

Community Benefits Plan Report
Elmhurst Memorial Hospital

Fiscal Year 2009
(July 1, 2008 – June 30, 2009)

Standard Form

I. Organizational Mission Statement

Elmhurst Memorial Healthcare's (EMHC) mission statement – **“to enhance the health of the communities and customers we serve,”** is a direct reflection of the organization's more than 80-year old tradition of caring for its neighbors – people and families who live in the surrounding communities. The mission statement is central to all organization planning.

II. Community Benefits Plan

1. Goals and objectives for providing community benefits including charity and government-sponsored indigent healthcare

Elmhurst Memorial Hospital bases its goals for community benefits on the Illinois Department of Public Health's Illinois Project for Local Assessment of Needs (IPLAN). In addition, specific needs of the communities served by the Hospital are identified and goals are set accordingly.

Elmhurst Memorial Hospital – Community Benefit Plan for Fiscal Year 2010

Responsible Sexual Behavior

The HIV infection incidence rates for DuPage County have decreased since 1991.

Chlamydia trachomatis and gonorrhea infections have steadily increased over the past five years.

- Continue to provide local high school with educational materials about responsible/healthy sexual behavior.
- Distribute educational material through the emergency department to victims of sexual assault and domestic violence.
- Provide counseling through the emergency department to patients who may have sexually transmitted diseases and victims of sexual abuse. Connect patients with community resources for follow-up.

High Blood Pressure

- In DuPage County in 2000, approximately 76,854 adults were affected by high blood pressure.
- In DuPage County in 2000, approximately 35,103 adults had not had their blood pressure measured within the preceding two years.

- Continue to provide regular blood pressure screenings and offer educational materials about blood pressure control at Elmhurst Memorial Healthcare’s Health Resource Centers in:
 - Elmhurst
 - Lombard
- Provide blood pressure screenings at community health fairs as requested.
- Offer classes for the community about lifestyle changes for blood pressure control.

Cancer

- Cancer is the second leading cause of death in DuPage county.
- The DuPage county cancer mortality rate for the five-year period 1994 to 1998 was 198.8 deaths, exceeding the national target.
- In 2001, cancer claimed the lives of 1,452 residents. More than half of cancer deaths were attributable to the following four causes – lung (366), female breast (153), colorectal (151), and prostate (74).
- The 2001 DuPage County lung cancer mortality rate was 40.1 deaths per 100,000 population, below the national target of 44.9. Incidence is increasing.
- In DuPage County, over the five-year period 1996 to 2000, the female breast cancer mortality rates was 28.8 deaths per 100,000 population, exceeding the national target of 22.3 deaths. Incidence is increasing.
- The 2001 DuPage County colorectal cancer mortality rates was 16.6 deaths per 100,000 population, exceeding the national target of 13.9 deaths. Death trends are increasing.
- In DuPage County, over the five-year period 1996 to 2000, the prostate cancer mortality rate was 31.1 deaths per 100,000 population, exceeding the national target of 28.8. Incidence is increasing.

- Offer a free skin cancer screening – a skin examination provided by a physician.
- Offer community education related to various cancer topics to include risk factors, prevention and wellness, screening guidelines, treatment, and symptom management.
 - Just for Men – a program that includes a free prostate screening.
 - Colon cancer educational program to include a Fecal Occult Blood kit for all participants.
 - Support a smoke-free environment and provide education about the dangers of second-hand smoke through education materials and displays about smoking cessation at EMHC health education resource center sites.
 - Offer regular breast self-exam programs for the community by MammoCare-certified instructors and trainers.
 - End-of-Life discussion - a panel presentation to address end of life issues including advance care planning, the dying process, advance directives, symptom management, and funeral preparation. The panel includes a physician, palliative care nurse, social worker, chaplain, and funeral director.
 - Support local community health fairs by providing information about cancer prevention and early detection.
- Events and activities will be offered to continue to increase awareness about cancer prevention.
 - DuPage Women’s Fair in partnership with the American Cancer Society.

	<ul style="list-style-type: none"> - Tickled Pink – sponsored by Junior Women’s Club of Elmhurst – promoting breast health and education with emphasis on prevention and detection of breast cancer. - Ladies Night Out – a program about women’s health including nutrition-related cancer prevention, exercise, skin inspection and care and breast self examination. - Score One for Men’s Health in partnership with the American Cancer Society. • Events and activities will be offered to continue to offer support to cancer patients and their families – support groups, educational programs for caregivers, recognition of survivors and fundraising events. <ul style="list-style-type: none"> - Breast Cancer Support Group – meets weekly and is facilitated by an oncology nurse. - Prostate Cancer Support Group – meets monthly and is facilitated by an oncology nurse. - Look Good Feel Better Program in partnership with the American Cancer Society – meets six times a year and is attended by an oncology nurse. - Caring for the Caregiver Program in partnership with Wellness House – program discusses the challenging role of caregiver and offers strategies for replenishing and managing stress – attended by an oncology nurse and chaplain. - Cancer Survivor’s Event – a celebration of cancer survivorship held each year in the spring. - Relay for Life – active participation in the American Cancer Society’s annual fundraiser for cancer research held each year in the summer.
--	---

	<ul style="list-style-type: none">• Patient Navigation Services – partnership with the American Cancer Society (ACS) to offer training and county-wide services and resources for cancer patients and their families. A display area in the Elmhurst Memorial Center for Health will be dedicated to ACS materials and cancer resources.
--	--

