical Association of Georgia
- Chair, Polk County Chamber of Commerce Board of Directors
- Medical Representative, Polk County College and Career Academy
- Vice Chair, Polk County Water Authority Board of Directors
- Member, Revenue Cycle Match Advisory Board of Directors
- Chair, Rockmart Farmers Market Board of Directors
- Member, Rome City School Board of Directors
- Member, Rome Downtown Development Association (DDA)
- Chair, Rome Downtown Development Authority Promotions Committee
- Member, Rome Exchange Club
- Member, Rome Exchange Club Family Resource Center Board of Directors
- Member, Rome Floyd County Board of Adjustments
- Member, Rome/Floyd County Commission on Children and Youth
- Member, Rome/Floyd Parks Recreation Department Board of Directors
- Member, Rome Office of Tourism Board of Directors
- Reserve Police Officer, Rome Police Department
- Member, Rome Seven Hills Rotary Club
- Secretary, Rome Seven Hills Rotary Club
- Member, Southeastern Healthcare Volunteer Leaders
- Chair, St. Mary’s School Advisory Council
- Chairman, Unity Christian School Board
- Community Coach, Unity Christian School Middle School Football and Basketball Teams
- Member, United Way of Rome and Floyd County Board of Directors
- Member, University of West Georgia Nursing Advisory Council
- Member, Windham Brannon Health Practice Advisory Panel
- Member, YMCA Board of Directors

***Quality Leader***

**Accreditations and Certifications**

In 2025, Atrium Health Floyd held the following certifications and accreditation from The Joint Commission:

*Atrium Health Floyd Medical Center*

- Advanced Palliative Care
- Advanced Heart Failure
- Advanced Inpatient Diabetes Care
- Advanced Primary Stroke Center
- Joint Replacement – Hip
- Joint Replacement – Knee
- Spinal Surgery
- Perinatal Care

*Atrium Health Floyd Polk Medical Center*

- Critical Access Hospital
- Laboratory
- Advanced Heart Failure
- Acute Stroke Ready

*Atrium Health Floyd Cherokee Medical Center*

- Hospital
- Laboratory

**CareChex – Medical Excellence**

In 2023, CareChex, an information service of Quantros, Inc., honored Atrium Health Floyd Medical Center for being a top hospital in the nation in the following Medical Excellence categories:

- Bariatric Surgery
    - Top 100 in the nation
    - Top 10% in the nation
    - Top 10% in Georgia

**CareChex – Patient Safety**

In 2023, CareChex also recognized Atrium Health Floyd Medical Center for being a top hospital in the nation in the following Patient Safety categories:

- Bariatric Surgery
- Cancer Care
- Chronic Obstructive Pulmonary Disease
- Heart Attack Treatment
- Heart Failure Treatment
- Major Orthopedic Surgery
- Neurological Care
- Orthopedic Care
- Pneumonia Care
- Pulmonary Care
- Spinal Fusion
- Spinal Surgery

**Get With The Guidelines American Heart Association/American Stroke Association**

- Atrium Health Floyd Medical Center – Heart Failure Gold Plus Quality Achievement
- Atrium Health Polk Medical Center – Heart Failure Gold Quality Achievement
- Atrium Health Floyd Medical Center – Stroke Gold Plus Quality Achievement

In 2025, Atrium Health Floyd also held the following quality designations from other organizations:

- Comprehensive Bariatric Center accreditation from the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
- National Quality Measures for Breast Centers Certified Quality Breast Center of Excellence
- Level II Trauma Center for Atrium Health Floyd Medical Center from the Georgia Department of Public Health
- Level IV Trauma Center for Atrium Health Floyd Polk Medical Center from the Georgia Department of Public Health
- Level III Neonatal Intensive Care Unit
- Antibiotic Stewardship Gold Honor Roll for Atrium Health Floyd Polk Medical Center.
- Chest Pain Center, American College of Cardiology
- Comprehensive Community Cancer Program by the American College of Surgeons
- Atrium Health Floyd Polk Medical Center is designated as a Critical Access Hospital by the Centers for Medicare & Medicaid Services (CMS)

