

Monroe County Hospital



2008 COMMUNITY BENEFITS REPORT

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MONROE COUNTY HOSPITAL'S MISSION, VISION AND VALUES

MISSION

"We Care For Our Community"

Our mission is to care for our community by improving the health and well-being of the people we serve, regardless of their economic or social status, by providing healthcare, disease prevention and health education services.

VISION

"To be the health care provider of choice for Monroe and adjacent counties."

To achieve this vision we will strive:

- To provide as many services as possible for our customers in our community
- To develop a fully integrated primary care network with selected specialty services
- To maintain the financial ability to support quality health care at reasonable cost

VALUES

To achieve our Vision, we promote these Values:

- We provide value to our community by providing cost effective and high quality care.
- We value our customers and their perceptions of our service, and we will maintain a customer service orientation in all we do.
- We value all members of the health care team

MESSAGE FROM THE CEO



Monroe County Hospital (MCH) is an integral part of the community and region that we serve. MCH is important as the only provider of acute care hospital services in the county, and also as a key employer in the community, with nearly 300 employees. We recognize that the public trust in our hospital represents both a great privilege and a large responsibility as we deliver quality care close to home.

This report attempts to define community benefit in many ways; through our commitment to improve the health and wellness of our community; to providing healthcare to those who do not have the ability to pay, and to developing partnerships and affiliations with other quality providers to bring needed healthcare services to Monroeville.

This report will demonstrate how Monroe County Hospital fulfills the Mission of “We Care for our Community” as we strive to make a real difference in people’s lives. Our hospital will continue to seek opportunities to grow and serve the needs of the community while providing a compassionate personal touch through the acts of kindness performed everyday by the employees and physicians who make up the heart of Monroe County Hospital.

Vincent B. DiFranco
Chief Executive Officer

HOSPITAL BOARD OF DIRECTORS

Tommy Wright, Chairman
Keith Cardwell, Vice Chairman
Beverly Byrd, Secretary/Treasurer
David Stallworth, M.D., Chief of Staff
Billy Bond
Wayne Thames
Kenneth Fairly
Darenell Payne
Sandra Lambert
Angela Powell, M.D.
Bert Boroughs, M.D.

ACTIVE MEDICAL STAFF

Carl Martens, M.D.
Sage Smith, M.D.
Thomas Lane, M.D.
Pamala Gibbs, M.D.
Carole Lane, M.D.
David Stallworth, M.D.
Jeff Fahy, M.D.
Angela Powell, M.D.
Alex Nettles, M.D.
Emily Williams, M.D.
Grayson Simmons, M.D.
Charles Eddins, M.D.
Bert Boroughs, M.D.
Mark Koch, D.O

Monroe Health Foundation

The Monroe Health Foundation (MHF) raises funds to better our community health care resources. Monroe County Hospital furnishes the salary and office space for the Foundation's coordinator.

Each fall the Foundation sponsors a Diabetes Walk/Run. Approximately, \$80,000 has been raised through this event to purchase insulin, diabetes supplies, education materials and equipment, sponsor kids for diabetes camp and cover expenses for community outreach projects.

The Art for Living program showcases the artistic talents of individuals. This program has produced paintings for the hospital as well as designs for t-shirts and Christmas

cards. The Art for Living program has contributed over \$30,000 to the Foundation.

The Black and White Benefit in the spring of 2008 in memory of David Frost, CRNA, brought in \$35,000 toward the purchase of an anesthesia machine. Other equipment that MHF has purchased through the years includes a BAC T 3-D Alert machine for the laboratory, jaundice meters and a birthing room warmer for the obstetrical department, a colonoscope and sentinel node seeker for the surgery department, emergency department stretchers, pulse oximeter for the ICU, and blood pressure monitors for the recovery room. Through the generosity of local donors, the Foundation led a capital campaign for the building of the Southwest Alabama Cancer Treatment Center.

Foundation Board Members

Rachael Smith, President
Bill Miller
Cindy Kennedy
Jean Whatley
Jim Ellis
Joseph Oglesby
Stephanie Rogers
Wanda Robbins

Bo Bolton
Christi Chastain
Dr. Grayson Simmons
Jess Martin
Jonathan Lazenby
Julianne Stacey
Vicki Dunning



Community Involvement

Health Fairs and Blood Drives

Each February the hospital partners with the Monroeville Area Chamber of Commerce for the “Heart to Heart” Community Health Fair. Screenings such as cholesterol and blood pressure are offered along with informational booths manned by local health and safety organizations. The hospital also participates at onsite health fairs at local industry. This past year, the hospital offered screening services at Alabama River Pulp and Rocky Creek Lumber. Additionally, the hospital participated in Ladies Night for ARP employees at the Monroeville Water Tower. During National Hospital Week, a drive-through community blood pressure check was offered along with a health fair for our employees. MCH offered our facilities to the American Red Cross for the annual Auburn vs Alabama Blood Drive and an emergency blood drive.