<p>Diabetes</p> <ul style="list-style-type: none"> - Diabetes is the eighth leading cause of death in DuPage county. - In DuPage County in 2000, the rate of diabetes deaths per 100,000 population was approximately 11, well below the target of 45 deaths per 100,000 populations. - Risks of associated complications from diabetes, such as cardiovascular disease, coronary heart disease, non-traumatic lower-extremity amputations and end stage renal disease, not diabetes, are generally the final conditions that result in death. 	<ul style="list-style-type: none"> • Increase frequency of diabetes screenings for the community from once per quarter to monthly. • Provide educational opportunities about diabetes awareness and metabolic syndrome through community classes and at Health Resource Centers. • Support local schools with onsite diabetes education for staff. • Offer the adult diabetes support group for the purpose of discussing emotional and education issues, as well as the stress that can result from dealing with diabetes. • Offer the Insulin Pump Support Group – a monthly forum designed for both the insulin pump user as well as those considering the pump as a treatment method to provide an opportunity to discuss issues, questions and practical techniques for the pump user.
<p>Lack of Physical Activity</p> <ul style="list-style-type: none"> - In 2000, only 18.8 percent of DuPage County adults engaged in moderate physical activity. - The DuPage County percent of adults who engage in moderate physical activity is well below the national target of 30 percent. - In 2003, about 82 percent of DuPage County high school students engaged in vigorous physical activity three or more days per week. This percentage is short of meeting the national target of 85 percent. 	<ul style="list-style-type: none"> • Continue partnership with School District 45 in educating junior high school students about the benefits of physical activity to the cardiovascular system. • Continue to offer a variety of fitness programs featuring individualized programming, to support exercise opportunities for individuals with chronic conditions or aging issues. • Provide educational materials in Health Resource Centers to promote regular exercise – books, DVDs and pamphlets. • Partner with local park districts to offer classes to a broader population.
<p>Obesity</p> <ul style="list-style-type: none"> - In 2000, 34.9 percent of DuPage County adults had a Body Mass Index (BMI) of 25 to 30, which is the definition of overweight BMI. - The DuPage County percent of overweight adults greatly exceeds the 	<ul style="list-style-type: none"> • Continue to offer nutrition lectures and displays focusing on the revised food pyramid and the importance of serving sizes at the Elmhurst Memorial Health Education Centers located in Elmhurst and Lombard. • Offer community lectures on topics of

<p>national target of 15 percent.</p>	<p>the New American Plate, Sixty Minutes to Better Health, Healthy Vices and Strength Training.</p> <ul style="list-style-type: none"> • Continue to offer body composition analysis at health fairs. • Support School District 205 schools with staff support and educational materials. • Offer Over-eaters Anonymous Support Group – weekly forum to provide support and discuss issues related to weight-loss and overeating.
<p>Mental Illness</p> <ul style="list-style-type: none"> – In DuPage County in 2000, it was estimated 118,913 adults were affected by mental illness. – In 2000, approximately 17.6 percent of DuPage County adults were being seen for mental health problems. This number falls short of the national target of 50 percent. 	<ul style="list-style-type: none"> • Provide free lectures to the community on: <ul style="list-style-type: none"> - Managing Stress - Anger Management - Provide referral sources for additional mental health services • Participate in the NAMI (National Alliance for Mental Illness) Annual conference and present information about mental health topics • Participate in the EAPA (Employee Assistance Program Association) Annual conference and present information about mental health topics • Participate in countywide Domestic Violence committee that addresses an initiative to provide healthcare providers with more information regarding signs and symptoms of domestic violence and addressing it in a healthcare system. • Participate in Elmhurst Park District annual health fair and provide information about mental health topics • Provide a breakfast meeting for representatives from York, Willowbrook, Addison Trails, Lyons Township, Hinsdale Central, Immaculate Conception, St. Joseph’s, Riverside Brookfield and West Leyden high schools. Provide information regarding “school refusal” issues. • Provide free mental health assessments

	<p>to the community six days a week.</p> <ul style="list-style-type: none"> • Provide Depression Bipolar Support Alliance meetings weekly.
<p>Substance Abuse: Alcohol</p> <ul style="list-style-type: none"> – In DuPage County in 2000, more than 16.4 percent of adults consumed five or more drinks on one occasion (the definition of binge drinking). – The DuPage percentage greatly exceeds the national target of six percent. 	<ul style="list-style-type: none"> • Provide free alcohol abuse assessments to the community six days a week. • Provide Alcoholics Anonymous and Al-Anon support groups.
<p>Substance Abuse: Drugs</p> <ul style="list-style-type: none"> – The rate of drug-induced deaths per 100,000 in DuPage County is 5.3, well above the national target of 1 death per 100,000 population. – Over the past three years, drug-induced deaths in DuPage County have increased. – Approximately 1.8 percent of DuPage County adults abuse drugs. – Drugs were involved in 39.9 percent of the 426 accidental deaths reported by the DuPage County Coronor for the five-year period 1998 to 2002 and in 21.3 percent of the 315 suicide deaths reported. In DuPage County in 2000, 19.2 percent of adults were current cigarette smokers. DuPage falls short of meeting the national target of 12 percent. 	<ul style="list-style-type: none"> • Provide free substance abuse assessments to the community six days a week. • Participate in Elmhurst Town Hall meeting addressing current episodes of heroin use among adolescents • Provide free lecture to the community regarding Adolescent Substance Abuse Signs & Symptoms • Provide information to Elmhurst College student newspaper regarding current trends in drug abuse focusing on heroin use. • Provide Narcotics Anonymous support group.
<p>Tobacco</p> <ul style="list-style-type: none"> – In DuPage County in 2000, 19.2 percent of adults were current cigarette smokers. DuPage falls short of meeting the national target of 12 percent. 	<ul style="list-style-type: none"> • Continue to enforce a “smoke-free campus” policy at all Elmhurst Memorial Healthcare sites. • Support a smoke-free environment and promote education about the dangers of second-hand smoke with community education materials and displays related to smoking cessation at Elmhurst Memorial Health Education Centers in Elmhurst and Lombard.

