



2009 Community Benefit Report

St. Elizabeth Regional Health
and St. Clare Medical Center



St. Elizabeth
REGIONAL HEALTH

Sisters of St. Francis Health Services



St. Clare
MEDICAL CENTER

Sisters of St. Francis Health Services

Lord, *make me an instrument of your peace.*

Where there is hatred, let me sow *love*;

where there is injury, *pardon*;

where there is doubt, *faith*;

where there is despair, *hope*;

where there is darkness, *light*;

and where there is sadness, *joy*.

O Divine Master, *grant that I may not so much seek*
to be consoled *as to console*;

to be understood *as to understand*;

to be loved *as to love*.

For it is in giving *that we receive*;

it is in pardoning *that we are pardoned*;

and it is in dying *that we are born to eternal life*.

Amen.

—The Prayer of St. Francis

President and CEO's message

Called to serve

On Dec. 14, 1875, six Sisters of St. Francis of Perpetual Adoration arrived in Lafayette from Westphalia, Germany with a mission.

The sisters were invited by the Most Rev. Joseph Dwenger, bishop of the Diocese of Fort Wayne, to open a hospital in Indiana. Sisters Clara, Agatha, Bonaventura, Rose, Augustine and Alphonse answered the call and were welcomed with open arms. Many community members assisted with the opening of St. Elizabeth in a building at 10th and Cincinnati streets in Lafayette.

Fast forward to 2010 and you will see the same resilience and faithful dedication.

St. Elizabeth Regional Health employees, physicians and volunteers and community benefactors served their community once again as we dedicated and opened St. Elizabeth East, the community's newest hospital. Many employees and physicians spent countless hours in planning meetings to design St. Elizabeth East and even more time creating the plan to move our patients and departments as seamlessly as possible.

I am reminded continuously of the culture of being called to serve. We see it everyday as we care for patients along the continuum of life, from birth through death, who entrust us with their care.

We see it when nurses and staff in the St. Elizabeth Women's Center celebrate the birth of a child. We see it when Emergency Care Center staff compassionately and quickly care for a person brought in with a heart attack and then swiftly taken to the St. Elizabeth Heart Center for either a life-saving catheterization or open heart surgery. It can also be seen when St. Elizabeth Home Health Care staff arrive with the needed equipment, therapy or other services to help patients heal in the comfort of their own homes.

Being called to serve often requires us to act outside the walls of our hospital. In this annual community benefit report using 2009 data, you will read about and see many instances of St. Elizabeth Regional Health and St. Clare Medical Center's dedicated employees, physicians and volunteers consistently answering the call to make our community healthier and stronger.

The economic conditions gripping our state and our nation have encouraged us to partner with other community organizations to provide low-cost or free health screenings. A great example is our partnership with the YWCA Women's Cancer Program to offer low-cost mammograms and other annual screenings to those in need.

We also are reviewing the impact of health care reform and legislation that has been passed into law. While we do not know what the future holds, we know that if we are proactive and work with health care providers, we can continue to provide quality care to the community. As part of the legislation, we will continue to look at community needs and how to improve the health and welfare of all the communities we serve.

—Terry Wilson

President and CEO, St. Elizabeth Regional Health

President and CEO, Western Indiana Region of the Sisters of St. Francis Health Services

Our mission

Continuing Christ's ministry in our Franciscan tradition.

Our Franciscan values

Respect for life

The gift of life is so valued that each person is cared for with such joy, respect, dignity, fairness and compassion that he or she is consciously aware of being loved.

Fidelity to our mission

Loyalty to and pride in the health care facility are exemplified by members of the health care family through their joy and respect in empathetically ministering to patients, visitors and co-workers.

Compassionate concern

In openness and concern for the welfare of the patients, especially the aged, the poor and the disabled, the staff works with select associations and organizations to provide a continuum of care commensurate with the individual's needs.

Joyful service

The witness of Franciscan presence throughout the institution encompasses, but is not limited to, joyful availability, compassionate, respectful care and dynamic stewardship in the service of the Church.

Christian stewardship

Christian stewardship is evidenced by just and fair allocation of human, spiritual, physical and financial resources in a manner respectful of the individual, responsive to the needs of society, and consistent with Church teachings.

