

2020 Community Benefit Report

WE CARE FOR OUR COMMUNITY

We thank you for the privilege of being able to serve you for the past 100-plus years.



“Kevin’s always been a hard worker, but to see how he’s grown – it’s amazing.”

(Story on pg. 3)

Becky Zarobinski, CRCST, and Kevin Watterson fold surgical towels in the Sterile Processing Department.

Our COMMITMENT to the COMMUNITY

The health and wellness of the communities we serve is a top priority for La Porte Regional Health System (LRHS). To fulfill our overall mission, we must care for those both inside and outside the walls of our healthcare system. Whether it's the monetary evidence of our contributions to our community (summary on pg. 4) or the true story of a young man like Kevin (story on pg. 3) who participated in one of our collaborative programs to reach his full potential, the 2009 *Community Benefit Report* stands as evidence of our commitment to care. We strive to promote and protect the health and well-being of our entire community and hope to serve as a safe haven for those when they need it most.

The benefits we provide vary greatly, and include medical care provided at a reduced cost by the La Porte Hospital Community Health Center and dental care provided at a reduced cost by La Porte County Dental Services for individuals with low income and no insurance, as well as an Indigent Drug Program for those who may otherwise go without needed prescriptions. Additionally, throughout 2009, we offered hundreds of free preventative screenings and reached more than 600 fourth graders through the Lil' F.I.S.H. Club®. These students learned about everything from nutrition to body image. LRHS hosted the 8th annual Women's Fair™, where more than 2,100 individuals received free screenings, information and presentations. These programs came to fruition and are sustained because of the dedication LRHS holds for the communities in which we live in and serve. LRHS is proud to collaborate with local partners to utilize resources to benefit the residents of our communities and improve their overall quality of life. We thank you for the privilege of being able to serve you for the past 100-plus years.

Community Benefit Report

La Porte Hospital & Health Services (LHHS) • Starke Memorial Hospital (SMH) •
La Porte Hospital Foundation (LPHF) • La Porte Auxiliary (Aux)

	LHHS	SMH*	LPHF/Aux
Commitment to Care			
Charity Care (Not including Medicaid/Medicare)	\$2,978,391	\$84,601	\$28,272
Bad Debt	\$5,613,273	\$271,890	
Unreimbursed Care for Medicaid	\$12,116,783	\$1,386,466	
Unreimbursed Care for Medicare	\$33,559,770	\$1,736,363	
	\$54,268,217	\$3,479,320	\$28,272
Community Health			
Wellness Services	\$95,100		
Community Health Fairs	\$71,809	\$2,524	
Community Calendars	\$10,200		
HealthPorte Senior Program	\$7,163		
Health Lectures	\$4,709		
Lil' F.I.S.H. Club®	\$3,326		\$14,837
Kids Dart. Drive Smart.™	\$2,538		
Speakers Bureau	\$2,168	\$118	
Knee & Hip Seminars	\$2,051		
Educational Radio Shows	\$1,187		
RSVP (Retired & Seniors Volunteer Program)	\$621		
Alanon Support Group	\$1,092		
Alzheimer's Support Group	\$105		
Aphasia Support Group	\$602		
Chronic Pain Support Group	\$231		
Diabetes Support Group	\$583		
Friendly Hearts Support Group	\$701		\$115
Grief Support Group	\$2,610		
Multiple Sclerosis Support Group	\$189		
Ostomy Support Group	\$189		
Parkinson's Support Group	\$602		
STICK (Supporting Teens in Caring for Kids)	\$486		
Stroke Support Group	\$602		
WeCan Cancer Support Group	\$350		
Chapel Programming			\$693
Diabetes Education			\$4,494
	\$209,214	\$2,642	\$20,139
Community-Based Clinical Services			
La Porte Hospital Community Health Center	\$540,753		
La Porte County Dental Services	\$501,309		\$7,761
Certified Athletic Trainer	\$175,992		
Mental Health Services	\$27,090		
Indigent Medicine Program	\$19,017		\$2,815
CPR & AED Training	\$17,422		
Flu Vaccine Clinics	\$10,168		
Sports Physicals	\$8,553		
American Red Cross Blood Drives	\$2,593		

