

## **Presentation Medical Center Community Benefit Report FYE September 30, 2011**

Presentation Medical Center (PMC) is a 25-bed not-for-profit, Critical Access Hospital (CAH) located in Rolla, Rolette County, ND. As a Critical Access Hospital, our organization is, by definition, a community benefit. PMC is a critical infrastructure to our community and is a major medical provider for Rolette County, providing inpatient, outpatient and surgical services. In addition, PMC is a key provider of emergency care with over 6,000 ER visits for fiscal year ending 2011. Services in the areas of Lab, Radiology, Respiratory Therapy, Physical Therapy, Cardiac Rehab, and Outreach Specialty Physician services, are also provided.

PMC is highly dependant upon government payors and is a Medicaid Disproportionate Share Hospital. In the Fiscal Year ending 09/30/2011, Medicaid was the payor for 10.8% of inpatients and 59.6% of outpatients, while Medicare was the payor for 73.5% of inpatients and 13.4% of total outpatients. By virtue of where we are located and the services that we provide, we are a benefit to our community.

The service area of PMC includes Rolette and part of Towner Counties. Rolette County has a total population of 13,674 with 73% the population being Native American. With this census, 2.13% of North Dakota's population lives in Rolette County. The per capita income for Rolette County is \$10,873 compared with North Dakota's per capita income of \$17,769. (Source: U.S. Census Bureau, Census 2000).

In addition to our very existence, PMC believes that there are additional areas that highlight our benefit to the community. By being what and who we are, we strive to be a good community citizen and an asset to the communities that we serve. PMC routinely provides a variety of services that address needs within the community.

### **Charity Care**

PMC provided \$94,400, at cost, for charity care. Our Community Caring Program was established in 2005. We have seen a continual increase every year in charity care as we try to get patients involved into the program before they become bad debt. A brochure is provided to every patient when they register outlining our payment expectations and explaining our Community Caring Program. An application for the Community Caring Program is included with the first statement of every private pay patient. This year, we have even added the application to the PMC website.

### **Unreimbursed Costs of Public Programs**

PMC experienced a shortfall of \$84,600 between the reimbursement provided by North Dakota Department of Human Services for Medicaid and the cost of the care provided for the Medicaid Swing-Bed patients.

### **Subsidized Health Services**

PMC provides prescription drugs to patients receiving charity care and to those

patients who have no resources to obtain their medication. Rather than allow a patient to experience a medical crisis or relapse, PMC provides prescription medication and then assists the individual in obtaining prescription assistance. During 2011, PMC provided medication assistance to patients at the cost of \$28,073.

Case Management Services are provided to patients, their family members and community members. Those individuals requiring substance abuse referrals and assistance require intensive services. Due to the significant number of social issues in Rolette County, case management services are provided to connect patients with the services that they need to regain/maintain their health status. Every effort is made to assist patients in obtaining the services that they require to maintain good health and a quality lifestyle.

Transportation services are provided to patients who need rides home following hospitalization and for appointments for specialized care. These are patients who do not have family or friends who are willing or able to transport them for these appointments. By assisting with transportation, patients are able to receive specialty consultation services that allow them to enhance the quality of their life.

### **Community Health Improvement Services**

PMC provides an annual Healthy Community Day that offers educational material and health screenings, including laboratory screenings that provide information about an individuals' general health condition. These services are offered to all community residents.

PMC provides weekly articles in the area newspapers providing information about health issues and topics of interest to the community.

PMC provides Pastoral Care services to all our patients and the community members. Pastoral Care serves as a liaison with the area Ministerial Associations.

### **Health Professions Education**

The area public schools participate in third grade tours. The schools are also offered the opportunity to participate in tours at the request of their teachers. PMC participates in the job shadowing programs with the local school. Physical Therapy students also have the opportunity to obtain clinical experience at PMC.

PMC worked with the Rolla Office of the North Dakota Job Services to provide Certified Nurse Aide training classed. The Certified Nurse Aide students also receive their clinical training at PMC.

### **Cash and In-kind Contributions**

Blood drives are sponsored four times per year. United Blood Services uses the Inservice Room as a collection site and the Lab and Admission staff members are responsible for recruiting and coordinating donors.