<p>Minority Health</p> <ul style="list-style-type: none"> - About half as many Hispanic adult women ever had a mammogram when compared to women in the general population. 	<ul style="list-style-type: none"> • Participate in the annual Catholic Charities Back to School Fair and provide physical exams for minority and low-income students free of charge. Provide representative to serve on the planning committee and a Spanish interpreter for scheduling and on the day of the event. • Partner with Henry Hyde Resource Center to provide child and adult educational information to the Latino community. • Partner with Caroline Foundation to offer car seats and education to minority and low-income families in the community. • Work through the Latino Advisory Committee to identify issues and increase education resources in the Latino communities served by the hospital.
<p>Access to Care</p> <ul style="list-style-type: none"> - In DuPage County in 2000, 12.3 percent of the adult population had no usual source of healthcare, which exceeds the national target of four percent. - 20 percent of individuals below the poverty level had no usual source of ongoing primary care. 	<ul style="list-style-type: none"> • Elmhurst Memorial Healthcare will continue to recognize its responsibility to the community by providing that no patient requiring necessary medical care will be refused due to a lack of financial means. • Elmhurst Memorial Hospital changed its definition of medically indigent, through review of the average charge of a medically necessary inpatient admission. Since FY08 Elmhurst Memorial Hospital has deemed all medically necessary inpatient acute admissions for uninsured patients are eligible for a 100% discount due to medical indigency. • For all uninsured outpatients, an automatic discount will continue to be applied on a sliding scale (up to 30%), based on the total amount of the bill. In addition, 100% discount will continue to be given on any type of self

	<p>pay outstanding balance (100% or after insurance) for patients whose income levels fall at or below 200% of poverty guidelines.</p> <ul style="list-style-type: none">• Upon request, a discount will also continue to be given to uninsured outpatients whose income levels fall between 200% to 600% of poverty. Charges will be discount to 135% of cost to a maximum of 25% of their family's gross income over a 12-month period. Discounts for outpatients with an income level over 600% of the federal poverty level will be based on ability to pay. Factors used to determine the discount include age, family size, household type, gross income and disposable income (taking into account necessary expenses).• Continue to visit every inpatient identified as self pay to provide information about the organization's financial assistance program.• List a telephone number to call for financial assistance on every billing notice.• Continue to send a letter to every inpatient and outpatient identified as self pay to provide information about the organization's financial assistance program.• Post visible signage throughout the organization and make information cards available (in both English and Spanish) to provide information about the financial assistance program.• Continue support and participation in Access DuPage initiative. This effort, a coordination of DuPage County government, hospitals, physicians, and community agencies, serves low-income, uninsured residents of DuPage County.• Continue initiative to identify patients in need of partial financial assistance for outpatient mental health services.
--	--

	<p>Provide financial assistance through funds allocated by the Elmhurst Memorial Hospital Guild.</p> <ul style="list-style-type: none"> • Continue to post a link on the Elmhurst Memorial Healthcare web site (www.emhc.org) to the organization’s Financial Assistance Policy.
<p>Chronic Aging Issues: Arthritis</p> <ul style="list-style-type: none"> - 20% of DuPage County adults are affected by arthritis. - The estimated number of DuPage County adults affected with arthritis is 132,466. 	<ul style="list-style-type: none"> • Provide classes on management of arthritis through lifestyle changes. • Offer exercise programs for arthritis patients. • Offer educational materials about arthritis at the Elmhurst Memorial Health Education Centers in Lombard and Elmhurst. • Offer Psoriasis and Psoriatic Arthritis support group meetings quarterly.
<p>Chronic Aging Issues: Osteoporosis</p> <ul style="list-style-type: none"> - In 2000, approximately 14.1 percent of all DuPage County adults had osteoporosis. DuPage falls short of meeting the national target of eight percent. 	<ul style="list-style-type: none"> • Continue to offer educational program addressing education and prevention of osteoporosis to young adolescent girls. - Offer <i>Get Fit, Strong Bones, Strong Girls</i> – a two-hour class about nutrition and exercise focusing on the prevention of osteoporosis targeted at girl scout troops. • Partner with LifeLine screenings to provide osteoporosis screening to the community. • Supply education materials about bone health and the prevention of osteoporosis to every woman receiving a mammogram at an Elmhurst Memorial Healthcare facility and through the Elmhurst Memorial Health Education Centers in Lombard and Elmhurst.
<p>Heart Disease</p> <ul style="list-style-type: none"> - In DuPage County in 2000, the coronary heart disease rate was 138.2 per 100,000 persons, below the Illinois rate of 194.6 and the national goal of 166 deaths per 100,000. 	<ul style="list-style-type: none"> • Work with Midwest Heart Foundation to provide screening supplies for the ECG machines for “Young Hearts for Life” screening program for high school students. • Offer a cardiology-themed program for the community to include free cholesterol screenings, blood pressure

