



2006 MHA Community Benefits Survey

Marlette Community Hospital

Marlette

Reporting Period

July 2005

Other Government-Sponsored Health Care

For your 2005 Fiscal Year, capture the unpaid costs of public programs **other than Medicare and Medicaid**. CHAMPUS is an example of an "Other Public Program." Other examples include hospital costs of participating in local or regional government programs to provide insurance coverage to the uninsured or underinsured. Do not include losses on private third-party payers, such as Blue Cross and Blue Shield, or managed care organizations. Do not include Medicare or Medicaid losses or Worker's Compensation losses.

All entries should be based on hospital costs.

<u>Name of Program</u>	<u>Unpaid Costs</u>

Comments for Other Government Sponsored Health Care:

UNPROFITABLE/SUBSIDIZED HEALTH SERVICES

Report hospital services that your organization provides at a financial loss or on a subsidized basis for the purpose of providing access to care in the community.

Indicate services that are provided based on an identified community need; that are provided at a financial loss; and/or are provided in partnership and/or with another community or health care provider. **Check all that apply. Do not include loss leaders** -- that is, services or clinics operated at a loss because they provide a patient base for the hospital.

“Financial loss” is the excess of the cost of providing a service over any offsetting revenue or funding.

<u>Specific Unprofitable Inpatient Clinics/Services</u>	<u>Provided at a Financial Loss</u>	<u>Provided in Partnership with Another Org</u>
Burn Care		
Hospice - Inpatient	YES	
Inpatient Mental Health Services		
Inpatient Substance Abuse		
Neonatal		
Obstetrics		
Rehabilitation		

<u>Other Unprofitable Inpatient Clinics/Services</u>	<u>Provided at a Financial Loss</u>	<u>Provided in Partnership with Another Org</u>

UNPROFITABLE/SUBSIDIZED HEALTH SERVICES (Continued)

<u>Specific Unprofitable Outpatient Clinics/Services</u>	<u>Provided at a Financial Loss</u>	<u>Provided in Partnership with Another Org</u>
Emergency & Trauma Services		
Family Practice/General Practice	YES	
Hospice - Outpatient	YES	
Obstetrics/Gynecology Clinic		
Outpatient Mental Health Services		
Outpatient Substance Abuse Services		
<u>Other Unprofitable Outpatient Clinics/Services</u>	<u>Provided at a Financial Loss</u>	<u>Provided in Partnership with Another Org</u>

UNPROFITABLE/SUBSIDIZED HEALTH SERVICES (Continued)

Comments for Subsidized Health Care:

Community Health Improvement Services

Report services that are not billed on an inpatient or outpatient bill, or are offered at a reduced charge to the indigent, medically underserved, and the broader community. Provide the number of programs, people served and/or number of visits, and financial loss for each service. "Financial loss" is the *cost* of providing the service that is not offset by any revenue or funding source. **Report each program that your organization provides as a community benefit *only once* on the survey in the category that best describes the program.** *Do not include loss leaders or marketing/promotional activities. If you are a partner in a service, report only your share of the net financial loss.*

a - Community Health Education - General

Report programs that provide information to reduce health risks and promote wellness, but do not provide clinical or diagnostic services.

<u>Program</u>	<u>Programs per Year</u>	<u>Participants per Year</u>	<u>Financial Loss</u>
Asthma Education			0
Breast-Feeding Education			0
AIDS/HIV Education			0
Baby Sitting Classes	3	29	620
Cancer Education (All)		12	283
Community Fairs (All)	6	450	6,000
CPR / First-Aid Classes	3	110	3,340
Diabetes Education	10	73	2,697
Family / Parenting / Sibling Education			0
Heart Disease / Healthy Heart Education			0
Mental Health / Depression Education			0
Nutrition / Weight Management			0

Community Health Education - General (Continued)

<u>Program</u>	<u>Programs per Year</u>	<u>Participants per Year</u>	<u>Financial Loss</u>
Fitness / Exercise			0
Parish Nursing Program		80	2,565
Prenatal / Family Planning / Preparation			0
School-Based Programs			0
Seniors Education and Outreach			0
Speakers Bureau (Health Topics)	12	200	1,481
Teen Pregnancy / Parenting			0
Telephone Information Services			0
Tobacco / Smoking Cessation	1	5	200
Women's Health			0
Worksite-Based Programs			0