Scale Back Alabama

Thirty weight loss teams were formed for Scale Back Alabama. The hospital offered weigh-in services along with the Monroeville Area YMCA and nutritional information during this annual wellness campaign. Each team member was asked to lose at least 10 pounds over a 10 week period. Successful team members were entered into the statewide competition where they were eligible to win a \$250 achievement prize or the \$1000 grand prize.

Relay for Life Peddlin' for a Cure

MCH Team Frosty (in remembrance of David Frost, CRNA) raised \$9,283 for this bicycling event. Several employees rode their bicycles the entire 92 miles and other staff participated in the relay and provided rest stations and met them at the USS Alabama Battleship in Mobile, Alabama. Bike Ride teams raised a total of \$160,000 for the Cancer Society's Relay For Life event.

Job Shadowing

Developing interest in health careers in area students is a goal of the hospital. During 2008, the hospital offered job shadowing experiences for the Community Based Work Instruction students from the county's high schools, Health Occupation Student Association (HOSA) students from the Area Vocational School, Monroe Academy seniors interested in health careers, Upward Bound Students from Alabama Southern Community College's summer program and other individual high school or college students referred to us from their respective schools. Additionally, MCH offered tours for the Key Club and Leadership NOW youth. The hospital's Human Resources department and the Monroe Health Foundation participated in career fairs including Career Day at Alabama Southern's Thomasville campus, Monroeville Middle School and Monroeville Elementary. The hospital's display booth was set up at these locations and information regarding health careers was featured for the students.

Outreach

The hospital has reached out to the community this past year through the Delta Rural Grant Program (DRAP). The Nutrition Services department oversees this community wellness program with a registered nurse coordinator who works with several Monroe, Conecuh

and Escambia county churches. Hospital leaders participated in the Monroeville Area Chamber of Commerce's Leadership NOW program. MCH departments partnered with area businesses and provided 150 Thanksgiving Meals in a Bag to needy families for Thanksgiving. Employees made 80 blankets for the elderly during December. The Oncology department sponsored a family for Christmas and many staff members donated to this cause.



Diabetes Education

Under the direction of registered health professionals, the Diabetes Education program at MCH offers education and materials to persons with diabetes. A monthly support group meets at the hospital with a featured topic and guest speaker. Persons who meet the eligibility standards may apply for assistance with insulin.

Volunteer Programs

Monroe County Hospital Auxiliary members are ambassadors of good will as they deliver patient mail, operate the newly remodeled Gift Shop, and assist guests at the lobby desk. They sponsor a pre-school program each autumn that includes a hospital tour, hand washing education, and a Disney video about being a hospital patient. The Auxiliary, who donated \$15,000 to the hospital in 2008, has several fundraising programs that helps buy equipment for the hospital including the Holiday Tree of Love program. Each December the area citizens participate in a tree lighting ceremony that recognizes honorees.

The MCH Clergy are chaplain volunteers who minister to the Monroe County Hospital patients and guests.



2008 Financial Overview

Revenue Payor Mix

| Medicare | Medicaid | Blue Cross | Commercial | Private Pay |
|----------|----------|------------|------------|-------------|
| 40.5% | 13.8% | 30.8% | 5.0% | 9.9% |

Total Annual Payroll \$10,703,475

Operating Expenses

| |
|--------------------------------|
| Salaries and wages – 37.4% |
| Employee benefits – 8.2% |
| Physician fees – 1.6% |
| Other fees – 4.1% |
| Supplies – 17.3% |
| Utilities – 3.1% |
| Repairs and maintenance – 1.9% |
| Leases and rentals – 0.9% |
| Insurance – 1.5% |
| Other expenses – 1.6% |
| Bad debts – 17.7% |
| Management fees - 0.7% |
| Depreciation – 3.1% |
| Interest expense – 1.0% |

| | |
|------------------------|--------|
| Emergency Dept. Visits | 16,568 |
| Outpatient Visits | 34,245 |
| Surgical Cases | 2,232 |
| Radiology Procedures | 27,007 |
| Hospital Admissions | 2,489 |
| Births | 274 |

Community Support

Monroe County Hospital employees “pay it forward” by supporting many important community causes such as the Monroe Health Foundation, Relay for Life, March of Dimes, blood drives and the United Way. Some provide athletic training and first aid at high school sporting events while others provide educational programs to schools, civic organizations and businesses. Several of our staff serve on civic boards or volunteer for health-related organizations such as the American Red Cross, American Cancer Society or American Heart Association.