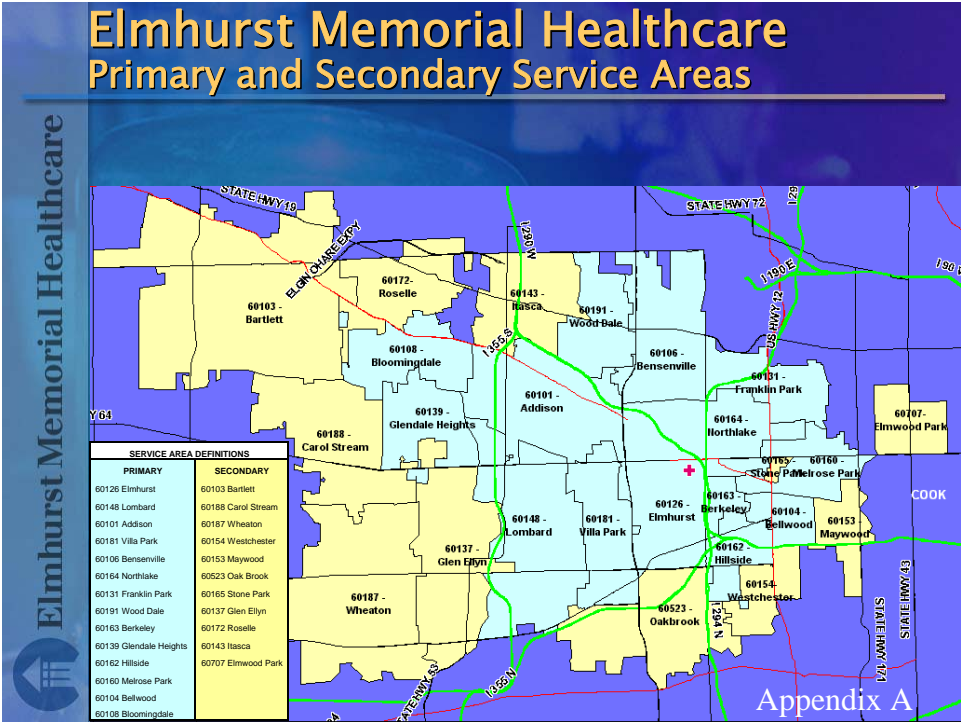
	<p>and body composition analysis and heart risk appraisal.</p> <ul style="list-style-type: none"> • Partner with Life-Line Screening to provide screenings for peripheral artery disease and aortic aneurysm. • Offer up to five community-based cholesterol screenings each year. • Provide adult CPR and AED education to the community and to staff members of local school districts. • Offer infant and child CPR classes monthly. • Offer support groups to patients with heart disease – Cardiac Women’s Support Group and Pulmonary Hypertension Support Group. • Continue to support heart health through the distribution of community education materials through the Elmhurst Memorial Health Education Centers at Lombard and Elmhurst.
<p>Stroke Deaths</p> <ul style="list-style-type: none"> – Stroke is the third leading cause of death in DuPage County and accounted for 480 deaths in 2000. – In 2000 and 2001, DuPage was below the national goal of 48 deaths per 100,000 population. 	<ul style="list-style-type: none"> • Offer the S.T.A.R.S. (Stroke, Trauma, Aneurysm, Research and Support Group) program – an interactive support group that provides educational information, social interaction, and community interaction for participants. • Partner with LifeLine screenings to do a carotid artery screening for the community.
<p>Asthma</p> <ul style="list-style-type: none"> – In 2000, approximately five percent of DuPage County adults had asthma during the last 12 months. – With a rate of .77, DuPage County fails to meet the national target rate of .1 for asthma deaths. 	<ul style="list-style-type: none"> • Partner with local school nurses to improve asthma education in the schools. • Support asthma education with materials and displays at the Elmhurst Memorial Health Education Centers in Lombard and Elmhurst.
<p>Other</p>	<ul style="list-style-type: none"> • Continue to offer car seat safety program with the DuPage County Health Department and CareLink Foundation. • Provide educational program for the community providing information about how to create a safer home environment and prevent injuries.

- Provide education to the community on topics related to death and dying – “End of Life Issues.”
- Continue to offer bereavement programs and support groups for the community.
- Provide community classes on advance directives.
- Continue to work with DuPage County Office of Homeland Security and Emergency Management regarding disaster preparedness including the threat of terrorism. Conduct regular organization-wide disaster drills and monitor organization readiness through oversight of the Emergency Management Committee.

2. Identify the populations and communities served by the hospital – geographic boundary, payor mix, age, ethnicity

Geographic Boundary of the Service Area

The service area of Elmhurst Memorial Hospital extends across the eastern portion of DuPage County and the western portion of Cook County.



The Hospital's primary service area, defined as those zip codes contributing approximately 70% of the Hospital's total inpatients, is comprised of the following communities.

Elmhurst Memorial Hospital – Primary Service Area

60126 Elmhurst
60148 Lombard
60101 Addison
60181 Villa Park
60106 Bensenville
60164 Northlake
60131 Franklin Park
60191 Wood Dale
60163 Berkeley
60139 Glendale Heights
60162 Hillside
60160 Melrose Park
60104 Bellwood
60108 Bloomingdale

The Hospital's secondary service area is defined as those communities contributing an additional 10% of admissions.

Elmhurst Memorial Hospital – Secondary Service Area

60103 Bartlett
60188 Carol Stream
60187 Wheaton
60154 Westchester
60153 Maywood
60523 Oak Brook
60165 Stone Park
60137 Glen Ellyn
60172 Roselle
60143 Itasca
60707 Elmwood Park

Payor Mix of the Service Area

The following table represents the payor mix of the Elmhurst Memorial Healthcare service area in fiscal year 2009.