Other General Community Health Education Programs

<u>Program</u>	<u>Programs per Year</u>	<u>Participants per Year</u>	<u>Financial Loss</u>
Teacher's Training "Helping A Diabetic Child Succeed"	1	35	356
Student Tours w/ Educational Material Health, Nutrition, S	35	400	2,457
Health Education Lectures at High School	3	83	1,252
Safeway KidsDay Bike Rodeo	1	205	4,275

b - Community Health Education - Support Groups

Report Groups that offer support and counseling, including diagnosis or life-occurrence-specific support.

<u>Program</u>	<u>Participants per Year</u>	<u>Financial Loss</u>
AIDS / HIV		0
Alzheimer's	34	283
Asthma / COPD / Breathing		0
Bereavement / Grief	910	20,511
Cancer (All)		0
Cardiac / Heart		0
Child Abuse / Domestic Violence		0
Diabetes		0
Mental Health / Depression		0
Nutrition / Weight Management		0
Fitness / Exercise	0	0
Substance Abuse		0
Stroke		0
Tobacco / Smoking Cessation		0

Other Support Groups

<u>Program</u>	<u>Participants per Year</u>	<u>Financial Loss</u>

c - Community Health Education - Self Help

Report community-based self-help and wellness programs.

<u>Program</u>	<u>Programs per Year</u>	<u>Participants per Year</u>	<u>Financial Loss</u>
Cardiac / Pulmonary Rehabilitation			0
Nutrition / Weight Management			0
Fitness / Exercise	70	130	2,718
Sports Injury Prevention	1	65	2,836
Stress Management			0
Tobacco / Smoking Cessation			0

Other Self Help Programs

<u>Program</u>	<u>Programs per Year</u>	<u>Participants per Year</u>	<u>Financial Loss</u>
SELF HELP LIBRARY OPEN TO PUBLIC	1	200	2,000

Comments for Community Health Education:

a - Community-Based Clinical Services - Non Billed/Reduced-Fees Clinics

Report clinics that provide *nonbilled or reduced-charge services to target indigent and medically underserved populations*, such as migrant workers or the homeless. **Visits to these clinics do not generate a hospital or third-party billing except for resource tracing purposes. Do not report any hospital services or clinics that were previously reported on this survey as Unprofitable / Subsidized Services.**

<u>Program</u>	<u>Visits per Year</u>	<u>Financial Loss</u>
Hospital-Based Clinics		
NonHospital-Based Clinics		
Mobile Clinics		

Other Non Billed/Reduced-Fee Clinics

<u>Program</u>	<u>Visits per Year</u>	<u>Financial Loss</u>

b - Community-Based Clinical Services - Health Screenings

Report community-based health screenings only, not hospital services. Do not report mandated screenings.

<u>Program</u>	<u>Programs per Year</u>	<u>Participants per Year</u>	<u>Financial Loss</u>
Blood Pressure Screening	100	2,500	5,000
Cholesterol Testing	8	225	2,250
Cancer - Colorectal Screening	8	135	1,350
Cancer - Mammography / Breast	2	516	9,830
Cancer - Prostate Screening			0
Cancer - Skin Screening	1	150	1,500
Cancer - All Other Screening			0
Comprehensive Physicals			0
Diabetes Screening	10	60	600
Hearing (Do not report mandated newborn screening)			0
Mental Health / Depression Screening			0
Nutrition / Obesity Screening			0
Fitness / Exercise			0
School-Based Screening			0
Women's Health Screening			0
Worksite-Based Screening			0

Other Health Screenings

<u>Program</u>	<u>Programs per Year</u>	<u>Participants per Year</u>	<u>Financial Loss</u>
Stroke & Fall Screening	1	30	1,542

c - Community-Based Clinical Services - Immunization

Report nonbilled or reduced-fee community immunization programs for children and adults, and for target populations such as the indigent, medically underserved or the elderly.

