

Community Benefit Report 2010



Building a **STRONGER** Community

SCALE	1/4" = 1 FT.
DRAWN BY:	
TRACED BY:	
CHECKED BY:	

DATE

Blueprint for Building a Stronger Community

To build a healthy community, you have to start with a strong foundation. And strong foundations are most often made of bricks and mortar. At Margaret Mary Community Hospital, we strive to provide you with the foundation you need to live a healthier life.

The bricks represent the many services and programs we offer - ranging from free cholesterol screenings to weight loss classes - while the mortar represents our dedicated staff. With more than 500 team members, 140 doctors and 50 volunteers at Margaret Mary, it is our people who truly dedicate their time, talents and compassion to provide the best care available. In 2010, our hospital invested more than \$5.6 million in community benefit programming, as well as charity and unreimbursed care, to ensure patients had access to services they needed, regardless of their ability to pay.

As we look to the future, we realize that our job is not finished as our blueprint for a stronger community changes. As always, we sincerely appreciate the opportunity to provide you and your family with the health care services you need.

Timothy Putnam
MMCH President

Traditional Charity Care
Medicaid Shortfalls
Programs and Services

\$ 629,034
 \$ 2,510,123
 \$ 2,521,805
\$ 5,660,962

REVISION	1	2	3
BY			
DATE			

Our Services

- 24-Hour Emergency Care
- Minor (Urgent) Care
- Home Care and Hospice
- Maternity Services
- Occupational Therapy
- Physical Therapy
- Speech Therapy
- Cancer Services
- Imaging
- Laboratory
- Cardiac Care and Rehab
- Surgical Services
- Sleep Lab
- Women's Imaging
- Wound Care
- Occupational Health Services
- Diabetes Care
- Sports Medicine



Our Board of Directors

- Kim Dennis
- Mark Giesting
- Janet Hansen
- George Junker
- Donald Karbowski
- Ronald Knueven
- Charles McGovern, MD
- Andrew Poltrack, MD
- Timothy Putnam
- Melanie Riehle
- Jim Roberts
- Sam Row
- Mary Ann Wise-Castner
- Steve Youngman

Disease Prevention

\$408,807 invested
14,111 served

- Balance screenings
- Smoking cessation support
- Stress management classes
- Immunizations
- Flu shots
- Blood pressure checks
- Body composition screenings
- Finger stick blood sugar checks
- Osteoporosis screenings
- Cholesterol screenings



"It's so nice that the hospital offers free immunizations for children. The nurses at the clinic are great with my son - very friendly and patient. My son also enjoys being able to pick out a snack after the shot!"

- Rachel Nunlist, Batesville Mother



Building a

Children's Programs

\$113,657 invested
4,998 served

- Childhood obesity programs
- Farm Fit field trips to Merkel Farm
- Girls on the Run after-school programs
- Sports Physicals
- Speech and Language screenings
- Kindergarten hospital tours



Girls on the Run



Farm Fit

"Girls on the Run has not only helped me feel better physically, but I've learned to become a better person and friend. When you feel good about yourself, you want to do what you can to help others feel good about themselves, too!"

*- Ayla Ziegenfus, Greensburg
Girls on the Run Participant*

Stronger Community

Cancer Awareness and Prevention

\$177,302 invested
5,116 served

- Think Pink breast cancer event
- Free and discounted mammograms
- Colon cancer screenings
- Prostate screenings
- Skin cancer screenings
- Cancer Survivor's Day
- Cancer research
- Get Your Rear in Gear 5k for colon cancer
- Relay for Life Involvement



"A cancer diagnosis can be very overwhelming. The breast cancer support group provides a wealth of information from various cancer survivors. There is a special connection with those who have been on that same cancer journey and can give you insight on what lies ahead."

*- Kim Zimmerman, Sunman
Breast cancer survivor*



Building a

Career Development

\$276,803 invested
2,210 served

- Student Mentoring
- Career Fairs
- Area Health Education Center (AHEC)
- Simulation Lab
- Scholarships



Student Mentoring



Simulation Lab

“Simulation is a great learning tool that allows us to reproduce real-life situations and give appropriate training and intervention based on patient care, interpersonal skills and review of systems. The sim lab promotes competency and patient safety in a non-threatening environment.”

