



2010

# Community Benefit Report



**Deaconess**

[www.deaconess.com](http://www.deaconess.com)

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## DEACONESS HEALTH SYSTEM

Deaconess Health System is a premiere provider of health care services in southwestern Indiana, western Kentucky and southeastern Illinois. The system includes six hospitals, located in southern Indiana:

- Deaconess Hospital, an acute care facility
- The Women's Hospital, serving the needs of women and infants
- Deaconess Gateway Hospital, an acute care facility
- The Heart Hospital at Deaconess Gateway, providing heart services
- Deaconess Cross Pointe, a behavioral health hospital
- HealthSouth Deaconess Rehabilitation Hospital, specializing in comprehensive medical rehabilitation

Also included in the system are the Deaconess Chancellor Center for Oncology, a managed care network of preferred hospitals and doctors, two ambulatory surgery centers, 19 ambulatory care sites, two urgent care facilities and multiple partnerships with other health care providers.

## MISSION

In keeping with its Christian heritage and tradition of service, the mission of Deaconess Health System is to provide quality health care services with a compassionate and caring spirit to persons, families and communities of the Tri-State.

## VALUES

At Deaconess, our values are based on our commitment to quality. We define quality as the continuous improvement of services to meet the needs and exceed the expectations of the customers we serve.

- Quality in everything we do
  - Respect for all people
  - Efficiency and effectiveness in the use of resources
  - Innovation toward continuous systems improvement
  - Partnership with those we serve and with suppliers
  - Education for continuous growth and knowledge
  - Pride in workmanship
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# DEVELOPING THE PLAN

Deaconess performs the following steps to develop its community benefit plan:

**1 Members of the Community Benefit Committee** solicit feedback from physicians, nurses and support staff on the prior year's community benefit successes and failures.

**2 The Community Benefit Committee** gathers and analyzes hospital and community data to indicate community needs. The committee uses a dynamic, ongoing process to identify and prioritize the community's health needs. The process includes the components listed below.

- A process for collecting information from Deaconess Hospital records.—Without disclosing patient information that may violate federal regulations, Deaconess collects health and demographic information from inpatients and outpatients.
- A process for analyzing information.—The Community Benefit Committee closely examines information from outside organizations and internal records to look for trends and areas of concern.
- Processes and criteria used to prioritize identified issues.—Taking into consideration the results from analyses, Deaconess prioritizes items based on the impact they will have on improving health in the patient population it serves.
- A review of previous or current assessments by other community groups.—Deaconess reviewed the most recent Comprehensive Regional Needs Assessment produced by the United Way of Southwestern Indiana and Leading Health Indicators produced by the Welborn Baptist Foundation.
- Presentations made by outside groups soliciting Deaconess' involvement in community initiatives.
- Partnerships with other community organizations and individuals in conducting assessments.

**3 The Community Benefit Committee** identifies how best to address community needs and formalizes the community benefit plan.

## PROJECTS TO ADDRESS IDENTIFIED NEEDS

Considering results from the United Way assessment and Deaconess internal research, the Community Benefit Committee selected the following goals to work on during 2010:

- Improve access to medication assistance for those unable to purchase medications on their own.
- Improve access to information regarding mental health issues.
- Provide support for school and community health initiatives.
- Organize Deaconess community volunteer efforts.
- Improve effective health care utilization.

## RESULTS

**Aurora and the Committee to End Homelessness**—Deaconess has committed \$10,000 a year for three years to Aurora and the Committee to End Homelessness. This money will help fund a social worker, who will implement a discharge planning program to help hospitalized individuals find housing before being discharged (rather than be discharged to an overcrowded shelter).

**Suicide Prevention**—Deaconess Cross Pointe offers a variety of free suicide awareness and prevention programs to help reduce the incidence of suicide in the Tri-State. Programs include the Yellow Ribbon Suicide Prevention Program; Question, Persuade & Refer; Applied Suicide Intervention Skills Training; and suicideTALK.

**Area Schools**—Deaconess continues to expand its reach into area schools with the addition of The Learning Center. Other sponsored schools include Delaware Elementary, Howard Roosa Elementary,



# RESULTS (continued)



**Medication Assistance Program**—Since it began in October 2005, the Medication Assistance Program (MAP) has processed more than 16,000 applications for prescription assistance, which resulted in prescriptions for patients valued at nearly \$6.1 million. In fiscal year 2010, the volume of applications for prescription assistance increased 39%. This program has been successful in getting much-needed medications into the hands of people who otherwise couldn't afford them, thereby worsening their health.

**Donation Drives**—Deaconess regularly conducts donation drives for food, clothing and school supplies to benefit Ozanam Family Shelter, Tri-State Food Bank, area schools and other organizations.