St. Elizabeth Regional Health Community Benefit Report

Year ending Dec. 31, 2009

Benefits for the poor

Charity care	10,110,772
Unreimbursed costs of Medicaid	10,311,626
Health care for the indigent program	2,666,798
Other	92,865
Total	\$23,182,061

Benefits for the community

Unreimbursed costs of Medicare	\$32,698,769
Community education, wellness and screening programs	1,168,862
Cash donations	96,476
St. Elizabeth School of Nursing	1,246,830
Bad debt	3,329,894
Total	\$38,540,831

Total Community Benefits \$61,722,892



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- A. St. Elizabeth Regional Health and Unity Healthcare present the YWCA Women's Cancer Program a donation check from the Ultimate Pink Party.
- B. Dr. Antoinette Caldwell, a pediatrician with Sigma Medical Group, reads to children at Head Start.
- C. Participants in the 2009 Day of Dance, a Spirit of Women event organized by the Kathryn Weil Center for Education.
- D. St. Elizabeth Regional Health employees volunteer for the annual Big Brothers/Big Sisters bingo during the 2009 Week of Caring.
- E. St. Elizabeth Regional Health employees and their families at the 2009 HeartWalk.
- F. Volunteers with St. Elizabeth Hospice prepare for a presentation with animals from the Columbian Park Zoo for hospice patients.

Charity care

St. Elizabeth Regional Health is committed to providing charity care to low-income families of the Greater Lafayette community who demonstrate financial need. In 2009, St. Elizabeth Regional Health provided more than \$10 million in charity care to low-income families of the Greater Lafayette community through its charity policy.

Unpaid costs of government-sponsored programs

During 2009, St. Elizabeth Regional Health provided approximately \$46 million in the net costs of unreimbursed services provided to Medicare, Medicaid and Health Care for the Indigent (HCI) patients. Although reimbursement from these government-sponsored programs continues to decrease, St. Elizabeth Regional Health is committed to providing health care services to all patients regardless of reimbursement or the patient's ability to pay.

Support of the Riggs Community Health Center

St. Elizabeth Regional Health provided more than \$245,000 in free clinical laboratory and other health care services to the Riggs Community Health Center (CHC). Riggs CHC provides comprehensive health care to residents of Tippecanoe County who have limited or no access to health care because they lack financial resources, health insurance and/or insurance not accepted by private care physicians. Based on community needs, between 2000 and 2009, Riggs CHC services nearly doubled from 6,050 patients in 2000 to 11,024 in 2009. In 2009, 92% of Riggs CHC patients were below 200% of the federal poverty level.

Emergency and trauma care

Recognizing its mission to the community, St. Elizabeth Regional Health maintains an Emergency Care Center on both campuses that is open and staffed at all times (24 hours a day, 365 days a year). During 2009, the centers treated more than 73,000 patients.

(On Feb. 25, 2010, the Home Hospital Emergency Department closed, and services were transferred to the new Emergency Care Center at St. Elizabeth East. The St. Elizabeth Central Emergency Care Center continues to serve central Lafayette and is the closest emergency care center to the West Lafayette community.)

St. Elizabeth collaborates with Riggs Community Health Center to provide space for pediatric services

The Riggs Community Health Center Annex opened to patients on Sept. 1, 2009. The Riggs Annex is the primary location for newborn visits, allowing for social distancing between these young children with highly susceptible immune systems and the many sick patients seen daily at the main Riggs facility. The Annex also has a lower level that has been divided to provide a conference room for staff and patient training sessions. The Annex has six exam rooms, a shot room, lab, Baby Corner, conference room and various clinical and administrative support areas.

The Annex came to be when Riggs and St. Elizabeth signed a collaboration agreement to lease and use the 2,800 sq. ft. facility at 1324



Tippecanoe St. This space would increase access to pediatric services, as well as the initial phase of integrating behavioral health services. The facility is in Riggs' current service area and is a 4-minute walk from Riggs and immediately located next door to the local WIC (Women, Infants and Children) office.

"St. Elizabeth Regional Health has been very supportive of the services Riggs provides our community since we opened 22 years ago. Collaborating on projects such as the Riggs Annex allows us to further our health care mission of serving the underserved in our community," says Veronique LeBlanc, president and CEO of Riggs.

The renovation included a division of a large open area to allow for Baby Corner, which is a community-sponsored program for new and expectant parents to "purchase" items needed for their child including diapers, clothing, books and car seats.