In 2008 two employees, Robin Roy, RN (Surgery Clinic) and Emilie Martin, MT (Performance Improvement) were named “Healthcare Heroes” by the Alabama Hospital Association for their dedication to the hospital and community. They were honored at a luncheon in Mobile hosted by the Southwest Alabama Regional Hospital Council.

This year employees from our Cardiopulmonary department organized the Caring Crocheters. These dedicated individuals produce booties and caps for the nursery at MCH.

Uncompensated Care at MCH

As a not-for-profit, county-owned hospital, MCH offers open access to health care to our area citizens. The community's medical needs are our first priority. While Monroe County Hospital maintains policies to protect its financial health, it does provide charity care to those who are deemed unable to pay for the cost of services. In 2008, the hospital provided \$1,713,887 in charity care; our bad debt was \$5,074,138.

In the U.S., uncompensated care and inadequate reimbursement by government insurance such as Medicare and Medicaid end up affecting everyone because they contribute to the increase in the overall cost of health care.

What is uncompensated care?

Uncompensated care is the total amount of health care services costs, based on full charges, provided to patients who are either unable or unwilling to pay. Trends for uncompensated care may reflect uninsured or under-insured inclinations in the local population.

| <i>Charity Care</i> | <i>Bad Debt</i> | <i>Contractual Adjustments</i> | <i>Total Unpaid Services</i> | <i>Gross Patient Revenues</i> |
|---------------------|-----------------|--------------------------------|------------------------------|-------------------------------|
| \$1,713,887 | \$5,074,138 | \$36,789,478 | \$43,577,503 | \$67,113,543 |

What is charity care?

Charity care is free or discounted health services provided to persons who could not afford to pay and who met our criteria for financial assistance. Healthcare providers usually determine an individual's capacity to pay by examining such factors as family income, family size and availability of alternative payment sources.

What is bad debt?

Bad debt is the unpaid obligation for care for the patients who are unwilling to pay their bill. For uninsured patients, the amount of bad debt can pertain to all or any portion of the bill that is not paid. For patients with insurance, certain amounts that are the patient's responsibility such as deductibles that are expensed by MCH as bad debt if not paid.

What are contractals?

Contractuals are the difference between actual billed charges and reimbursement received from government insurance (Medicare/Medicaid) and the insurance companies based on negotiated or mandated payment rates, where the provider has agreed not to bill the patient the difference. The insured is responsible only for their deductible or co-pays, not for the difference.

Key Services

24-Hour Emergency Department
Intensive Care Unit
Medical/Surgical Services
Anesthesia
Surgery Department
Labor & Delivery
Postpartum and Nursery
Chemotherapy Services
Progressive Home Care
Case Management
Infection Control

Routine x-rays and Fluoroscopy
Ultrasound
Mammography
Nuclear Medicine
CT Scan
Bone Scan
MRI

Clinical Laboratory
Blood Bank

Cardiopulmonary Services
Cardiovascular Services
Sleep Solutions Lab

Pharmacy
Physical Therapy

Gift of Life
Diabetes Education
Regional Women's Healthcare
Surgery Clinic
Oncology Clinic

Performance Improvement
Accounting
Business Office
Human Resources/Compliance
Environmental Services
Nutrition Services
Health Information
Information Technology
Materials Management
Plant Operations
Public Relations
Foundation/Guest Relations

Outpatient Clinics
Neurosurgery
Urology
Ear, Nose, Throat
Orthopedics
Podiatry
Pulmonology
Ophthalmology

Future Projects

Sleep Study Lab

A new service called Sleep Solutions has been finalized to begin in February 2009. This laboratory will be used to diagnose and treat sleep disorders such as sleep apnea. Sleep disorders can cause high blood pressure and other cardiovascular disease, memory problems, weight gain, impotency and headaches. Also, untreated sleep disorders may responsible for job impairment and motor vehicle crashes.

Stereotactic Breast Biopsy

Final plans are in process to bring stereotactic breast services through a contract with Mobile Biopsy. Dr. David Stallworth will perform the service inside a mobile unit. This service offers a more precise biopsy and gives excellent tissue samples. This procedure is faster, less painful and more cost effective than other standard methods of breast biopsy.