## **Academy for Innovative Studies and Chandler Elementary**—

Deaconess supplies funds to supplement teacher activities in the classroom and provides other health-related supplies as needed. Deaconess also sponsored the Castle Junior High School Walk/Run in May 2010. Our Wellness Department helped set up the run, provided guidance and supplied T-shirts.

**Area Shelters**—Deaconess continues to provide supplies, education, health care information and other support for shelters located near Deaconess Hospital, including Ozanam Family Shelter, Lucas Place and United Caring Shelter. This support helps many families overcome temporary hardship.

**United Way**—Each year Deaconess collects from its employees well over \$150,000 in donations to the United Way of Southwestern Indiana. These donations go to support a wide variety of necessary services by not-for-profit agencies throughout the Tri-State. Also, many Deaconess employees participated in the United Way Day of Caring.

**Other Examples**—Deaconess also offers low-cost preventive health care through the Resource Center, provides access to educational and community resources online at [deaconess.com](http://deaconess.com), and assists health care organizations as needs arise (including financial or materiel support, training opportunities and more).

**Following are a few of the groups in the community that Deaconess supported in 2010:**

- AIDS Resource Group
- Albion Fellows Bacon Center
- ALS Association of Indiana
- Alzheimer's Association
- American Cancer Society
- American Diabetes Association
- American Red Cross of Southwest Indiana
- American Red Cross of Posey County
- American Red Cross of Warrick County
- ARK Crisis Child Care Center
- Arthritis Foundation
- Arts Council of Southwestern Indiana
- Aurora Inc.
- Baskett, Kentucky, Volunteer Fire Department
- Boonville High School
- Boys & Girls Club
- Boy Scouts—Buffalo Trace Council
- CAJE
- Castle High School
- Chamber of Commerce of Southwest Indiana
- Cystic Fibrosis Foundation
- Easter Seals Rehabilitation Center
- Emergency Food Pantry System of Evansville
- Evansville ARC
- Evansville Association for the Blind
- Evansville Christian Life Center
- Evansville Firefighters
- Evansville Goodwill Industries, Inc.
- Evansville Human Resource Association
- Evansville Kidney Association, Inc.
- Evansville Museum
- Evansville Parks Foundation
- Evansville Philharmonic Orchestra
- Evansville Rescue Mission
- EVSC
- First District Medical Society
- Fraternal Order of Police Lodge #73
- Ft. Branch Community Pride
- GAGE
- Gibson County Chamber of Commerce
- Gilda's Club
- Girls Scouts of Southwest Indiana
- Hamilton Memorial Hospital District
- Historic Newburgh, Inc.
- JDRF of Southern Indiana
- Junior Achievement
- Keep Evansville Beautiful
- Kiwanis Club of Newburgh
- Komen Evansville Race for the Cure
- Lampion Center
- Lincolnland Economic Development Corp.
- Muscular Dystrophy Association
- Mended Hearts, Inc.
- Mesker Park Zoo
- National Kidney Foundation
- National Multiple Sclerosis Society
- New Harmony School

# RESULTS (continued)



- Oakdale Elementary School
- Oakland City Kiwanis
- Parkinson's Action Network
- Posey County Community Foundation
- Pulmonary Fibrosis Partners
- Richland Memorial Hospital Foundation
- Riley Children's Hospital
- Rotary Club of Evansville
- Rotary Club of Warrick County
- SMILE on Down Syndrome
- Spencer County Chamber of Commerce
- Spencer County Fair
- Spencer County Regional Chamber of Commerce
- St. Benedict Cathedral School
- St. Vincent's Day Care Center
- Substance Abuse Council of Vanderburgh County
- SWIRCA & More
- Tri State Better Business Bureau
- Tri-State Multiple Sclerosis Association
- United Way of Southwest Indiana
- University of Evansville
- University of Southern Indiana
- Vanderburgh Community Foundation
- Vanderburgh County CASA
- Vanderburgh Medical Alliance
- Warrick County Chamber of Commerce
- Warrick County Fair
- West Sector Police
- WNIN
- YMCA
- Youth First
- Youth Resources
- YWCA

## **NURSING COMMUNITY SERVICE PROGRAMS AND CONTRIBUTIONS**

Deaconess is dedicated to continuing its commitment to community service and programs. Our nurses have participated in numerous community activities, including the following:

- Casino Aztar Health and Learning Fair
- Day of Dance
- Eat Right: Nutrition and Wellness Fair
- Evening of Giving
- Frog Follies
- Go Red for Women
- HeathSouth Wellness Fair
- Hola Health Fair
- National Night Out
- Race for the Cure
- Vanderburgh County 4-H Fair
- Walk for Diabetes
- West Side Nut Club Fall Festival
- YMCA Triathlon