2009 Community Education statistics

The Kathryn Weil Center for Education and numerous other departments teamed together to provide the following community education programs:

Program	Attendees
Preparation for Childbirth	807
Lamaze Classes	42
Childbirth Refresher	22
Cesarean Childbirth	10
Breastfeeding Class	282
Infant CPR	225
Sibling Preparation	83
Tour of Birthing Facilities	122
Natural Family Planning	94
Safe Start Car Seat Education	174
Community Programs	2,153
AHA Advanced Cardiac Life Support	10
American Heart Association Basic Life Support/CPR for staff and community	2,569
Neonatal Resuscitation Course	64
Health Screenings & Health Fairs	8,427
National Safety Council Standard First Aid	89
Lactation Consultation	379
Speakers Bureau	289
Stretch & Tone	121
School Tours	323
Support Groups	798

Community education, wellness and screening programs

In 2009, the Kathryn Weil Center for Education provided approximately 50 educational, health screenings and support programs, serving more than 19,000 people. Many of the programs are free of charge. These programs include:

- Prenatal and Childbirth Classes
- CPR
- Health screenings including blood pressure checks, cholesterol screenings, blood sugar screenings, height assessments, body fat analysis, oxygen levels, bone density, vision and diabetes.
- Support and community groups: St. Elizabeth Regional Health sponsored several support groups including Brain Injury and Stroke Support Group, Diabetes Support Group, Weight Management, Special Olympics, Grief Support Group and SHARE.
- Diabetes education: In 2009, the St. Elizabeth Diabetes Center served more than 500 people. The center offered ambulatory insulin programs, diabetes education classes, consultations, blood glucose monitoring training, exercise and stress management.
- Health fairs: St. Elizabeth Regional Health participated in several community health fairs. Free health screening tests were provided to approximately 8,500 participants.

St. Elizabeth School of Nursing

St. Elizabeth Regional Health provided more than \$1.2 million in net operating costs for the St. Elizabeth School of Nursing. The St. Elizabeth School of Nursing is the only single purpose, hospital-based registered nursing school in Indiana. The mission is to provide a quality education program within the Christian context of a healing ministry. The school's goal is to create a self-directed, critically-thinking practitioner who provides quality nursing care to patients at the beginning level within multiple settings: hospital, extended care facilities, clinics and other related patient care settings. The school is accredited by the Indiana State Board of Nursing and the National League for Nursing Accrediting Commission (NLNAC).



The St. Elizabeth School of Nursing offers a transcultural nursing course, where students travel to Haiti or another location outside of Indiana to work in a nursing clinic. LEFT: Jody Beaty, John Jezierski, Sarah Devaney, Kendra Wright and Tamara Shields (left to right) inventory and pack medical supplies for their trip to Haiti. The group took 24 50-pound bags on their trip from Feb. 28 to March 6. Extra supplies will be sent with St. Thomas Aquinas and St. Mary Cathedral groups during the upcoming year. RIGHT: Sarah Devaney (back) and Kendra Wright (front) sort through medical supplies while Jody Beaty (right) completes an inventory list.

Employee involvement in the community

With more than 2,000 employees, St. Elizabeth Regional Health encourages all employees to participate in community life through hospital-sponsored events or on their own time.

St. Elizabeth Regional Health sponsors a Mission Integration Committee, which coordinates several collections throughout the year for a variety of community social service agencies.

- **Mother's Day Baby Shower:** More than 200 items were collected for mothers, infants and small children in the community and distributed to the Riggs Community Health Center, Matrix Lifeline Pregnancy Center and Lifecare Services Pregnancy Center.
- **Tools for Schools:** More than 500 school supplies were donated by employees to benefit the Community and Family Resource Center and Salvation Army's annual school supply drive.
- **Christmas gifts:** More than 100 Christmas packages were donated to the area homeless shelter, the women's shelter, Riggs Community Health Center and Lafayette Transitional Housing.



Other employee activities

- **Blood donations:** St. Elizabeth Regional Health employees donated more than 100 units of blood to the Central Indiana Regional Blood Center.
- **United Way:** Employees of St. Elizabeth Regional Health, Woman's Clinic, Lafayette OB/GYN and Sigma Medical Group contributed more than \$200,000 to the United Way of Greater Lafayette.
- **Community volunteers:** St. Elizabeth Regional Health employees volunteer hundreds of hours each year supporting United Way and its member agencies, Matrix Lifeline and Pregnancy Center, American Cancer Society, American Heart Association and many other organizations. In addition, St. Elizabeth Regional Health staff prepare and present free educational presentations to community groups. Topics range from symptoms of a heart attack to teen pregnancy to understanding nutrition and anxiety.

Employees also participate in a variety of fundraisers for health programs that improve the lives of people not only in the Lafayette community, but also across the nation. In 2009, St. Elizabeth Regional Health sponsored teams in the annual Relay for Life, raising more than \$2,000 for the American Cancer Society. They also participated in the annual Leukemia and Lymphoma Society's Light the Night walk, as well as the American Heart Association's HeartWalk and the American Diabetes Association's local diabetes awareness walk.