The Social Service department provides information, assistance and referrals to community members seeking such services, particularly during times of medical crisis.

Staff support and office space is provided to the Rural Mental Health Consortium. This allows mental health services to be available in the community on a weekly basis.

Meals are also provided for caregivers and lodging is offered for family members who choose to remain in the hospital with their loved one.

Sport Injury evaluation and screenings are provided to area High School students and staff members from Physical Therapy provide support at local athletic events.

Notary services are made available, without charge, to community citizens.

Meeting Room space is provided for Weight Watchers, Support Groups, Paramedic Education, Ministerial Association, Hearing Aid Testing, 4-H meetings and any other groups needing meeting space.

A PMC employee serves as a Board Member on the Rolla Chamber of Commerce in an effort to support services and programs to expand the community.

### **Summary**

Presentation Medical Center provided \$266,302 of benefits to our community in our Fiscal Year Ending September 30, 2011. These services are provided to strengthen and address the needs of the communities that we serve. As seen from the information provided, Presentation Medical Center is a valuable member of the community and serves a vital role for the many individuals requiring health care service and information. We are pleased to share this information about Presentation Medical Center.

**PRESENTATION MEDICAL CENTER**  
**Worksheet 1**  
**Summary of Quantifiable Community Benefits**

Use the categories and data elements shown in this form to report quantifiable community benefits.

Reporting period October 1, 2010 - September 30, 2011

	Community Benefit Category *	See Worksheet	Number of activities or programs	Persons served	Total community benefit expense	Direct offsetting revenue	Net community benefit expense
<b>Benefits for persons living in poverty</b>							
Charity care at cost	I	3		74	\$ 94,400		\$ 94,400
Unreimbursed costs of public programs							
Medicaid				10	\$ 84,600		\$ 84,600
Other indigent programs							
Community health improvement services	III.A	6					
Health professions education	III.B	7					
Subsidized health services	III.C	8			\$ 29,517		\$ 29,517
Case Management				49	\$ 1,444		\$ 1,444
Prescriptions				270	\$ 28,073		\$ 28,073
Cash and in-kind contributions to other community groups	III.E	10			\$ 2,970		\$ 2,970
Transportation for Patients				8	\$ 2,970		\$ 2,970
Community building activities	III.F	6,11					
Total quantifiable benefits for persons living in poverty					\$ 211,487	\$ -	\$ 211,487
<b>Benefits for the broader community</b>							
Community health improvement services	III.A	6			\$ 29,045	\$ 4,470	\$ 24,575
Healthy Community Day				450	\$ 3,293		\$ 3,293
Laboratory Screens			2	348	\$ 12,173	\$ 4,470	\$ 7,703
"To Your Health" Articles			14		\$ 1,751		\$ 1,751
Pastoral Care Services					\$ 11,828		\$ 11,828
Health professions education	III.B	7			\$ 16,674	\$ 11,755	\$ 4,919
Third Grade Tours			1	235	\$ 800		\$ 800
High School Job Shadowing			2	4	\$ 240		\$ 240
CNA Training and Clinical Site			1	18	\$ 15,634	\$ 11,755	\$ 3,879
Subsidized health services	III.C	8					
Research	III.D	9					
Cash and in-kind contributions to other community groups	III.E	10			\$ 24,240	\$ -	\$ 24,240
Blood Drives			4		\$ 560		\$ 560
Rural Mental Health Consortium Office Space					\$ 12,200		\$ 12,200
Caregiver Meals				185	\$ 1,855		\$ 1,855
Sports Injury Evaluation and Screenings				51	\$ 225		\$ 225
Notary Services					\$ 250		\$ 250
Meeting Room space for Weight Watchers, Hearing Aide, etc.			5		\$ 9,150		\$ 9,150
Community building activities	III.F	6,11			\$ 1,080		\$ 1,080
Chamber of Commerce					\$ 1,080		\$ 1,080
							\$ -
Community benefit operations	III.G	--					
Total quantifiable benefits for the broader community					\$ 71,040	\$ 16,225	\$ 54,815
<b>Total quantifiable community benefits</b>					\$ 282,527	\$ 16,225	\$ 266,302
See Reference I for description of community benefit categories*							