

PROGRESS 2025



Redefining Local Healthcare.



STABILIZATION. GROWTH. MOMENTUM.

2025 marked a pivotal year for Calhoun Liberty Hospital. Following years of planning, investment, and resilience, the organization successfully transitioned into a new hospital facility while simultaneously strengthening operations, expanding services, stabilizing the workforce, and improving quality and financial performance.

Despite the complexity of moving an entire hospital, CLH maintained focus on patient safety, regulatory compliance, financial discipline, and community engagement through strong local, regional, and state partnerships. The accomplishments outlined in this report reflect an organization that is stabilizing, growing intentionally, and building momentum as it enters 2026.

Operational Stability & Quality Outcomes

Quality, Safety & Clinical Performance

- Recognized as a Top 100 Critical Access Hospital for the second consecutive year
- Improved clinical outcomes in sepsis and stroke care
- Significant reduction in patient falls, meeting national benchmarks
- Achieved zero Catheter-Associated Urinary Tract Infections (CAUTIs) and zero Central Line-Associated Bloodstream Infections (CLABSIs) in inpatient care
- Implemented medication scanning and documentation stations in inpatient rooms
- Expanded telemetry monitoring throughout the hospital

Compliance & Risk Management

- Successfully completed three Agency for Health Care Administration (AHCA) surveys (two hospital, one clinic) with zero deficiencies
- Passed Mammography Quality Standards Act (MQSA) inspection with no violations
- Automated Health Information Management (HIM) processes, strengthening coding accuracy, billing, and compliance
- Added key leadership roles, including Quality & Risk Manager, Compliance Officer, and Infection Control Nurse

These outcomes reinforce CLH's commitment to patient safety, regulatory excellence, and operational accountability.

Growth, Access & Service Expansion

Expanded Services & Access to Care

- Radiology services expanded with DEXA scans, CT cardiac scoring, and new CT and X-ray suites
- Launched Cardiac Rehabilitation and Outpatient Physical Therapy programs
- Expanded infusion services and strengthened the 340B Drug Pricing Program
- Implemented Remote Patient Monitoring (RPM) in the clinic setting
- Rebuilt and stabilized the night shift inpatient nursing team

Volume, Throughput & Patient Experience

- Emergency Department volume increased consistently since July, with monthly growth exceeding 10%
- Improved turnaround times for radiology procedures and laboratory testing
- Continued growth in outpatient, swing bed, and EMS volumes
- Overhauled the hospital website to improve access to information, online payments, and patient engagement
- These gains reflect improved access, efficiency, and growing community confidence in hospital services.

Financial Strength, Infrastructure & Workforce

Financial Performance & Revenue Cycle

- Reduced Accounts Receivable (AR) below 50 days across the Hospital, EMS, and Clinics
- Completed chargemaster review and pricing updates
- Implemented productivity monitoring tools to support operational efficiency
- Improved patient payment portal through the redesigned hospital website

CARING FOR OUR COMMUNITY

BY THE NUMBERS

2024 | **2025**

165 | **205**

Acute Admissions

452 | **684**

Acute Days

162 | **147**

Swing Bed Admits

1,613 | **1,444**

Swing Bed Days

5,380 | **5,668**

EMS Calls & Transports

9,651 | **10,558**

Emergency Dept. Visits

12,165 | **10,684**

Outpatient Visits

9,027 | **9,182**

Clinic Visits

12,984 | **12,985**

Radiology Procedures

90,672 | **94,703**

Lab Tests

4,748 | **7,158**

Respiratory Therapy Procedures



Grants, Capital & Infrastructure

- Secured funding through AHCA, FEMA, Florida Commerce, the USDA, and legislative appropriations to support the new hospital and long-term sustainability
- Awarded a \$454,000 Florida Rural Hospital Capital Improvement Program (RHCIP) grant, supporting the addition of hospital-wide telemetry, new inpatient beds, and construction of a mobile MRI pad
- Migrated core IT systems to the cloud, implemented redundancies, upgraded hardware, and installed a new phone system
- Added prescribing and interface tools to support continuity of care at discharge