St. Elizabeth employees 'adopt' Lafayette Transitional Housing for United Way project

For more than eight years, St. Elizabeth Regional Health has participated in the United Way's annual Week of Caring. To expand the Week of Caring, six years ago, St. Elizabeth Regional Health



St. Elizabeth employees preparing a Thanksgiving dinner at Lafayette Transitional Housing.

partnered with Lafayette Transitional Housing to provide a meal from a different department once a month. Originally starting as breakfast, the meal was switched to lunch to serve more people in need. Lafayette Transitional Housing utilizes the food throughout the day and sometimes, depending on leftovers, for dinner as well.

All costs for the food are provided by the department and the employees. Time is allowed from the department to deliver the food and learn more about Lafayette Transitional Housing and the services they provide to the community.

Jennifer Layton, executive director for Lafayette Transitional Housing, says, "At Lafayette Transitional Housing we work with people who are homeless or at-risk of losing their housing. We help people not only find housing, but also work on many of the barriers they are facing. One of the services we provide are meals: breakfast, lunch and dinner. The staff at St. Elizabeth Regional Health has been volunteering with LTH on a monthly basis to provide meals to those in need. This type of community involvement is a win-win. We truly appreciate the involvement and dedication of the staff at St. Elizabeth and applaud their efforts in making a difference in their community. Thank you, St. E.!"

Employees from Radiology clean dishes after serving a meal.



Other community services

- **Neonatal Intensive Care Developmental Clinic:** The Neonatal Intensive Care Developmental Clinic provides free developmental assessments by disciplines to low-income, high-risk newborns at no charge. Services are provided by neonatologists, neonatal nurses, physical therapists, occupational therapists, respiratory therapists, medical social services, nutrition services and speech therapists. In 2009, there were more than 100 infant visits.

- **Revive & Survive:** In 2009, the SERH Revive & Survive program, created by a grant from NCHS, provided life-saving automatic external defibrillators (AEDs) and training to churches, schools and other not-for-profit organizations throughout Tippecanoe, Benton, Carroll, Clinton, Fountain, Montgomery, Warren and White counties.

The program strives to expand public awareness of sudden cardiac arrest and increase survival rates. Recipients of AEDs through proceeds from the Duke Smyser Chili Blast Open included Harrison High School Student Success Center, Tippecanoe Township Volunteer Fire Department and Clarks Hill Fire Department.



Left to right: Doug Lesley, principal of Harrison High School; Jackie Bahler of the Kathryn Weil Center for Education; Bonnie Crawford, guidance counselor at Harrison; Karen Wlodarski and Tag Smyser at the Duke Smyser Chili Blast Open.

- **Interpreter services:** St. Elizabeth Regional Health utilizes Language Line Services with access to telephone interpreters 24 hours a day, 7 days a week. St. Elizabeth Regional Health placed approximately 1,300 calls with Language Line Services in 2009. Requests for a Spanish-speaking interpreter made up 92% of the calls.
- **Lifeline:** Since 1980, St. Elizabeth Regional Health has provided an emergency response system, as a community service, through its Lifeline program. Lifeline is a communication device placed in the home. In 2009, 240 people benefited from this program. More than 200 emergency calls are received each year by the hospital switchboard operators. Lifeline has proven to the citizens of the Greater Lafayette community that lives are saved through this emergency response system.
- **Camp Bluebird:** In 2009, St. Elizabeth Regional Health sponsored Camp Bluebird, an adult retreat for cancer survivors. The retreat is an informal

educational experience in a relaxed nature-filled environment. Camp Bluebird provides educational assistance for medically related concerns, management of cancer treatments and their side effects, nutritional information, analysis of lifestyle adjustments in living with cancer and creative outlets through the use of arts and crafts.

- **Children's Advocacy Center:** St. Elizabeth Regional Health provides a facility for the Children's Advocacy Center at no charge. This is a place for victimized children where they can be comfortable talking about uncomfortable things and where trained interviewers can gather information from child victims of abuse in a non-threatening and comprehensive way. Since April 2000, more than 1,300 children have been interviewed at the center.
- **Gus Macker Basketball Tournament:** In 2009, St. Elizabeth Regional Health provided parking lots and adjacent streets at the St. Elizabeth Central campus for the Gus Macker Charity Basketball Tournament. Gus Macker is a popular basketball tournament that benefits local charities.
- **Women Infants and Children (WIC):** St. Elizabeth Regional Health provides a facility for the Women Infant and Children clinic at a nominal fee. The WIC clinic provides nutritional education and food vouchers to pregnant mothers and children under five-years-old who meet income-eligibility standards. The clinic serves more than 3,000 clients a month.
- **Spirit of Women:** In 2009, St. Elizabeth Regional Health partnered with the Spirit of Women program. The partnership allows St. Elizabeth Regional Health and the Kathryn Weil Center for Education to offer programs to the community to encourage, empower and educate women in decisions about health care services and issues.
- **Center of Hope:** In May 2009, St. Elizabeth Regional Health opened a Center of Hope, which is a specialized area in the Emergency Care Center that cares for the victims of sexual assault in a quiet, compassionate and non-traumatic way. It employs specially trained sexual assault nurse examiners and provides medical treatment, forensic evidence collection and ensures access to support networks.