Elmhurst Memorial Hospital Service Area Fiscal Year 2009 Payer Mix

Payer	EMH Inpatients	% Total	Total Market	% Total
Managed Care	4,609	40%	17,380	39%
Medicare	5,346	46%	16,268	36%
Medicaid	996	9%	8,846	20%
Self Pay	593	5%	2,285	5%
Other	26	0%	302	1%
Total	11,570	100%	45,081	100%

Age Statistics of the Service Area

Age and gender break-outs for the Elmhurst Memorial Hospital service area are as follows:

Elmhurst Memorial Hospital Primary Service Area – Population by Age and Gender

Gender	Age Group	2009 Population	2014 Population	Growth Change	% Change
Female	00-17	41,335	39,879	-1,456	-3.5%
Female	18-44	61,674	58,171	-3,503	-5.7%
Female	45-64	46,909	48,507	1,598	3.4%
Female	65+	25,767	28,756	2,989	11.6%
		175,685	175,313	-372	-0.2%
Male	00-17	43,102	41,380	-1,722	-4.0%
Male	18-44	67,261	63,546	-3,715	-5.5%
Male	45-64	45,908	47,984	2,076	4.5%
Male	65+	18,501	21,298	2,797	15.1%
		174,772	174,208	-564	-0.3%
Total	00-17	84,437	81,259	-3,178	-3.8%
Total	18-44	128,935	121,717	-7,218	-5.6%
Total	45-64	92,817	96,491	3,674	4.0%
Total	65+	44,268	50,054	5,786	13.1%
		350,457	349,521	-936	-.3%

Though overall population growth within the EMHC service area is slow, growth of the 45 to 65+ age groups is significant. These groups have relatively high use rates for healthcare services, which will likely result in a steady demand for inpatient services and growing demand for outpatient services.

Ethnicity of the Service Area

The following table outlines Hispanic population trends in the Hospital’s primary service area communities. **Projected Change in Population Ethnicity – Primary Service Area**

Age Groups	Hispanic		Non-Hispanic	
	2009 Population	Growth 2009-2014	2009 Population	Growth 2009-2014
0-17	28,952	9.8%	55,485	-10.9%
18-44	41,070	7.7%	87,865	-11.8%
45-65	15,124	32.3%	77,693	-1.6%
65+	4,552	32.5%	39,716	10.8%
Total	89,698	13.8%	260,759	-5.1%

Clearly, the Hispanic population is expected to continue to grow in the communities served by Elmhurst Memorial Hospital. The older age groups (45+) are the fastest growing group within the Hispanic community and are likely to require more health services. Providers serving this demographic must be sensitive to cultural differences, especially language barriers.

3. Healthcare needs considered in developing the plan

Goals for Elmhurst Memorial Hospital’s community benefits plan are developed with consideration of the Illinois Department of Public Health’s Illinois Project for Local Assessment of Needs (IPLAN).

The project involves a community health needs assessment and the identification of priority health issues from the findings of the assessment. Four assessments drive the planning process in DuPage County, where Elmhurst Memorial Hospital is located. These assessments drive the planning process and are used to flush out a wide range of community health issues. The methodology used for identifying strategic health issues involves a systematic review of assessment data and community input. A steering committee considers the convergence of external opportunities and threats, system strengths and weaknesses, health status findings and community themes to identify these issues. Strategic issues are selected to represent the most compelling public health challenges the community will face over the next five years.

Strategic health issues selected by the DuPage County IPLAN 2010 Steering Committee are as follows:

- Address obesity and overweight among county residents.

- Develop capacity to meet the mental health needs of county residents.
- Assure access to essential health services for low-income uninsured county residents.
- Develop capacity to meet the substance abuse needs of county residents.
- Address family violence among county residents.
- Decrease tobacco use among county residents.
- Decrease health disparities among racial and ethnic minorities in DuPage County.
- Decrease the incidence and impact of asthma among county residents.
- Address the growing health needs of frail low-income county seniors.
- Appropriately respond to the threat of terrorism in DuPage County.

III. Amount and Types of Community Benefits Provided

1. Charity Care

Elmhurst Memorial Hospital recognizes its responsibility to the community by providing that no patient requiring necessary medical care will be refused due to a lack of financial means. The organization offers a generous financial assistance policy that exceeds the standards recommended by the Illinois Hospital Association.

Each situation is reviewed independently and allowances are made for extenuating circumstances based on good faith efforts and circumstances.

A copy of the Elmhurst Memorial Hospital Charitable Care Policy effective for FY2009 is attached. The policy was adopted in March of 1993 and most recently modified in March of 2006. Highlights of the policy include the following:

- A 100% discount is given on any type of self pay outstanding balance (100% or after insurance) for patients whose income levels fall at or below 200% of poverty guidelines. (The Illinois Hospital Association recommends a 100% discount at 100% of poverty guidelines.)
- A discount is given to patients whose income levels fall above 200% of poverty based on ability to pay. (The Illinois Hospital Association encourages discounts at this level.) Factors used to determine the discount include age, family size, household type, gross income and disposable income (taking into account other necessary expenses.)

During Fiscal Year 2009 (July 2008 – June 2009), Elmhurst Memorial Hospital provided **\$6,070,085.00** of care to individuals who qualified for financial assistance under our Charitable Care Policy. This represents a “cost” measurement using the Hospital’s Medicare cost-to-charge ratio.

2. Language Assistance Services

The communities served by Elmhurst Memorial Hospital are seeing noteworthy increases in the numbers of Hispanic families moving into the area.

Total costs for language assistance services was **\$71,256.16** in Fiscal Year 2008 and included the costs of salaries and benefits for translators, translation services provided by a telephone translation service, translation of forms and notices, and brochures provided in languages other than English.

3. Government-sponsored indigent healthcare

Elmhurst Memorial Hospital's government-sponsored indigent healthcare costs (defined as the unreimbursed cost of Medicare, Medicaid, and other federal, State, or local indigent healthcare programs) totaled **\$44,121,380.00** in Fiscal Year 2009.