# RESULTS (continued)

## COMMUNITY BENEFIT AT A GLANCE

	FY02 Ends 9/30	FY03 Ends 9/30	FY04 Ends 9/30	FY05 Ends 9/30	FY06 Ends 9/30
<b>Traditional Charity Care (At Cost)*</b>	\$3,181,173	\$3,373,894	\$4,452,731	\$6,630,626	\$7,779,387
Includes: Deaconess Hospital • Cross Pointe • Deaconess Urgent Care Centers • HealthSouth • The Women's Hospital • Evansville Surgery Center * As of FY07, Charity Care is to be reported on cost basis based on CHA and VHA recommendations.					
<b>Government-Funded Programs Shortfall (At Cost)*</b>	\$6,273,249	\$5,113,365	\$11,232,244	\$15,182,875	\$18,556,156
(Medicaid - IN, IL, KY) * As of FY07, Medicare is not included based on CHA and VHA recommendation to exclude. Restated ALL FISCAL YEARS.					
<b>Community Benefit Activities</b>	\$5,787,364	\$5,784,817	\$5,167,327	\$4,835,441	\$5,176,883
Deaconess Hospital	\$5,787,364	\$5,767,406	\$5,106,404	\$4,740,086	\$5,100,842
Cross Pointe*		\$17,411	\$57,788	\$90,725	\$65,251
The Women's Hospital			\$3,135	\$3,541	\$8,183
Deaconess Health Plans				\$1,089	\$2,607
* As of FY07, Cross Pointe is included with Deaconess Hospital.					
<b>Total Community Benefit</b>	\$15,241,786	\$14,272,076	\$20,852,302	\$26,648,942	\$31,512,426
% Increase from Prior Year	8.5%	-6.8%	31.6%	21.8%	15.4%
<b>Traditional Charity Care (At Charge)*</b>	\$6,847,313	\$6,720,131	\$11,919,660	\$16,287,778	\$19,457,956
Includes: Deaconess Hospital • Cross Pointe • Deaconess Urgent Care Centers • HealthSouth • The Women's Hospital • Evansville Surgery Center * As of FY07, Charity Care is to be reported on cost basis based on CHA and VHA recommendations.					
<b>Bad Debt Expense (At Charge)*</b>	\$13,698,108	\$19,004,283	\$28,315,212	\$27,791,443	\$33,433,605
* As of FY07, Bad Debt should not be reported based on CHA and VHA recommendations.					

## COMMUNITY BENEFIT AT A GLANCE (cont.)

	FY07* Ends 9/30	FY08* Ends 9/30	FY09* Ends 9/30	FY10** Ends 9/30
<b>Traditional Charity Care (At Cost)*</b>	\$9,569,502	\$16,450,585	\$19,325,486	\$21,455,795
	Includes: Deaconess Hospital • Cross Pointe • Deaconess Urgent Care Centers • HealthSouth • The Women's Hospital • Evansville Surgery Center * As of FY07, Charity Care is to be reported on cost basis based on CHA and VHA recommendations.			
<b>Government-Funded Programs Shortfall (At Cost)*</b>	\$21,105,241	\$26,498,129	\$27,248,319	\$39,457,293
	(Medicaid - IN, IL, KY) * As of FY07, Medicare is not included based on CHA and VHA recommendation to exclude. Repeated ALL FISCAL YEARS.			
<b>Community Benefit Activities</b>	\$5,376,172	\$5,487,697	\$4,976,027	\$5,414,509
Deaconess Hospital	\$5,372,660	\$5,477,965	\$4,961,745	\$5,388,870
HealthSouth			\$7,766	\$7,612
The Women's Hospital	\$1,795	\$6,750	\$4,633	\$15,631
Deaconess Health Plans	\$1,717	\$2,982	\$1,883	\$1,536
	* As of FY07, Cross Pointe is included with Deaconess Hospital.			
<b>Total Community Benefit</b>	\$36,050,915	\$48,436,411	\$51,549,832	\$66,327,597
% Increase from Prior Year	12.6%	25.6%	6.0%	22.3%
<b>Traditional Charity Care (At Charge)*</b>	\$24,959,591	\$45,052,098	\$51,631,641	\$60,386,013
	Includes: Deaconess Hospital • Cross Pointe • Deaconess Urgent Care Centers • HealthSouth • The Women's Hospital • Evansville Surgery Center * As of FY07, Charity Care is to be reported on cost basis based on CHA and VHA recommendations.			
<b>Bad Debt Expense (At Charge)*</b>	\$43,408,971	\$28,652,527	\$31,027,612	\$26,324,507
	* As of FY07, Bad Debt should not be reported based on CHA and VHA recommendations.			

† Community benefit figures include Deaconess Clinic beginning in fiscal year 2010.



# Deaconess

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