Tippecanoe County Prosecutor Pat Harrington and St. Elizabeth SANE nurse Tracey Campbell explain the Center of Hope at a press conference.

Cash and in-kind donations

- **Monetary donations:** In 2009, St. Elizabeth Regional Health gave more than \$23,000 in monetary donations to local organizations such as the American Heart Association, Leukemia & Lymphoma Society, Leadership Lafayette, the YWCA Women's Cancer Program and Family Services/Wabash Valley Hospital to support their Adult Guardianship and Advocacy Program (AGAP).
- **Meals on Wheels:** In 2009, St. Elizabeth Regional Health provided more than 30,000 hot lunch meals and optional sandwich meals to the elderly, disabled and others through the Meals on Wheels program. These meals are prepared at St. Elizabeth Central under the guidance of a registered dietitian.
- **Homeless Shelter:** Once a month St. Elizabeth Regional Health provides a hot meal to the Lafayette Urban Ministry's Homeless Shelter and the Lafayette Mental Health Association. Meals are prepared by alternate campuses each month and transported by the St. Elizabeth Regional Health Mission Integration Committee. The shelter and Mental Health Association serve roughly 90 meals each evening to men, women and children. In 2009, St. Elizabeth Regional Health donated more than 1,200 meals.
- **Laundry Services:** For more than 10 years, St. Elizabeth Regional Health has provided clean linens free of charge for use in the Lafayette Urban Ministry's emergency shelter for the homeless. The shelter has 46 beds and is regularly full. St. Elizabeth Regional Health provides more than 12,000 sets of clean sheets, pillowcases and blankets at an annual cost of approximately \$15,000.

St. Elizabeth continues 20-year partnership with Lafayette Urban Ministry and its homeless shelter

When he was completing graduate school, Joe Micon was assigned to visit and work with various homeless shelters.

After seeing numerous unhealthy and dirty shelters, Micon promised that any shelter he worked with would provide dignity to clients by providing something very simple: clean mattresses and clean sheets for the clients.

Almost 20 years ago, the partnership between LUM and St. Elizabeth was started. Originally, St. Elizabeth washed the sheets, but because they were getting mixed into the hospital laundry, St. Elizabeth decided to provide LUM with hospital linens. Three times a week, St. Elizabeth provides clean linens – fitted and flat sheets, pillowcases and blankets – to LUM for their 46-bed shelter, which averages 35 clients a night. When the sheets need cleaning, the clients remove the sheets and place them in a tub that is returned to the laundry facility for cleaning.

"It's been a great relationship. We truly appreciate it – this gift and in-kind donation is a tremendous blessing," says Micon, who is LUM's executive director.

The staff, board and residents are thankful for the continued partnership and donation. "It's just simple things in difficult lives that people talk about. The clients talk about how wonderful it is to have clean sheets and clean pillowcases to rest on," says Micon.

"Having clean sheets is critical to what we do. They are just one of those ordinary things in life that are part of people's ordinary days. If they were missing, it would be a hardship."

Eileen Weiss, Patti O'Callaghan and Joe Micon at Lafayette Urban Ministry's homeless shelter with the St. Elizabeth sheets.



Home Hospital: 1869 – 2010

Patients began the migration to St. Elizabeth East and St. Elizabeth Central from Home Hospital on Feb. 25, 2010, thus ending its storied career as a health care provider for Tippecanoe County since its inception in 1869.

Home Hospital originally began in a house at the corner of 16th and Howell streets, adjacent to the current St. Elizabeth Central campus. It was known as "The Home for the Friendless," a place where care was provided for homeless residents. At their board meeting in November 1894, the board voted to use the home and all of its belongings as a hospital, as many other community organizations began serving homeless and destitute residents. They voted to rename the facility, "City Hospital," which never caught on with residents, who kept going back to the name "Home."

In the summer of 1895, Lafayette Home Hospital was officially incorporated as a non-profit entity with 21 local residents serving on the board of directors.

As their services grew, the board looked for a new location. In October 1898, the board purchased a half block of land at 24th and South streets – three acres of land – across from Columbian Park, which many people called "out in the country." The land included a farm house, which would serve as the new hospital.