<u>Program</u>	<u>Programs per Year</u>	<u>Participants per Year</u>	<u>Financial Loss</u>
Adult Immunizations			0
Child Immunization Programs			0
Flu Shots	1	50	750
Hepatitis B			0

Other Immunization Programs

<u>Program</u>	<u>Programs per Year</u>	<u>Participants per Year</u>	<u>Financial Loss</u>

d - All Other Community-Based Clinical Services

<u>Program</u>	<u>Programs per Year</u>	<u>Participants per Year</u>	<u>Financial Loss</u>
Sports Physicals for High School Athletes	3	285	2,825

Comments for Community-Based Clinical Services:

Health Care Support Services

Report all other nonbilled community-based programs that are targeted to the poor or the broader community that your organization provides in the following categories:

a - Health Care Support Services - Counseling

Report counseling programs for target populations or the community. Do not report patient education.

<u>Program</u>	<u>Participants per Year</u>	<u>Financial Loss</u>
Crisis Intervention		0
Chronic Condition / Disease (All)	95	2,250
Family		0
Mental Health		0
Nutrition / Weight Loss Management		0
Fitness / Exercise		0
Substance Abuse		0
Tobacco / Smoking Cessation		0

Other Counseling Activities

<u>Program</u>	<u>Participants per Year</u>	<u>Financial Loss</u>

b - Health Care Support Services - Family Support Services

Do not include standard home care services that generate a hospital bill or that are designed as stand-alone services for your organization is reimbursed. which

<u>Program</u>	<u>Participants per Year</u>	<u>Financial Loss</u>
Guidance/Referrals to Comm Svs & Public Ast. Prgms	48	320
Assistance to Enroll in Public Medical Programs	104	520
On-Site Housing for Inpatient Family Members		

Other Family Support Services

<u>Program</u>	<u>Participants per Year</u>	<u>Financial Loss</u>

c - Health Care Support Services - Free or Discounted Prescriptions / Supplies to Patients

Examples include hearing aids, wheelchairs, crutches and bandages provided to people who are unable to pay or are medically underserved.

<u>Program</u>	<u>Participants per Year</u>	<u>Financial Loss</u>
Equipment/Supplies	125	1,486
Prescription Drugs		

Other Free or Discounted Prescriptions / Supplies

<u>Program</u>	<u>Participants per Year</u>	<u>Financial Loss</u>

d - Health Care Support Services - In Home Services

Do not include standard home care services that generate a hospital bill or that are designed as stand-alone services for which your organization is reimbursed.

<u>Program</u>	<u>Participants per Year</u>	<u>Financial Loss</u>
Emer. Response Phone Sys for Shut-Ins, At-Risk Pop		0
Respite Care		0

Other In Home Services

<u>Program</u>	<u>Participants per Year</u>	<u>Financial Loss</u>

e - Health Care Support Services - Meals/Nutrition Services

Do not include discounts to visitors, volunteers and employees, or employee or volunteer banquets.

<u>Program</u>	<u>Participants per Year</u>	<u>Financial Loss</u>
Cafeteria Services for Special Groups		0
Food Donations	250	500
Meals-on-Wheels		0

Other Meals/Nutrition Services

<u>Program</u>	<u>Participants per Year</u>	<u>Financial Loss</u>
Nutrition Service Food Prep for Non Profit Groups	129	2,325

f - Health Care Support Services - Transportation Services

<u>Program</u>	<u>Transports per Year</u>	<u>Financial Loss</u>
Ambulance Service	160	29,883
Transport between Hospital and Physician Offices		
Emergency Cash / Bus Tokens for Indigent		

Other Transportation Services

<u>Program</u>	<u>Transports per Year</u>	<u>Financial Loss</u>

g - All Other Health Care Support Services

<u>Program</u>	<u>Participants per Year</u>	<u>Financial Loss</u>

Comments for Health Care Support Services:

Health Professions Education

Report education and teaching activities, including medical, nursing and allied-health disciplines programs; basic science programs; and community-based high-school work experience programs.