*- April Case, RN
MMCH Sim Lab trainer*

Stronger Community

Access to Care

\$297,453 invested
9,650 served

- Nurseline
- Health insurance enrollment
- Referrals
- Osgood Primary Care
- Recruitment efforts



“For those who are uninsured or underinsured, unexpected medical expenses can be devastating. As social workers, we help patients find ways to get the care, medications and supplies they need.”

*- Linda Tuttle
MMCH Social Worker*



Building a

Health Education

\$363,901 invested

6,850 served

- Diabetes classes
- Health fairs
- Prenatal classes and lactation support
- Nutrition/weight loss classes
- Speaker Services
- Speaking of Women's Health event
- Tune into Wellness radio show
- Heart health presentation
- Joint pain presentation



Speaking of Women's Health

"My best friend and I signed up for the hospital's Slim Down Now class. What I liked most about the class was that it was so simple. Losing weight is mostly about portion control and moving your body. My goal was to lose 20 pounds in 10 weeks and I did it! The best part is I've kept it off!"

- Jackie Wilhelm, Oldenburg Nutrition class attendee



Radio Show

Stronger Community

Community Support

\$677,395 invested
56,895 served

- Support groups
- Blood drives
- Community board involvement
- EMS
- Cash and Inkind donations
- Meeting space
- Community Health Assessment
- Community fund raising
- Community Health Improvement staff and resources



“From food drives and client health support to financial funding, Margaret Mary has held a vital role in the sustaining work of Safe Passage. MMCH team members have proven to be both professionally and personally invested in helping the abused women and children we serve.”

*- Jane Yorn, Director
Safe Passage abuse shelter*



Building a

Safety and Prevention

\$206,487 invested
9,982 served

- CPR, First Aid and AED training
- Handwashing clinics
- Safe Sitter training
- Sports Medicine services
- Emergency preparedness
- Sharps disposal
- Bike safety presentations
- Car seat safety checks
- Discounted bike helmets/booster seats



Bike Safety

“It is very comforting to know that when an injury happens, we have a sports medicine team that can diagnose and remedy our athletes. The most important element is that our athletes are well taken care of and I can concentrate on coaching and not have to make any medical decisions.”