In 1901, one of the first benefactors for Home Hospital stepped forward with a gift. John P. Kile, a retired merchant from Lafayette, donated funds and built a new two-story brick building in memory of his wife, Elizabeth. The building would be known as the Kile Building, but the organization would still continue to be known as Home Hospital. The new building would have rooms for 24 patients and administration. In December 1905, a third floor was added onto the Kile Building, which was used until 1981. Mrs. Charles B. Stuart gave Home Hospital an early Christmas gift by donating the rest of the block to the hospital and now its property extended to 25th Street.

Construction and changes in services continued through the 1980s and 1990s. Home Hospital continued to experience patient growth. The result: the addition of the new front lobby, patient rooms and ancillary service areas, parking garage and other areas. In 1990, in preparing for its 100th anniversary as Home Hospital, it launched a massive remodeling and modernization project.

On Sept. 26, 1997, Home Hospital and St. Elizabeth officials announced that the two entities intended to combine the governance and management in a new corporation. They officially merged on Jan. 1, 1999.



A.



B.



C.



D.



E.

- A. The original Home for the Friendless at 16th and Howell streets.
- B. Home Hospital nursery, circa 1900.
- C. The Kile Building from 1918.
- D. An ambulance and driver from 1917.
- E. Celebrating Home Hospital's expansion in 1962.

Executive Director's message

Called to serve West Central Indiana

St. Clare Medical Center is filled with dedicated employees, physicians and volunteers who are called to serve and care for the residents of West Central Indiana.

That mission and calling can be traced back to Feb. 23, 1897, when members of the Women's Union met in the home of Mrs. D.C. Smith to discuss the idea of opening a hospital in Montgomery County.

The Women's Union was an organization whose purpose was to relieve suffering among the poor, and they wanted to find a more suitable way to relieve suffering in the community. They later received a \$10,000 donation from Mary Culver of St. Louis who wanted a memorial established to honor her late husband, L.L. Culver. Montgomery County's first hospital facility was dedicated on Thanksgiving Day 1902.

Since that time, St. Clare Medical Center has undergone numerous changes in facilities and locations, services and technology. Yet at the heart of what we do is our mission: Continuing Christ's ministry in our Franciscan tradition.

I see the commitment and dedication of our 400 employees in the care they provide our community on a daily basis.

We have worked with area physicians and our sister facilities throughout our region to provide care and services for area residents. The St. Clare Neighborhood Clinic, located in downtown Crawfordsville, serves a population that lacks basic access to health care and provides a place of refuge for those needing care, compassion and healing. Community partnerships include working with Christian Nursing Services to provide healthy meals for elderly citizens prepared by St. Clare's Food and Nutrition Services. St. Clare's athletic trainers work with student-athletes at Crawfordsville, North Montgomery and South Montgomery high schools to provide sports medicine services if an injury happens during practice or competition.

Being called to serve our friends and neighbors in West Central Indiana requires us to act outside the walls of the hospital and medical practices. In this annual report for St. Clare Medical Center using 2009 data, you will see our employees, physicians and volunteers continually answering the call to make our community healthier and stronger.

—James Siemers, Executive Director, St. Clare Medical Center



St. Clare employees at the annual Relay for Life.



Collecting school items for Tools for Schools.



Collecting toothbrushes and toothpaste for a medical mission trip to Haiti.

The St. Clare medical mission group at Isle la Vache, Haiti.



St. Clare Medical Center Community Benefit Report

Year ending Dec. 31, 2009

Charity care

St. Clare Medical Center is committed to providing charity care to low-income families of the Montgomery County area who demonstrate financial need. In 2009, St. Clare Medical Center provided more than \$3 million in charity care to low-income families of the community.

Unpaid costs of government-sponsored programs

During 2009, St. Clare Medical Center provided approximately \$13.5 million in the net costs of unreimbursed services provided to Medicare, Medicaid and Health Care for the Indigent (HCI) patients. Although reimbursement from these government-sponsored programs continues to decrease, St. Clare Medical Center is committed to providing health care services to all patients regardless of reimbursement or the patient's ability to pay.

Support of the St. Clare Neighborhood Clinic

St. Clare Medical Center, sponsoring organization of the St. Clare Neighborhood Clinic, provided \$172,456 for the clinic and its operating costs. The clinic, a non-profit organization established in 2000, offers affordable health care to the uninsured and Medicaid population in Montgomery County – people living at or below the poverty level.

Emergency and trauma care

Recognizing its mission to the community, St. Clare Medical Center maintains an Emergency Department that is open and staffed at all times (24 hours a day, 365 days a year). During 2009, the Emergency Department treated more than 18,000 patients.