1 - Physicians/Medical Students

Costs Borne by the Hospital	<u>Cost</u>
Direct Education Costs:	73,200
Any Other Education-Related Expenses:	
Funding Provided by Outside Sources	<u>Cost</u>
Direct Education Funding:	0
Philanthropic and Other Offsetting Revenue:	

2 - Nurses/Nursing Students

Costs Borne by the Hospital	<u>Cost</u>
Direct Education Costs:	1,200
Any Other Education-Related Expenses:	
Funding Provided by Outside Sources	<u>Cost</u>
Direct Education Funding:	0
Philanthropic and Other Offsetting Revenue:	

Health Professions Education (Cont)

3 - Other Health Professional Education

Costs Borne by the Hospital	<u>Cost</u>
Direct Education Costs:	43,874
Any Other Education-Related Expenses:	

Funding Provided by Outside Sources	<u>Cost</u>
Direct Education Funding:	0
Philanthropic and Other Offsetting Revenue:	

4 - Scholarships/Funding for Professional Education

Costs Borne by the Hospital	<u>Cost</u>
Direct Education Costs:	0
Any Other Education-Related Expenses:	

Funding Provided by Outside Sources	<u>Cost</u>
Direct Education Funding:	0
Philanthropic and Other Offsetting Revenue:	

Comments for Health Professions Education:

Research

Report research activities, including efforts to develop new patient care services or delivery approaches that result in dissemination of information, space devoted to research activities, funding for research fellows, testing medical equipment or procedures, and publications by staff members.

1 - Clinical Research

Costs Borne by the Hospital	<u>Cost</u>
Research Expenses (Direct and Indirect):	0
Any Other Research-Related Expenses:	
Funding Provided by Outside Sources	<u>Cost</u>
Research Grants for Direct and Indirect Expenses:	0
Philanthropic and Other Offsetting Revenue:	

2 - Community Health Research

Costs Borne by the Hospital	<u>Cost</u>
Research Expenses (Direct and Indirect):	0
Any Other Research-Related Expenses:	
Funding Provided by Outside Sources	<u>Cost</u>
Research Grants for Direct and Indirect Expenses:	0
Philanthropic and Other Offsetting Revenue:	

Comments for Research:

Financial or In-Kind Donations for the Community

Report cash and noncash or in-kind donations that support community and/or social service organizations and promote health in the community. Many other nonprofit or for-profit businesses also support communities, so:

Include donations that relate directly to the hospital's mission of providing services that address broad community health needs and provide measurable improvement in health access, health status, or use of health care resources. DO NOT include donations or activities that are undertaken for marketing or promotional purposes. For each category, add and report the total cost.

Report the costs of fundraising for community programs that do not fit into the Community Benefit Operations category under the Other financial or In-Kind Donations to the Community below.

For each category, add and report the total cost.

1- Cash

Cost

Cash Donations	0
Funding for Physician, Nurse, etc., for a Community Clinic	0

2- Grants

Grants to Community Health Initiatives / Programs	0
Sponsorships (Not for marketing purposes)	2,500
Charitable Donations of New or Used Equipment	0
Medical Support for Community Events	0
Medical Supplies for a Community Clinic	0
Meeting Space / Room Usage for Community Groups	7,000
Personnel / Administrative Support	10,500

Other Cash or In-Kind Donations for the Community

<u>Type</u>	<u>Description</u>	<u>Cost</u>
In-Kind	Print Jobs for Community Orgs, Group & Meeting	2,225
In-Kind	Community Blood Drive Coordination & Food Donation	995
Fund Raising	Relay For Life Coordination Committee (Staff Hrs, Printing, Mailing)	8,000
Grant		
Cash		

Comments for Financial and In-Kind Contributions:

Community-Building Activities

Community-Building Activities focus on social conditions that contribute to health problems, such as homelessness, poverty, and other living conditions affecting the quality of life. These range from developing community leaders, disaster readiness and support of local economic development, to health improvement advocacy. Eight types of Community-Building Activities are used:

<u>Type</u>	<u>Description</u>	<u>Cost</u>
Economic Development	Staff Participation in Chamber of Commerce	720
Coalition Building	Staff Representatives on Community Regulatory and Health Boards	30,000
Workforce Development	Career Students, High School Career Days, Job Shadowing	6,710
Physical Improvements		
Environmental Improvement		
Community Support		
Leadership Development		
Community Health Advocacy		

Community-Building Activities (Cont)

Type

Description

Cost

Comments for Community-Building Activities

COMMUNITY BENEFIT OPERATIONS

Enter costs associated with dedicated staff; community health needs and/or assets assessment; and other costs associated with community benefit strategy, planning and operations.