	LHHS	SMH*	LPHF/Aux
Blood Pressure Screening	\$2,530		
Cardiovascular Screening	\$3,367		
Cervical Cancer Screening	\$1,580		\$1,194
Clinical Breast Cancer Screening	\$2,033		\$1,203
Colorectal Cancer Screening	\$2,458		\$1,560
Fitness Screening	\$292		
Glucose Screening	\$1,710		\$7,737
Osteoporosis Screening	\$963		
Pediatric Dental Screening	\$8,212		
Pediatric Developmental Screening	\$9,447		
Prostate Cancer Screening	\$3,010		\$1,972
Skin Cancer Screening	\$1,227		\$629
VNA Hospice Support			\$53,485
	\$1,339,726		\$78,356
Healthcare Support Services			
Nurse Connection Hot Line	\$14,250		
Lion's Alert Bracelets	\$11,082		
Cyacom Translation Services	\$5,887		
Physician Connection	\$3,234		
Insurance Assistance Programs	\$497		\$2,697
	\$34,950		\$2,697
Commitment to Education			
Clinical Education	\$77,776		
Student Internships	\$30,054		
Project SEARCH	\$11,595		
VolunTeen	\$10,748		
Healthcare Scholarships			\$25,000
	\$130,173		\$25,000
Research			
Community Clinical Oncology Program	\$55,168		
	\$55,168		
Financial and In-Kind Contributions			
La Porte Hospital Foundation Fundraising	\$84,725		
Meals on Wheels	\$78,187		\$1,000
CareVan Transportation	\$50,000		
Corporate Giving	\$48,268	\$2,566	
Nursing 2000 North, Inc.	\$27,044		
United Way Campaign	\$14,011		
	\$302,235	\$2,566	\$1,000
Community Building Activities			
Dedicated Staff	\$44,082		
Leadership La Porte County	\$6,450		
Chamber of Commerce	\$3,214		
Quality Improvement	\$373		
	\$54,119		

* The numbers for Starke Memorial Hospital reflect 7/1/09 – 12/31/09.

LRHS provides skills training and work experience for students with disabilities

It's the simple things about his job that excite Kevin Watterson. The La Porte High School senior currently interns in the Environmental Services Department of La Porte Regional Health System (LRHS). Vacuuming, sweeping and cleaning different areas for patients helps give the 19-year-old direction.

"I like to help and make things cleaner for patients," Kevin said. "The hospital needs help and I like my job."

Kevin is one of five LRHS participants in Project SEARCH of Indiana — a transition program for high school students with disabilities that provides skills training and work experience. LRHS is the first and presently the only employer in La Porte County to participate in the nationwide program. Area partners include South La Porte County Special Education Cooperative, Swanson Center, Vocational Rehabilitation Services of Indiana, Indiana Family Social Services Administration, Indiana University and Michiana Resources, Inc. — a non-profit adult rehabilitation agency for people with disabilities.

"The Project SEARCH partnership with La Porte Regional Health System enables our students with disabilities to not only develop an understanding of the real world of work, but to also develop the skills necessary to successfully pursue future employment opportunities," Michiana Resources CEO Michael Horton said. "This particular project could not have experienced the success it has without the enthusiastic participation of La Porte Regional Health System and all of its involved staff members."

(Cont. on pg. 4)



We care for Our Community

(Cont. from pg 3)

To begin the program, students like Kevin submitted resumes and interviewed with specific department heads. Students rotate to three different departments during the 36-week program, where they also earn school credit. At the finale of each session, students must submit a letter of resignation before switching to a new department. As with any other employee, it is also the students' responsibility to call their supervisor if they are sick and cannot make it into work.

Kevin, who is mildly mentally handicapped, previously worked in the Grounds Department. He delivered supplies and cleared sidewalks of trash, leaves or snow for the public and employees. When asked of his favorite task, Kevin replied with a smile, "all of it."

Manager of Environmental Services/Laundry Kim Stachowski said she was appreciative of the Project SEARCH participants. "These students have been a tremendous help, especially with keeping up on the million pounds of laundry we wash each year. I love the idea that they can work side-by-side with our employees to learn skills to further themselves as they mature and become adults."

Besides building his resume through real-world job experience, Kevin has also grown into a mature young adult, his mother Karen said. "Kevin's always been a hard worker, but to see how he's grown – it's amazing. Project SEARCH helps him achieve more and more of his true potential," said Karen, a registered nurse with 24 years at La Porte Hospital.

Even before Project SEARCH, Kevin was familiar with La Porte Hospital as a volunteer in the Sterile Processing Department where he folded surgical towels. He also volunteers around the community for the local school system and animal shelter.