*- Aaron Garrett, Coach
BHS Boys Basketball*



CPR

Stronger Community



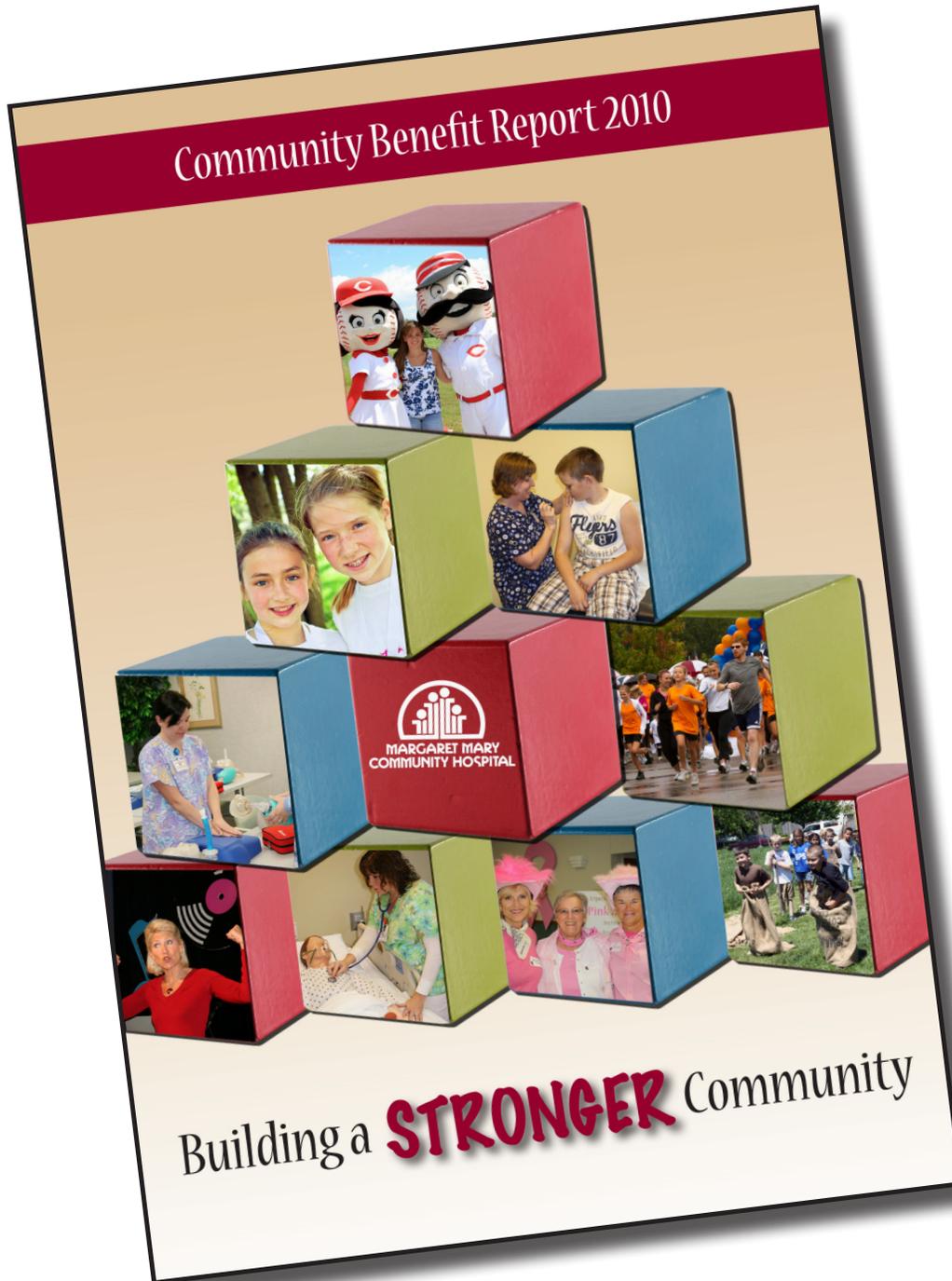
**MARGARET MARY
COMMUNITY HOSPITAL**

321 Mitchell Avenue ♦ Batesville, IN 47006

Visit us on the web at www.mmch.org.



COMMUNITY BENEFIT REPORT 2010



MMCH's 2010 Community Benefit Report is now available for public review. The report has been filed with the Indiana State Department of Health. Any person wishing to review the report may contact the State Department of Health or GERALYN LITZINGER, Community Health Improvement Manager, at (812) 933-5145.

**Margaret Mary Community Hospital
Community Benefit and Community Health Improvement
Five Year Strategic Plan
2009-2013**

I. Mission

“Our mission is to improve the health of our communities”

II. Overall Strategic Direction

- Commit to community benefit
- Provide essential health care services with care, comfort and compassion
- Address the health care needs of the community

III. Strategic Imperatives

- A. Community Benefits
- B. Access to Care
- C. Obesity Prevention and Treatment
- D. Chronic disease
 - Cancer
 - Diabetes
 - Heart
 - Respiratory
- E. Safety
- F. Evaluate community health improvement efforts

A. Community Benefits

Steering team

Build internal awareness

Engage management including Senior Management, Medical Staff and Board

Increase collaboration among team members and physicians

Improve data collection process for comprehension and accuracy

Communication plan to improve reporting to community and regulatory agencies

B. Access to Care

Referral program

Osgood Primary Care

Develop a solid charity care program including a physician office charity care program

Review charity care policy and update as needed

Improve efforts of financial enrollment assistance

Physician Recruitment

Health Literacy

C. Obesity Prevention and Treatment

Build community partners

CATCH

Food and Growers

Corporate Wellness

Girls on the Run

Farm Fit

Walking Club

Childhood Weight Management Program

Medical referrals for activity

Farmers Market

Walking Trail with fitness stations

Kids Fest

D. Chronic disease

Build community partners

CRAN

IMT

Tobacco Awareness, Prevention and Cessation

Screenings to include BMI

Corporate Wellness

Support groups
Web site with features for disease management and resources
Referral and tracking system
Membership type program for improved data collection and referral
Reminder System
Mobile Unit

Cancer

Awareness
 Think Pink
Screenings
 Mammograms
 PSA
 Skin
 Colon/Colonoscopy

Diabetes

Screenings
 Blood Glucose and Wellness Screenings
 Foot Screenings

Endocrinologist recruitment
Diabetes Center

Heart/Stroke

Screenings
 Cholesterol (Wellness Screenings)
 Blood Pressure
 Calcium markers
 Carotid, AAA and circulatory (ABI)
Ambulatory BP Monitoring program
Lipid Clinic
CPR and AED Training and Support

Respiratory

Immunizations, childhood
Immunizations, influenza and pneumonia

E. Safety

Build community partners
Car seat program
Bike helmet presentations and sales
First Aid Training
Safety Store (Designed like a home)
Baby Sitters Class
Corporate Wellness
Sharps Disposal