Benefits for the poor

Charity care	3,029,079
Unreimbursed costs of Medicaid	3,946,937
St. Clare Neighborhood Clinic	172,456
Cash and in-kind donations	34,008
Other	677
Total	\$7,183,157

Benefits for the community

Unreimbursed costs of Medicare	9,557,414
Community education, wellness and screening programs	118,329
Cash donations	20,172
Sports medicine	151,782
Bad debt	1,087,551
Total	\$10,935,248
Total Community Benefits	\$18,118,405

Other community services

St. Clare Neighborhood Clinic

The St. Clare Neighborhood Clinic (“the Clinic”) was established in October 2000 to serve the uninsured and Medicaid population in Montgomery County. The majority of these families live at or below the poverty level. The Clinic focuses on primary and preventative care for their patients.

The Clinic services include:

- Routine adult and child physical exams.
- Basic labs.
- Medication Assistance Program (MAP).
- Referrals to medical specialists, social services and counseling.
- Sports physicals.
- Minor procedures.
- Treatment of chronic conditions like diabetes and high blood pressure.
- Health screenings for mammography and pap smears in cooperation with BCCP.

The clinic is a non-profit organization and receives a substantial amount of its funding through its parent company, St. Clare Medical Center. Costs to operate the clinic in 2009 totaled \$172,456. While the clinic has a religious affiliation, care is in no way contingent upon a patient’s religious beliefs and practices. The services at the clinic are provided on a sliding scale with a minimum \$15 co-pay; however, no one is denied services due to the inability to pay the \$15 office visit fee.

The clinic is strategically located near several low-income housing neighborhoods close to downtown Crawfordsville. This location puts affordable health care within walking distance for most of our patients. This area has a poverty rate of 15.3% (or 778 individuals), which is significantly higher than the county and state, which have overall rates of 8.3% and 9.5%, respectively. If a circle is drawn around the clinic to incorporate an area that is approximately 4 miles north/south and 5 miles east/west the poverty rate is at 13.8% (or 1,827 individuals). This small area represents 60% of Montgomery County’s impoverished people.

As the only indigent clinic in the county, the demand for services continues to rise. Currently, approximately 3,500 active files are maintained at the clinic.

St. Clare Neighborhood Clinic helps resident

What Travis McClellan thought started as a cold became much worse over time.

Needing medical care and because he did not have a family physician, he came to the St. Clare Neighborhood Clinic.

“I could barely walk,” recalls Travis of the experience. He had lost a significant amount of weight and continued to get worse. “I knew something was wrong.”

While at the clinic, a blood test was taken. Results came back off the chart, and it was discovered that he had complete renal failure.

RoxAnne Harris, LPN, who works at the clinic, coordinated Travis’ care with his family, area physicians and a nephrologist at Sigma Medical Group in Lafayette.

“By the time I got to St. Elizabeth, they had all the paperwork ready for me and I was in surgery. I then received dialysis for four straight days,” says Travis.

“RoxAnne saved my life. If it wasn’t for her, I wouldn’t be here today. She’s an awesome nurse. She went above and beyond in her job,” he says.

Travis, 23, receives dialysis 3 ½ hours every other day at the local dialysis center in Crawfordsville and is completing paperwork to be on a kidney transplant list.

RoxAnne Harris, LPN, talks with Travis McClellan at the St. Clare Neighborhood Clinic.



St. Clare Sports Medicine helps student-athletes stay in the game

The St. Clare Sports Medicine program is an extension of medical care to the young athletes of the community. It provides continuity of care when the athletic trainers work with local doctors, physical therapists and the hospital.

“The program is a huge benefit to the community. First aid, emergency care, initial evaluation and assessment can be crucial. Athletic trainers can see and prevent serious injuries as well as make physician referrals when necessary,” says Kim Lighty, the St. Clare athletic trainer who works with South Montgomery School Corporation.

“I have talked to many parents who thank me and tell me they feel much better knowing I am looking out for their kids. Too many times you see tragic news stories about high school athletes who have serious injuries and complications (heat stroke/concussions) that could have been minimized or prevented by having a certified athletic trainer on staff. With other less serious injuries, our athletes have the medical care from the beginning and are treated daily until returned to their sport.”

Isaac D. Hook, ATC/L, an athletic trainer for North Montgomery High School, tapes the ankle of Dalton Bechtel.