Kids dart. Drive smart.™ campaign



Women's Fair

Community Benefit Report Summary

La Porte Hospital & Health Services (LHHS) - Starke Memorial Hospital (SMH)
La Porte Hospital Foundation (LPHF) - La Porte Auxiliary (Aux)

	LHHS	SMH*	LPHF/Aux**
Commitment to Care	\$54,268,217	\$3,479,320	\$28,272
Community Health	\$209,214	\$2,642	\$20,139
Community-Based Clinical Services	\$1,339,726		\$78,356
Healthcare Support Services	\$34,950		\$2,697
Commitment to Education	\$130,173		\$25,000
Research	\$55,168		
Financial and In-Kind Contributions	\$302,235	\$2,566	\$1,000
Community Building Activities	\$54,119		
TOTAL	\$56,393,802	\$3,484,528	\$155,464

* The numbers for Starke Memorial Hospital reflect 7/1/09 – 12/31/09.

**For a full listing of La Porte Hospital Foundation supported initiatives, please review the Foundation's annual report online at www.laportehealth.org.

Note: The 2009 community benefit amounts reported are calculated on a cost-basis, exclusive of the annual cost report filing.



For more information about this report, call (219) 326-2476 or (800) 235-6204, ext. 2476.

LRHS Service Area Demographic Snapshot

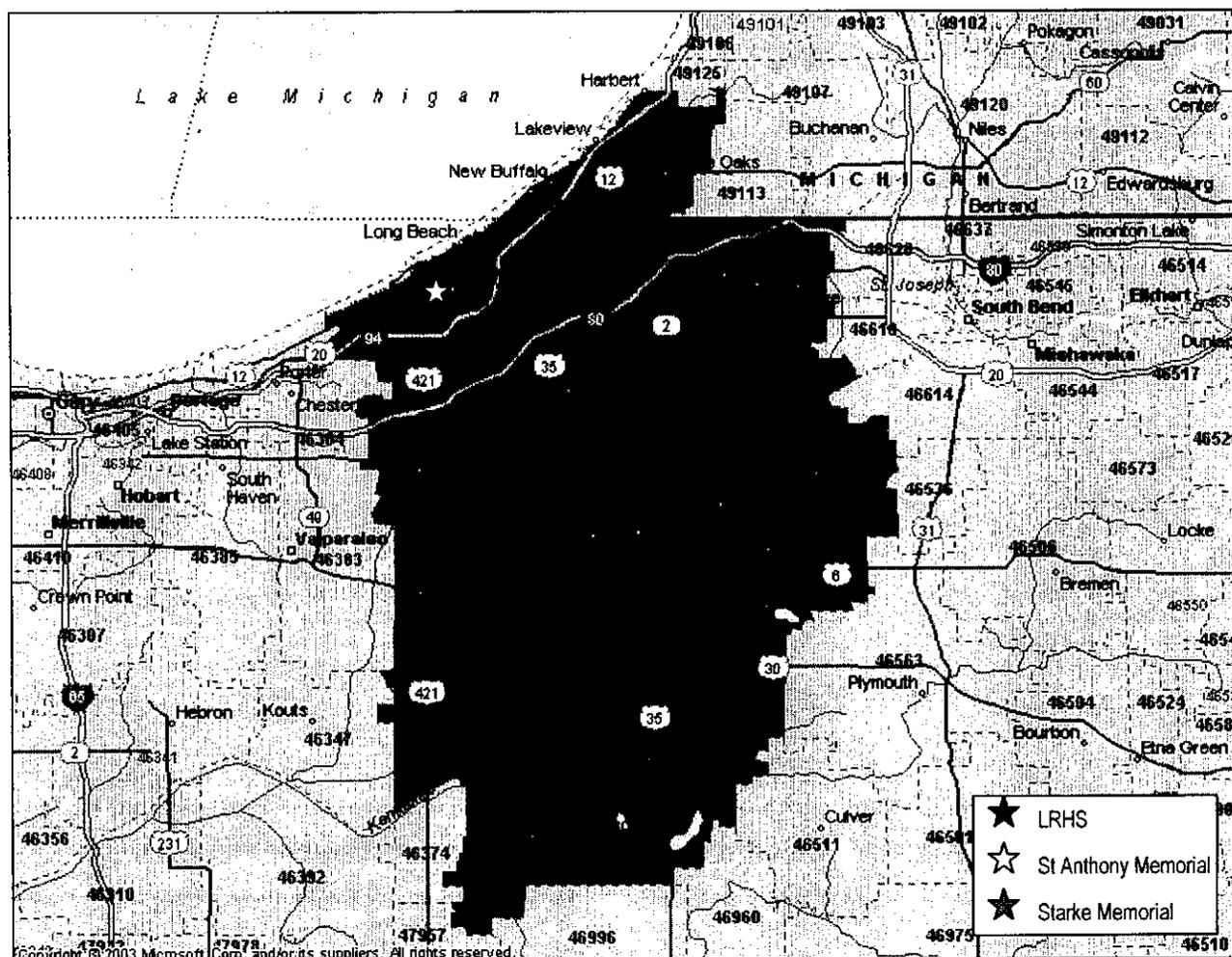
Overall flat growth and aging population (increasing users of Medicare)