F. Evaluate community health improvement efforts

Community Health Assessment every five years

Develop goals and objectives for key efforts

Track and evaluate key efforts and outcomes

Margaret Mary Community Hospital
Administrative Policy
Title: Charity Care
Effective Date: January 1, 1996
Revised Date: May 9, 2008
Approved By: Brian Daeger

POLICY:

To improve the health of our service area residents and meet community needs, Margaret Mary Community Hospital will make services available without charge or at a reduced charge based upon the patient's ability to pay as determined by the hospital on current, final billed inpatient and outpatient self pay balances. It is our intention to provide our services to our primary and secondary service area residents regardless of their ability to pay.

Catastrophic conditions and other hardships (which may include "medically indigent cases" as defined by the Internal Revenue Service) will be considered on an individual basis using judgment and the unique circumstances of the account. These cases shall be considered on individual merit and evaluated as Administrative uncompensated care. Margaret Mary Community Hospital reserves the right to exclude certain charges (such as Cosmetic procedures) from the charity policy. The Vice President of Finance or the President will review the cases and consider them for partial or full charity consideration.

RESPONSIBILITY:

The Business Office, Social Service and the Registration staffs will be responsible for providing financial guidelines and charity care applications. Applications are available through all Registration, Switchboard, Billing, Information Desks, Cashier or Social Services areas. Applications are also available on the back of our billing statements and the MMCH website @ www.mmch.org

The Business Office Patient Account Representatives and Social Service Workers (in Acute Care, Obstetrics, Home Care, Oncology area's) will each screen and assist any patient or responsible party in the completion of the charity application.

The patient or responsible party will be required to cooperate fully in the application process. Margaret Mary Community Hospital will not initiate a charity care application until other possible sources of third party reimbursement have been evaluated. After this determination is made, any remaining portion of the hospital bill excluding bad debt balances may be considered for charity care.

PROCEDURE:

Patient will be required to submit the following information for charity care services:

1. Completed and signed charity care application; and
2. Copy of each most recent pay stub, disability check, social security check or unemployment check; or
3. Copy of the latest federal tax return (including all schedules and attachments)

The completed application and supporting financial information will then be reviewed for determination of qualified charity care write off. This analysis will focus on the applicant's gross income level and financial position.

INCOME ANALYSIS:

The gross annual income of the applicant will be determined from the most current tax return or the most recent pay stub, disability check, social security check, or unemployment check. To determine eligibility, a multiplier will be applied to the current Federal Poverty Guidelines, which are established by the U.S. Department of Health and Human Services, as provided in a Charity Care Schedule, which may be revised from time to time by the Vice President of Finance. Applicants with gross income below such amount will be eligible for charity care.

APPROVAL PROCESS:

A charity care application may be taken after a determination is made that a patient or his or her responsible person is unable to pay for services rendered and they are ineligible for other financial assistance programs.

There are no specific time limitations due to waiting periods for approval process and/or payment through private insurance, state or federal programs. Self-pay balances are limited to final billed balances with bad debt balances excluded from this program.

A final determination of the approval or denial is made after submitting all requested documentation to the Business Office Manager. All approvals greater than \$5000.00 will be reviewed with the Vice President of Finance. A letter notifying the patient/responsible party of the decision will be sent by the Business Office Manger.

RECORD KEEPING REQUIREMENTS:

A charity care log of all applications will be kept in the Business Office and submitted to the Senior Vice President of Finance monthly for review and signature approval. Only the portion of the patient care services approved; as charity care will be logged. A copy of the charity care application and necessary documentation will be kept for a period of four years. All information relating to the charity care determination under this policy will be documented and confidential. All documents relating to the application will be kept in the Business Office by calendar year.

REFERRAL AND DISCLOSURE OF CHARITY:

Referrals can be made by Margaret Mary Community Hospital staff, attending physician staff or by the patient/family request. This charity care application process is separate and distinct from the hospital's bad debt policy and procedures. Information on the eligibility process will be made available through the Registration department, Business Office department and the Social Services departments.

CHARITY CARE REPORTING:

To the extent required by applicable federal, state, and local laws, Margaret Mary Community Hospital will report information regarding the provision of charity care provided. Such information will be reported in an aggregate form so that individual information will not be disclosed, except as otherwise may be required by applicable law.

Brian Daeger, VP of Finance