Atrium Health Floyd's commitment to its role as an excellent community hospital may be best illustrated by the extraordinary acts of kindness and compassion that permeate our culture. We believe that it is important to always keep our values and our mission in front of us. On a daily basis, the employees of Atrium Health Floyd realize that each encounter is an opportunity to put our mission into action. Our commitment to our values and to high levels of employee and patient satisfaction enables a culture of high performance.

**Floyd Healthcare Management Inc. (FMC, FBH)**
**Summary of Quantifiable Benefits**
**For period from 01/01/25 through 12/31/25**
Classified as to Uninsured/Medically Indigent and Broader Community

| Categories | Occasions of Service | Total Net Revenues | Total Cost | Offsetting Revenues | Net Community Benefit |
|---|---|---|---|---|---|
| **BENEFITS FOR UNINSURED/ MEDICALLY INDIGENT** | | | | | |
| | | | | | |
| **I. Traditional Charity Care:** | | | $25,042,891 | | $25,042,891 |
| | | | | | |
| **II. Costs of Public Programs:** | | | | | |
| | | | | | |
| A. Medicaid | | | $4,012,961 | | $4,012,961 |
| | | | | | |
| | | | | | |
| | | | | | |
| **III. Community Services:** | | | | | |
| | | | | | |
| A. Nonbilled Services | | | | | |
| | | | | | |
| **IV. Bad Debt*:** | | | $35,669,509 | | $35,669,509 |
| | | | | | |
| **BENEFITS FOR BROADER COMMUNITY** | | | | | |
| | | | | | |
| **I. Costs of Medicare** | | | $66,930,966 | | $66,930,966 |
| | | | | | |
| **II. Community Services:** | | | | | |
| A. Nonbilled Services | 243,431 | | $4,367,623 | | $4,367,623 |
| | | | | | |
| B. Medical Education | | | $21,577,027 | | $21,577,027 |
| | | | | | |
| **Grand Totals:** | | | | | **$157,600,977** |

**NOTE: Consolidated Numbers**

***Definitions***

**Bad Debt** – Those amounts that are patient responsibilities that have been deemed uncollectable.

**Cash/ In-kind Donations** – This category includes any cash or in-kind donations made by Atrium Health Floyd Medical Center and its affiliates.

**Floyd County Clinic** – The clinic provides services to approved indigent patients that are residents of Floyd County.

**Medicaid** – Medicaid is a jointly funded, Federal-State health insurance program for certain low-income and needy people. It can cover children, adults, elderly and disabled citizens.

**Medical Education** – This category includes medical education provided by Atrium Health Floyd Medical Center and its affiliates. The key components of this category are the Atrium Health Family Medicine Residency Program and Medical Clerkships to third- and fourth-year medical students.

**Medicare** – Medicare is health insurance for people ages 65 and over, along with those that have certain disabilities.

**Net Community Benefit** – The total net benefit provided to the community.

**Non-billed Services** – This category includes those services provided by Atrium Health Floyd Medical Center and its affiliates that are outside the normal patient care services. Examples include free sports physicals for youth, community health screenings and health education programs.

**Occasions of Service** – The number of patient visits or number of people served.

**Offsetting Revenues** – Cash or grants received to offset the cost of a particular program.

**Total Charges** – The total charges for patient services.

**Total Expenses/ Write-Offs** – Expenses are the total expenses for providing health care services. Write-offs are considered Bad Debts and Allowances. Bad Debts are those amounts that are patient responsibilities that have been deemed uncollectable. Allowances are those amounts that are prohibited by federal regulation to be collected from patients.

**Traditional Charity Care** – This category includes services that have been provided to patients determined to be indigent according to the federal poverty guidelines.