LRHS Service Area
 2008 Est: 159,884
 2013 Proj: 161,540
 Growth = +1.0%

NW La Porte County area and SW MI population are projected to grow between **+6.6% to +8.5%**

(New Buffalo, New Carlisle, New Prairie, Mill Creek & North Liberty)

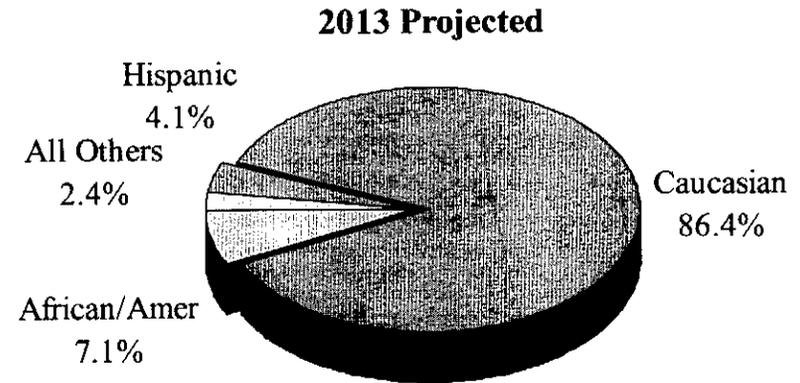
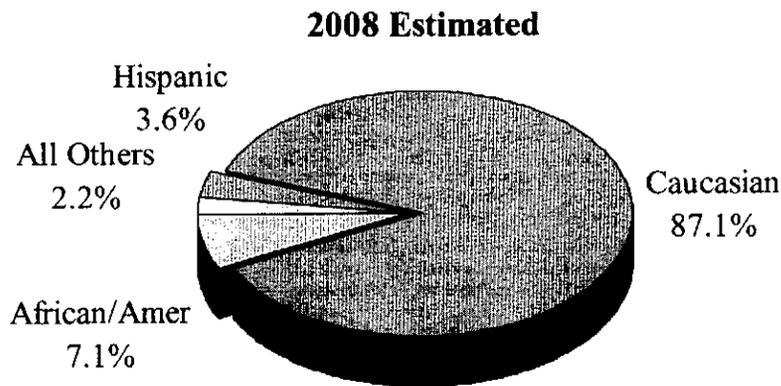
Michigan City area & Starke County populations are declining **-1.0% to -2.6%**



LRHS Service Area Demographic Snapshot

Population Distribution by Age Group Service Area			
Age Group	2008 Est. Distribution	2013 Proj. Distribution	% Change Population
0-17	23.7%	22.6%	-3.3%
18-34	21.0%	21.9%	+5.4%
35-54	28.9%	26.3%	-7.9%
55-64	11.9%	13.4%	+14.6%
65+	14.6%	15.7%	+9.0%