Workforce, Culture & Colleague Experience

- Completed market pay adjustments for EMS, nursing, laboratory, and dietary staff
- Modernized PTO into a single leave bank with increased earned time off
- Revitalized the colleague handbook
- Implemented leadership development and culture initiatives in partnership with Arch & Tower
- Expanded leadership rounding and routine colleague recognition
- Held colleague awards celebrations and strengthened focus on patient satisfaction
- Introduced Metz Culinary Management as the hospital's new culinary partner, improving patient and staff dining options and opening meals to the public



EMS: A Year of Stabilization & Growth

The Emergency Medical Services Department demonstrated exceptional progress in 2025, strengthening its role as both a community asset and a strategic partner to the hospital.

Key Achievements

- Increased county EMS subsidy from \$312,000 to \$550,000 through collaboration with the Calhoun County Board of County Commissioners
- Fully staffed all 911 units and added 12 PRN team members
- Renewed interfacility transfer agreement with HCA Florida Gulf Coast, generating additional revenue
- Completed State of Florida Department of Health site survey with zero deficiencies
- Secured more than \$700,000 in grant and legislative funding, including support through the State of Florida EMS Matching Grant program
- Expanded education and outreach, including Stop the Bleed training, first responder coordination, and community event participation
- Strengthened leadership and safety through Emergency Vehicle Operations Course (EVOC) instructor certification



Community Engagement, Marketing & Partnerships

Visibility, Trust & Community Presence

- Successfully hosted the grand opening of the new hospital, along with community and provider walkthroughs
- Updated all marketing materials and generated extensive media coverage across print, television, radio, and digital platforms
- Participated in numerous community events across Calhoun and Liberty counties
- Strengthened partnerships with local law enforcement agencies, health departments, government officials, and peer rural hospitals
- Launched the Calhoun Liberty Hospital Foundation, hosted its first fundraising event, and established the first Provider Awards and education events
- Conducted a facilitated, Board-led strategic planning and Community Health Needs Assessment (CHNA) session, engaging community leaders to identify priorities and strengthen partnerships
- Engaged in Florida's Rural Health Transformation Program, collaborating with AHCA to strengthen access, sustainability, and regional care coordination

Regional & Community Health Partnerships and Outreach

- Expanded opioid recovery and treatment initiatives with NWF Health Network, the Florida Dept. of Children & Families, and other state agencies
- Collaborated with PanCare to support access to primary and preventive care
- Partnered with Big Bend AHEC, PanCare, the Calhoun Co. Senior Citizens Assn., and the CLH Foundation to deliver breast cancer awareness initiatives, including free mammography screenings for nearly 30 women and a Pink Bingo event welcoming more than 50 attendees
- Partnered with Big Bend Hospice to host a welcome reception as services expanded into Calhoun and Liberty Counties
- Received a \$10,000 contribution from Emerald Coast Hospice supporting the new Family Reflection Room for patients and families

These efforts strengthened community trust, expanded access to care, and reinforced long-term partnerships.



Looking Ahead to 2026

With the new hospital fully operational and systems stabilized, Calhoun Liberty Hospital enters 2026 positioned for continued progress.

Strategic priorities include:

- Expanding the Regional Transport Unit and Community Paramedic programs
- Advancing opioid recovery initiatives through CORE Network partnerships

- Leveraging technology to enhance safety, efficiency, and patient engagement
- Continuing service line growth, workforce development, and financial sustainability

The accomplishments of 2025 reflect an organization that has navigated significant transition through strong leadership, dedicated staff, and strategic partnerships. Calhoun Liberty Hospital enters 2026 with momentum, stability, and a solid foundation to continue serving Calhoun and Liberty counties.



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LIBERTY**
HOSPITAL

A TALLAHASSEE MEMORIAL
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