Costs are based on total EMH discharges. The total gross charges for the different Medicare prospective payment types (DRG or inpatient, Behavioral Health, Skilled Nursing Facility and outpatient) were first accumulated and then multiplied by the Medicare cost to charge ratio to derive the "Medicare cost". The expected payments from each prospective payment system were then deducted from the computed "Medicare cost" to calculate the computed unreimbursed cost of services.

The same process was used for Medicaid on the inpatient and outpatient care to arrive at an unreimbursed cost.

4. Donations

Cash and in-kind donations totaled **\$1,431,786.54** in Fiscal Year 2009. These costs include meeting space, equipment and personnel used to assist other community healthcare providers, social service agencies and organizations.

Community Education Programs

In fiscal year 2009, Elmhurst Memorial Healthcare offered 101 education programs for the community (356 class sessions). Approximately 7,100 people attended these programs. Of this number, 21 were physician led programs with 2,369 in attendance. Cost of these programs to the hospital includes instructor's time, handout materials, and staff time to coordinate and promote the programs.

Programs are typically held for one or two hours in the evening at the Hospital or an off-site location. Some classes do meet regularly, such as exercise programs or childbirth preparation classes. By attending these lectures and classes, participants receive first-hand information from medical professionals as well as complimentary handout materials. Depending on the topic, the instructor is typically a physician, nurse, dietitian, physical therapist or health educator.

Programs offered:

Physician led programs

- Advances in Treating Arthritis
- Cancer Survivors Day celebration
- Digest This
- Du Page Woman's fair –2 programs
- Have a Healthy Female Heart

- Healthy Brain
- Healthy Living Tips and Tricks
- Just for Men
- Middle Age Workout
- Power of Prevention - Heart Health and Heart Scans
- Power of Prevention - Vitamin D and how it can improve your health
- Power of Prevention - How to Live a Healthy Diabetic Life
- Think Pink - “What does not cause cancer”
- Understanding Thyroid Problems
- Oh, My Aching Feet
- Healthy Brain
- Oh, My Aching Head
- Score 1 for Men’s Health – 2 programs
- STD’s and Abstinence Seminar

Other Community programs

- Autism
- Caring for Baby
- Childbirth Education classes
- Complementary programs (Healing Touch, Feng Shui, Reiki, Meditation, Aromatherapy, and Art therapy)
- Diabetes Expo
- Diabetes Management programs
- Fitness programs such as yoga, Tai Chi, pilates, zumba, aerobics and stroller aerobics
- Look Good, Feel Better
- Making Future Healthcare choices/Advance Directives
- MammaCare method of breast self exam
- Music Together
- Pre-op Joint class
- Promoting Self Esteem in Teenagers
- Robert Crown programs (Linda program, Bones, Express Yourself, Company’s Coming)
- Safesitter
- Smoking Cessation
- Stress Management
- Weight Management

Hospital sponsored special events

- “Think Pink” was held in October 2008 in honor of breast health awareness month. It featured a physician presentation on “What does not cause cancer”. It included a

demonstration class on MammaCare breast self- exam, yoga and meditation. A total of 75 attended.

- “Have a Healthy Female Heart”, a program on women’s heart health was held in February, 2009. It featured one program with three physician presentations, a cholesterol/glucose screening, blood pressure and body composition and a healthy heart breakfast for approximately 150 community members.
- “Digest This!” was held in March 2009. Approximately 100 attended the event, which included a physician and dietitian presentation on digestive health, appetizers and a free Fecal Occult Blood test.
- “Mother- Daughter Night Out” for girls and their mothers or guardians was held in May 2009. It included information on nail care, skin care, self- esteem, healthy bones, and a Zumba dance demonstration. The Robert Crown Center for Health Education presented “Linda” a program on puberty for young girls. One hundred and twenty attended the program.
- “Power of Prevention,” a screening and prevention program was held in May 2009. It included cholesterol and glucose screening, vitamin D screening, blood pressure, and body composition analysis and a complementary foot screening performed by a podiatrist. A total of 150 attended.
- Elmhurst Memorial Community Services also sponsored two major community events, The Du Page Women’s fair, September 2008 and Score 1 for Men’s Health in June 2009 in cooperation with the American Cancer Society. Approximately 1,450 community residents attended both fairs.

Speaker’s Bureau

A free Speaker’s Bureau program offers a speaker to community groups, churches, schools and service organizations. In Fiscal Year 2009, 102 programs/health fairs were coordinated, reaching approximately 7,711 members of the community.

Health Education Resource Service

A complimentary Health Education Resource Service offers community residents access to health information via multi-media at three sites.

Services are accessible by phone and by the Internet. Free access to Internet health sites as well as assistance with Internet searches is provided. The centers are stocked with pamphlets, brochures, reference books, periodicals, videos and health displays. A Health Educator meets with individuals by appointment to do one-on-one education and referral.

Approximately 27,672 patrons visited the Health Education Resource Centers and 17, 534 received health- related information.

The Health Education Resource Center for the Community of Villa Park continues to partner with the American Cancer Society to offer free navigation services to cancer patients and their families.

In addition, over 1,000 pieces of health-related information were given to community members from the Elmhurst Memorial Hospital Resource cart. The cart visits designated family waiting areas within Elmhurst Memorial Healthcare weekly.

Health Screenings

Elmhurst Memorial Healthcare offers a variety of health screenings to community residents free or at a reduced cost. During Fiscal year 2009, a total of 5,664 were screened.