Race & Ethnicity Distribution

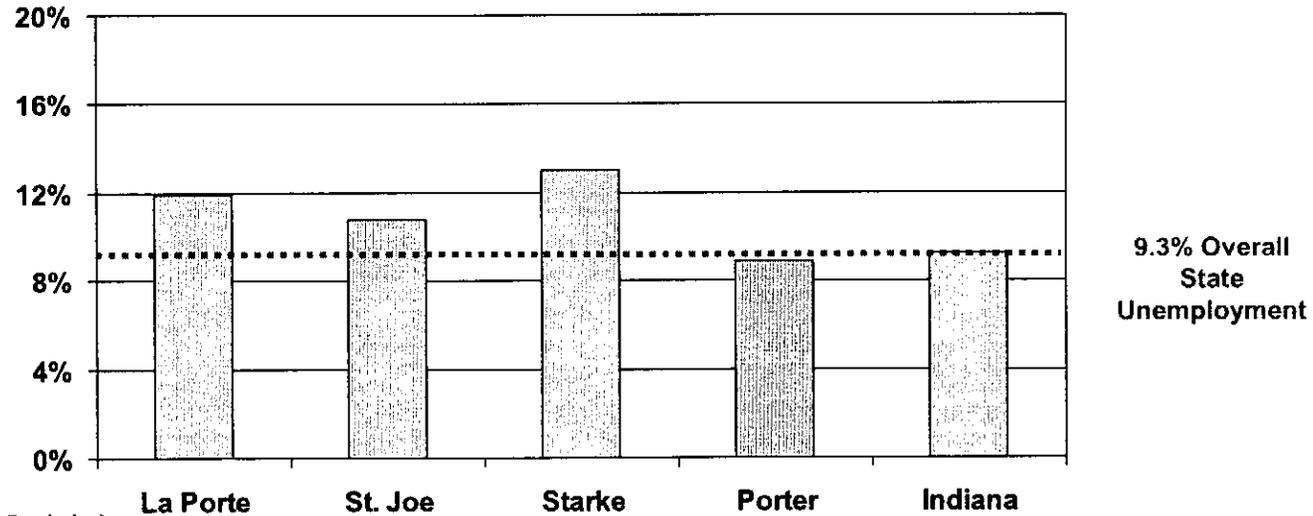


(Source: Thomson/Claritas/US Census)

LRHS Service Area Demographic Snapshot

Downturn in the economy doubled unemployment rates

Unemployment by County
December 2009



(Source: Bureau of Labor Statistics)

From the 2010 County Health Rankings report, the following health concerns and social & economic factors were identified to be worse than the state averages. Overall, La Porte County ranked 61 of 92 in health outcomes:

- Premature death
- Adult obesity
- Binge drinking
- Motor vehicle crash death rate
- Teen birth rate
- High school graduates and college degrees
- Children in poverty



STRATEGIC ACTION PLAN

Priority: Community Health & Wellness

Champion: Maria Fruth

Task Force: Debi Baughman, Sandra Behrens, Marcia Brewer, Bonnie Hildebrand, Denise Lamphier, Debbie Versaw; Shannon Hannon, Diabetes Educator, Marketing Director

Goal: Enhance Effective Communication Through Increased Education & Awareness				
Action Steps	Person(s) Responsible	Financial Implications	Start Date/ Target Date	Status/ Outcomes
Initiative: Develop & deliver consumer relationship marketing program				
Implement Healthy Element (revamp of WHA) The four focus areas include: Obesity (weight management/diabetes), Tobacco, Heart Disease and Cancer (breast, cervical, skin, prostate, colorectal, etc.) inclusive of all populations	Bonny Hildebrand & Marketing, Wellness, HealthQuarters, HVI, CCT		2010	DEFER
Revisit Call Center – Class registration & physician referral CRM launch: Cross Promotion initiative	Stacey Kellogg, Shellie Kermin & Marketing	Capital & staff approved; On hold in 2009 due to financial implications		DEFER
Develop Communication Strategy, including, but not limited to: <ul style="list-style-type: none"> ▪ Social Media (in progress) ▪ Outreach (Speaker’s Bureau, New Mover Program) ▪ Promotion via Physician Liaison ▪ Internal Marketing 	Stacey Kellogg & Marketing			DEFER

Goal: Enhance Effective Communication Through Increased Education & Awareness				
Action Steps	Person(s) Responsible	Financial Implications	Start Date/ Target Date	Status/ Outcomes
Initiative: Develop & deliver consumer relationship marketing program				
<ul style="list-style-type: none"> Increase HealthPorte educational/social activities held within the hospital by 25% to familiarize members with LRHS 	Denise Lamphier		Ongoing	Currently 20 breakfast and movie dates; increase 5 more events throughout the year held at LRHS
Initiative: Enhance healthcare education and awareness to include all age groups & demographics				
Continue to grow Lil FISH program to at least 1 additional school (i.e., after school programs)	Maria Fruth, Debi Baughman		Ongoing 2010	Increase partnerships within the community Extended program to New Prairie School System
Research programs to assist pregnant teenagers (offer education, coping skills, etc.)	Case Management/ Alissa Sykora, Alissa Conen, Sandy Behrens, Foundation	Grant opportunity	2009	
Launch mobile health screening program	Sandy Behrens Marcia Brewer Debi Baughman	\$1.5 Million Requested; only \$350,000 granted	2010	Business Plan in process
Continue to meet the needs of tobacco consumers to facilitate quitting	Anita Ivankovig Sandy/Angie	Completely grant funded for 2 years CHC = \$14,312 PT MA & training for 2 years;	2009 & 2010	Measuring with grant dollars