Sports Medicine program

St. Clare provides licensed, athletic trainers for sporting events at Crawfordsville, North Montgomery and South Montgomery High School corporations, as well as sports physicals, school outreach programs and coaches' clinics. In addition to teaching and conditioning techniques to prevent injuries, Sports Medicine offers specialized medical care for injured athletes, including evaluation, treatment and rehabilitation. The net expenses of providing this community benefit totaled nearly \$152,000 in 2009.

Community education, support groups and health screening programs

- **Support groups:** St. Clare Medical Center offers three support groups for patients and their family members to learn and share. The groups include stroke, Alzheimer's and the SHARE Bereavement Support Group.
- **Health fairs:** Blood pressure checks and cholesterol screenings are just a few services provided at St. Clare's health fairs. This is an opportunity for community employers to promote health and wellness to employees. At the event employees learn about preventative medicine, talk with local health care providers and receive free services.

Athens Medical Group, a subsidiary of St. Clare Medical Center, held a Women's Health Fair in 2009 that reached nearly 350 women in the community. This health fair focuses on all areas of women's health.

Cash and in-kind donations

St. Clare donated approximately \$55,000 in monetary and in-kind donations during 2009.

- **Monetary donations:** St. Clare donated \$3,000 to local organizations which included the American Heart Association, Boys and Girls Club, American Cancer Society, Red Cross and Crawfordsville Parks & Recreation.



St. Clare employees present their check to the American Cancer Society during the annual Relay for Life.

- **Meals on Wheels:** In 2009, St. Clare provided more than 15,000 hot lunch meals and optional sandwich meals to

the elderly, disabled and others through the Meals on Wheels program. These meals are prepared at the St. Clare cafeteria and delivered by volunteers. This valuable service allows citizens in the community to maintain their independence.

- **Perinatal Loss Memorial Service:** St. Clare Medical Center purchased a cemetery plot where annual memorial services are held for miscarried babies during that year. In 2009 this memorial service represented 45 babies lost.

Employee involvement in the community

With more than 400 employees, St. Clare Medical Center encourages all employees to participate in community life, through hospital-sponsored events or on their own time.

St. Clare Medical Center sponsors a Mission Integration Committee, which coordinates several collections throughout the year for a variety of community social service agencies.

- **Angel Tree:** St. Clare employees donated gifts during the holiday season to brighten Christmas morning for more than 25 children in Montgomery County. Each Angel Tree child received six gifts off their wish list, three wants and three needs. Gifts ranged from much needed coats, hats and gloves to dolls and action figures.
- **Tools for School:** St. Clare employees donated back-to-school items such as backpacks, paper, pencils, glue, rulers, scissors and more to more than 40 children in Montgomery County during the 2009 "Tools for Schools" campaign.
- **Food drive:** St. Clare held the Feast of St. Clare food drive, and employees donated canned and boxed foods that served approximately 100 people in the local community.
- **Annual MUFFY community campaign:** Employees of St. Clare Medical Center contributed \$24,665 to the Montgomery United Fund For You's annual community campaign.



St. Clare supports local Meals on Wheels

Since the mid-1970s, St. Clare Medical Center's Food and Nutrition Services staff has prepared food for the Meals on Wheels of Crawfordsville, sponsored by the Christian Nursing Service.

The Food and Nutrition staff prepares the food and then places it in a designated area in the kitchen. Volunteers from Meals on Wheels come in and package the meals based on recipients' orders. They have them ready to go by 11 a.m. when volunteer drivers come to the St. Clare kitchen and pick up the meals to be delivered to the recipients.

Carla Strong, director of St. Clare's Food and Nutrition Services, says the employees enjoy going above and beyond their normal routines to prepare the food for Meals on Wheels. They hope the recipients know the food was prepared with them in mind. "We're making their days brighter with a smile and a meal," says Strong.

"Having St. Clare provide healthy meals means a lot to our clients," says Isobel Arvin, Meals on Wheels' co-coordinator. "For many working people with elderly parents, it gives them peace of mind that someone is checking in on their parents during the day."

Meals on Wheels delivers about 50 meals a day and has more than 200 volunteers.

Loretta Cavanaugh and Martha Adair (left to right) coordinate and package the meals for a daily delivery for Meals on Wheels. Cavanaugh and Adair come to the St. Clare kitchen and package the meals according to recipients and delivery routes.





St. Elizabeth
REGIONAL HEALTH

Sisters of St. Francis Health Services

St. Elizabeth Regional Health
1701 South Creasy Lane
Lafayette, IN 47905
(765) 502-4000
www.ste.org



St. Clare
MEDICAL CENTER

Sisters of St. Francis Health Services

St. Clare Medical Center
1710 Lafayette Road
Crawfordsville, IN 47933
(765) 362-2800
www.stclaremedical.org