- Blood pressure screenings are offered at three locations. Health Educators provided over 3,104 blood pressure screenings in Fiscal Year 2009.
- Monthly body composition screenings were held at the Villa Park Health Education Center and provided counseling, written information and referral resources to 63 participants.
- Diabetes screenings performed by a Health Educator were offered monthly at the Villa Park Health Education Center. A total of 96 were screened.
- Dermatologists and plastic surgeons provided 84 skin cancer screenings.
- A prostate screening and DRE was offered September 2008 and screened 18 men.
- Partnership with Life Line Screening sponsored eight screening health fairs with 551 participants.
- Heart Scan Calcium Scoring was offered to the community. A total of 765 screenings were completed

Community Health and Resource Fairs

Elmhurst Memorial Hospital also participates actively in several local and statewide community fairs

- Back to School fair, August 2008 - provided first aid kits and education to 1,500 children. A total of 2,800 families attended.
- Addison Days, August 2008 – 25 were screened for cholesterol and 30 for blood pressure. A total of 60 attended
- Du Page Woman's fair, held in September, 2008 - provided nutrition and fitness information and cancer prevention information to over 1,200 people. Diabetes education provided 112 diabetes screenings.
- Du Page Senior fair, October 2008 - provided diabetes screening and education to 83 residents
- Henry Hyde Center health fair, March 2009 - A physician provided a presentation in Spanish on screening requirements for all ages. Health educators performed 32 blood pressure screenings, 33 diabetes screenings and 33 cholesterol screenings. A total of 60 attended.
- Score 1 for Men's Health, June 2009 - provided nutrition, fitness, diabetes and cancer prevention information to over 250 people. Diabetes education provided 102 diabetes

screenings, Community Services provided approximately 40 blood pressure screenings.

- Multiple other community health fairs offered a blood pressure screening, body composition analysis, cholesterol or diabetes. The total screened was 801.

District 205 and Partners for Success School Nurse Program

Elmhurst Memorial Healthcare partners with District 205 to manage ten school nurses and with the Regional Board of Education to manage one school nurse. District 205 school nurses staff the elementary and middle schools, early childhood education, special education and York High School. The Partners for Success school nurse staffs Old Mill School in Addison.

School nurses see students daily for a variety of health related concerns. Below is the annual number seen in FY 2009 for York High School and Partners for Success.

District 205 York High School nurses -7,202 students
Partners for Success – 1,187 students

District 205 school nurses performed vision and hearing screening for students in the district.

Vision screening: 2,046
Number re-screened: 311
Number referred: 176

Hearing screening: 3,755
Audiograms: 29
Number re-screened: 187
Number referred: 15

Total screened: 5,801

Community Partnerships

Several employees of Elmhurst Memorial Healthcare serve on local health and service organizations. Some of these include:

- Elmhurst Lions
- Elmhurst Kiwanis Club
- Elmhurst Chamber of Commerce
- Villa Park Kiwanis
- Villa Park Chamber of Commerce
- American Cancer Society
- Access Du Page
- Du Page Community Clinic

- SafeKids Coalition

Elmhurst Memorial Healthcare provides classes, services and programs to local school districts either free or at a significantly reduced price. These services include CPR classes. The Hospital also partners with local park districts to provide classes and community services.

Meeting Room Space

Conference room space is provided free of charge to community groups and support groups that have a health focus. This past fiscal year, 1,532 programs and meetings were held at eight locations representing approximately 25 community groups.

Care Match

This is a free physician and health information resource available to the community 40 hours a week by phone or 24 hours a day via the Internet. Callers in search of a referral to a nearby physician can obtain information about physician's office hours, location, credentials, insurance requirements, for example. Care Match also handles registration for the Hospital's community education classes and requests for general information about the health system. In fiscal year 2009, 19,575 callers were assisted. An Internet component that offers the same services on-line registered 1,368 people for classes.

Other Educational Communications

Educational communications includes many different forms of printed materials produced for the purpose of educating members of the community about their health. These types of communications include magazines, brochures and informational cards such as first aid guides or breast self-exam cards, folders for educational materials and other publications that communicate information about Elmhurst Memorial Hospital and its affiliates.

Health Connections is a community health magazine distributed to approximately 140,000 households in the communities surrounding Elmhurst Memorial Hospital. It is produced three times a year and is designed to provide useful health information, inform the community of new hospital programs and services, promote health education classes, and introduce new physicians.

Additional health information is circulated via press releases, public service announcements and regular health columns produced for area newspapers.

Costs related to these communication materials include design costs, print costs, distribution costs and staff time for writing, editing, research and project coordination.

Pastoral Care

Elmhurst Memorial Hospital's Pastoral Care Services department offers an extensive Clergy Notification System to about 350 parishes and congregations in the Hospital's service area. With permission from patients, clergy and official church visitors may obtain information about patients in their parishes or congregations who have been admitted to the Hospital. This information is updated twice daily and is available in printed form in the Hospital's Admitting/Surgical waiting area, at the Pastoral Care Office or via telephone. An estimated 25 different religious denominations are represented within the 350 parishes and congregations served by Pastoral Care Services.

Social Services

During the course of the year, the Social Services Department provided assessments and community referrals to community members. Through this telephone and face to face contact, social workers are able to connect people with services in the community. Some examples of services people may need include at-home medical and personal care, outpatient or at-home rehabilitation, outpatient cancer care, medical equipment, extended care facilities, support groups, daycare, housing or home delivered meals. The Social Services Department also counsels patients and their families on adjusting to illness such as cancer or AIDS. They also provide individual consultations for patients on completing advance directives, referrals to behavioral health services and financial assistance counseling.

In Fiscal Year 2009, approximately 1,947 people were assisted. Two community education classes were offered on the topic of advanced directives for 30 people. Phone and in-person consultation and referral was provided to 657 people. Free taxi and Medicare vouchers were provided to 1,260 patients without other transportation to facilitate discharge.