		Inpt/HQ = \$36,161		
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Goal: Encourage Wellness & Prevention				
Action Steps	Person(s) Responsible	Financial Implications	Start Date/ Target Date	Status/ Outcomes
Initiative: Expand fitness and wellness program participation from previous year				
Continue to explore programs for weight management and wellness ➤ # of participants (usage, new joins)	Debi Baughman		2010	
Increase referrals to Diabetes Education via outreach education programs (taking it to the road) ➤ Increase # of participants/referrals	Rose Flinchum & Marilyn Emery		2009-2010	
Initiative: Expand screenings & events beyond primary service areas to 2 new demographics				
Healthy Element Programs in New Carlisle, New Buffalo, Knox, Westville. Tie-in/cross promote Heart Cart, HealthPorte, SHIP, volunteer and other services (Include diabetes, heart and cancer screenings) 2010 goal: Expand into MC & New Buffalo	Bonny Hildebrand & Marketing, Wellness, HealthQuarters, HVI, CCT, Volunteer Srvcs		2009	Health fairs in Knox and Westville (November 2009)
Continue Rehab Wellness community programs in La Porte, Michigan City, Westville, New Carlisle, other areas as identified	Frank Aerts (PT/OT Providers, WRC)	\$1K each (ads & food); budgeted in 2009	Ongoing	

Goal: Encourage Wellness & Prevention				
Action Steps	Person(s) Responsible	Financial Implications	Start Date/ Target Date	Status/ Outcomes
Initiative: Explore 2 community partnerships				
Identify potential community partnerships and evaluate existing ones (i.e., athletic training program, AI's Grocery)	Executive Team		2009 & Ongoing	YMCA; Accomplished in 2009
Continue to seek funding partners (i.e., via Foundations & Grants)	Foundation		2009 & Ongoing	IBCAT, Susan Komen Foundation \$10K, ADA toothbrushes \$5K
Seek partnerships for research and evidenced based practices (i.e., Professors)	Maria Fruth		Summer 2009	Maria to follow-up on mini-grants for clinical research

Goal: Enhance Access to Health Care for Un/Under Insured & Those with Unmet Needs				
Action Steps	Person(s) Responsible	Financial Implications	Start Date/ Target Date	Status/ Outcomes
Initiative: Develop & implement a multidisciplinary committee to assess and monitor community needs				
Evaluate LRHS community outreach initiative (leadership involvement) 1) Identify areas of need (refer to countyhealthratings.org report)	Maria Fruth/ Thor Thordarson (Executive Team)		2010	Take to Executive Operations Team to develop membership and purpose statement

Goal: Enhance Access to Health Care for Un/Under Insured & Those with Unmet Needs				
Action Steps	Person(s) Responsible	Financial Implications	Start Date/ Target Date	Status/ Outcomes
Initiative: Expand the capacity of the CHC and Dental Clinic (populations served & services provided)				
Initiate OB services at CHC Investigate vision services at CHC Continue to promote CHC and dental clinic to the underserved in the community	Sandy Behrens		Summer 2009	New populations (OB & Medicare, Medicaid, HIP)
Initiative: Implement at least 1 new access initiatives (i.e., transportation) to support community needs				
Explore transportation vouchers or member discounts to HealthPorte members and/or CHC members	Denise Lamphier/ Sandy Behrens (Subcommittee)			
Investigate transportation for cancer services (i.e., to and from future cancer center site)	Denise Lamphier/ Sandy Behrens (Subcommittee)			Subcommittee volunteered to develop plan
Continue to support Council on Aging (transportation vans)	Maria Fruth, Foundation	\$50K annually		
Initiative: Provide Mental Health & Alcohol/Drug Services				
Explore possible models to deliver mental health and alcohol/drug service needs	Anita Ivankovig & Dr. Houston (Executive Team)			Reopening the Behavioral Health Unit Spring, 2010

Sample Measurements:

- # Screenings & tracked outcomes
- Trended incidences of diseases & deaths
- Added target areas of outreach programs
- Grants applied for and received
- Financial assistance through grants (\$)
- # Partnerships
- Qualitative & quantitative benchmarks & comparison data