Record the Costs of Community Benefit Operations

		<u>Cost</u>
Dedicated Staff:	40,224	
Community Health Needs Assessment:	3,493	
Other Resources:		

#1 - Hospice Volunteer Coordinator salary/benefit expense and additional cost associated with training volunteers and preparing them for responsibilities.

Community Benefits Related Stories:

1)United Hospice Service of Marlette Community Hospital- Spring was in the air... the birds were chirping, flowers were blooming and children squirmed in their classroom seats anticipating summer break. One cannot help but feel energized and light-hearted when the sun shines brightly and signs of new life surround you. We've all felt it. Life is good.

Now let me take you to an upstairs apartment where a young boy, "Joey" lives with his mother. Energy and light-heartedness do not live here. The delight of spring in the air enjoyed by those on the outside is not felt here either. Instead, it is replaced by fear, anger and isolation. "Joey's" mom, "Michelle", stricken with cancer in her early forties, is doing her best to "keep things going" for her and her son. As a single mom with little support, she relies heavily on "Joey" to help her with pain medications, physician appointments, meal preparation and all of the other things that need to be done in a day. As "Michelle's" cancer spreads, her pain is getting harder and harder to control and the staff at United Hospice Service of Marlette Community Hospital receives a phone call. "Michelle" has been referred to hospice for care during her last stage of life.

During the admission process, the hospice team learns that, due to financial issues relating to Michelle's inability to work, mom and son are facing eviction from their apartment, have no telephone service, no heat, no electricity and the kitchen cupboards are bare. Legally, United Hospice Service is financially responsible only for care related to the terminal diagnosis such as nurse, social work and aide visits, medications, medical equipment, etc. But in this heart-rending situation, United Hospice Service exceeded their legal responsibilities and by the end of the day "Michelle's" rent is paid, telephone service reinstalled, electrical service resumed, the furnace filled with fuel and the cupboards stocked. Once again... life is good.

It was "Michelle" and "Joey's" wish to stay in their home for as long as they could. The nurses and social worker alternated their visits to ensure that mom and son received the support they needed on a daily basis. As "Michelle's" disease progressed and her care became too much for "Joey", "Michelle" made the decision to live the rest of her life at our hospice residence. In lieu of her financial circumstances the room and board fee was waived. "Joey" was able to stay with his mom, day and night, and was finally able to just be a 13 year-old son, instead of 24-hour caregiver. The staff became surrogate parents to "Joey", ensuring that not only his physical need were met (meals, clothes washed, etc.) but that he also received the assurance and support that a 13-year old needs, especially one who is facing the impending loss of his mom. The bus would pick up "Joey" in the morning and drop him back off in the afternoon. "Joey" felt loved, cared for and 13 years old again. Social work staff assisted "Michelle" with plans for "Joey's" future. "Michelle" died peacefully and comfortably, knowing in her heart that "Joey" would be taken care of.

Autumn is all around us... the leaves are changing color and the air is crisp. "Joey" and a friend stop in at the hospice residence on their way home from school to visit with staff. "Got any cookies?" he says with a boyish grin. Once again... life is good. Names changed to protect identity.

2)Remembering Our Mothers, Bereavement Event of United Hospice Service of Marlette Community Hospital : "Mother"... just the word itself can preface an array of thoughts and emotions. For daughters, the loss of a mother is one of life's major events. No matter how long ago the loss occurred, the feelings of loss as well as appreciation remain.

"Remembering Our Mothers", a community outreach program, was created for and attended by several women in and around our community. Elise Kelly, Bereavement Support Program Coordinator of United Hospice Service of Marlette Community Hospital, designed and developed the event with support from the United Hospice Service staff. The program included a

buffet luncheon, musical entertainment, special readings, a time for sharing, and an opportunity to make a special “Memories of Mom” craft.

Of all the special ladies who attended this memorable event, one in particular stands out in my mind. This 90 year-old plus woman shared what a wonderful woman her mother had been to her. Although her mother had been deceased for many, many years, she realized that day that she had never allowed or given herself permission to grieve the loss of her mother. Encouraged to share the cherished memories of her mother, she laughed and cried as she told her stories and remembered how special her mother was to her.

Even at “90 something” we can still be a daughter who is supported and comforted by “Remembering Our Mothers.”