Access Team – Behavioral Health

The Access Team provides a team of professional behavioral health staff to offer quick and easy access to Behavioral Health Services at Elmhurst Memorial Hospital and also in the community. The staff answers the phone 24 hours a day and can refer callers to appropriate services for mental health or chemical dependency issues. Assessments to determine the needs of clients are offered free of charge Monday through Saturday, and in emergency situations, 24 hours a day, 7 days a week. The Access Team receives over 4,000 calls a year.

Family Birthing Center

Elmhurst Memorial Hospital offers a number of special services free of charge to women before and after the delivery of a baby.

Maternity unit tours – Free tours of the maternity unit are offered every week to anyone interested in seeing the unit. Nurses conduct the tours, which help people become more familiar with the facilities before they deliver their baby. Approximately 2,000 people take the tours each year.

Follow-up Phone Calls – A nurse calls all women who have delivered a baby at Elmhurst Memorial Hospital soon after they have gone home to check on their well-being and determine whether they need referrals or have questions.

Pre- and Postnatal Education – Hospital staff offer a number of educational programs to help new mothers prepare for their child's birth and infancy. Some of these programs are free and others are offered at minimal cost.

Lactation Consulting – While still at the Hospital, new mothers can seek the services of a lactation consultant free of charge. The lactation consultant helps with proper techniques for breastfeeding. Telephone consultations are provided to new mothers who have gone home.

Grief Counseling – Hospital staff provide grief counseling and follow up free of charge for patients who have suffered a prenatal loss.

5. Volunteer Services

A total of **\$413,285.07** of resources consisted of volunteer time provided by Elmhurst Memorial Hospital employees and volunteers to various activities of the hospital and community (calculated by taking the number of hours contributed by Hospital volunteers multiplied by the minimum wage and adding the number of hours that Hospital employees spent in volunteer activities during paid time multiplied by the average Hospital wage.)

Volunteers were used in over 90 Hospital departments and accumulated 61,989 hours of service last year. Volunteer transporters, for example, escort patients throughout the facility, while others deliver flowers and newspapers to patients in their rooms. In addition, volunteers sewed and distributed their signature stuffed pink elephants to Hospital pediatric patients and red heart pillows to cardiac patients.

Telecare

This complimentary service is provided by Elmhurst Memorial Hospital volunteers for seniors or disabled persons who live alone. It is a planned, daily telephone contact to check on participants' safety and well being. The service days are Monday through Saturday. If the participant fails to make the scheduled phone call, the Volunteer Office tries to contact that person at home. If this attempt is unsuccessful, they call friends, neighbors, or relatives who were previously designated in case of emergency. If the emergency contact cannot be reached, the local police or sheriff are contacted.

6. Education

Costs for education include hospital-based educational programs for the training of healthcare professionals to include costs of supplies, purchased services and labor.

Labor was calculated as the total number of hours for orientation, contract maintenance, preceptor meeting or planning time multiplied by the average preceptor hourly wage. Clinical time was calculated as the number of students multiplied by the total number of clinical days multiplied by the percentage of staff teaching time per hour multiplied by the average preceptor hourly wage. Reimbursement provided by any of the schools was subtracted from the total.

In Fiscal Year 2009, Elmhurst Memorial Hospital dedicated **\$61,704.88** of resources toward education programs.

EMH provides clinical sites for the following schools. Some programs provide instructors on site; otherwise EMH staff serve as preceptors for the students.

Schools	Program
College of DuPage	Nursing Education (Registered Nurse and Licensed Practical Nurse) Radiology (Technician) Surgical Technology Program Paramedic/EMT-B program Rehab (PTA) Radiation Oncology (Radiation Therapist)
Elmhurst College	Nursing Education BSN & MSN programs (Registered Nurse)
Harper College	Nutrition (Dietetic Technician)
Loyola University	Graduate RN
Northern Illinois University	Nutrition (Dietitian,) Laboratory (Medical Technician)
Robert Morris College	Surgical Technology
Triton College	Nursing Education (Registered Nurse) Radiology (Nuclear Medicine)
Northwestern University	Rehab (PTA)
Rush University	Rehab (Physical Therapist)

7. Government-sponsored program services

Government-sponsored program services include unreimbursed cost not included in government-sponsored indigent healthcare programs. Elmhurst Memorial Hospital dedicated **\$83,840.00** of resources toward these types of services in Fiscal Year 2009.

8. Research

Elmhurst Memorial Hospital's total research costs in Fiscal Year 2009 were **\$38,316.00**.

9. Subsidized health services

Elmhurst Memorial Hospital provided **\$9,743,886.00** worth of healthcare services in cases where services were subsidized from other revenue sources. These services are offered based on the needs of the communities served by Elmhurst Memorial Healthcare. Costs include the following programs:

- Skilled Nursing Facility
- Inpatient Behavioral Health
- Outpatient Behavioral Health
- Physical Therapy, Occupational Therapy, and Speech Therapy
- Obstetrics
- Newborns

10. Bad Debt

In Fiscal Year 2008, **\$10,568,732.00** was used for the provision of services in cases of doubtful accounts resulting from the extension of credit.

11. Other Community Benefit

Elmhurst Memorial Hospital provides discounts to all uninsured patients on a sliding scale as follows:

- 10% on accounts with balances between \$0 - \$300
- 20% on accounts with balances between \$301 - \$600
- 30% on accounts with balances over \$600

These discounts are provided at time of service without regard to ability to pay. In Fiscal Year 2009, discounts amounted to \$3,645,835.00.

IV. Audited Financial Reports – Fiscal Year 2009

A copy of the organization's audited financial reports for the year ending June 30, 2009 is attached.