

Presentation Medical Center 2007 Community Benefit Report

Presentation Medical Center (PMC) is a 25-bed not-for-profit, Critical Access Hospital (CAH) located in Rolla, Rolette County, ND. By definition, our organization is a community benefit in that we are a critical infrastructure to our community. PMC is a major medical provider for Rolette County, providing inpatient, outpatient, obstetrical and surgical services. In addition, PMC is a key provider of emergency care with 5,852 ER visits for fiscal year ending 2007. 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 09/30/2007, Medicaid was the payor for 16.0% of inpatients and 50.3% of outpatients, while Medicare was the payor for 65.5% of inpatients and 22.6% 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 and 73% of our population is 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). The following data also reinforces the economic pressures encountered in Rolette County:

Average Monthly Number of Households Receiving Food Stamps:

Rolette County	1947
North Dakota	20447
% of North Dakota	9.52%

Average Monthly Number of Households Receiving TANF Benefits:

Rolette County	1616
North Dakota	5195
% of North Dakota	31.11%

Average Number of Residents Eligible for Title XIX (Medicaid) Benefits:

Rolette County	4237
North Dakota	52186
% of North Dakota	8.12%

(Source: Rolette County Social Services, June 2007)

In addition to our very existence, we believe that there are areas that highlight our benefit to the community. PMC strives to be a good community citizen by being who we are and what we do. We continually provide services that serve a need in the community.

Charity Care

PMC provided \$74,205 at cost for charity care. Our Community Caring Program was established in 2005. A special emphasis has been placed on encouraging patients to complete the Community Caring Program. A brochure is provided to every patient when they register

outlining our payment expectations and our Community Caring Program. Also, an application for the Community Caring Program is sent to every private patient with their first statement.

Unreimbursed Costs of Public Programs

PMC experienced a shortfall of \$864,046 between the reimbursement provided by North Dakota Department of Human Services for Medicaid and the cost of the care provided. Rolette County continues to have a high rate of Medicaid enrollment. This is seen by the Medicaid disproportionate share percentage of Presentation Medical Center compared with other facilities. In 2007, Presentation Medical Center had 44.84% of Medicaid percentage compared with the next highest facility, Mercy Hospital in Devils Lake with 29.82%.

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 obtain prescription assistance. During 2007, PMC provided medication assistance to patients at the cost of \$18,843.
- 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 obtain the services that they require to maintain good health and a quality lifestyle.

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.
- Health Information Management provides a wide variety of assistance and documents to community members to obtain social security cards, social security benefits and continuing healthcare.
- The Community Resource Coordinator (CRC) assists patients, families and community members research insurance programs (Medicaid, Medicare disability, Charity Care, etc.) and other programs to provide assistance with medical costs. The CRC also provides information about other programs, enrolls patients in the RX Assist Program for reduced cost medications and assists in completing enrollment forms for Medicaid. The CRC also provided information and enrollment assistance for the new Medicare Part D program that provides a prescription drug benefit.
- PMC provides weekly articles in the area newspapers providing information about health issues and topics of interest to the community. In addition, monthly luncheon presentations are provided about health topics.
- 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

- Education is offered for the Emergency Medical Technician – Intermediate classes. Paramedics are provided with the dysrhythmia cardiology course in addition to the opportunity to participate in Neonatal Resuscitation Program (NRP), Advanced Cardiac

Life Support (ACLS) and Pediatric Advanced Life Support (PALS). The NRP, ACLS and PALS are made available to other medical providers in the community.

→PMC served as a host for the Search Students who are affiliated with the University of North Dakota.

→The area public schools participate in special class and third grade tours and job shadowing.

→PMC serves as clinical site for Registered Nurse students, Licensed Practical Nurse students and Physical Therapy students.

Cash and In-kind Contributions

→PMC maintains a night switchboard because we dispatch the ambulance and fire department to emergency calls. Rolette County does not have 911 emergency service and all calls for the ambulance are directed to PMC.

→Blood drives are sponsored three times per year. The Blood Bank uses the Inservice Room as a collection site and the Lab and Admission staff members are responsible for recruiting and coordinating donors.

→The Radiology department provides copies of films for patients who are seeing providers outside of the area.

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

→PMC has four staff members who are Certified Designated Requestors who approach family members about organ, tissue and eye donation following a death. Information about donation is also provided to community groups.

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

→Meals are provided to patients whose services extend beyond the normal meal times. Meals are also provided for caregivers and lodging is offered for family members who choose to remain in the hospital with their loved one.

→Donations of cash are provided to the local youth groups and area schools for after prom programs that attempt to direct the youth to positive events rather than drinking and using drugs.

→Transportation is provided to patients who need rides home following hospitalization or for appointments at a tertiary center.

→At the request of various service organizations such as Kiwanis, PMC provides speakers to address health related topics of interest to the organizations membership.

→Meeting Room space is provided for Weight Watchers, Cancer Support Groups, Hearing Aid Testing, 4-H meetings and 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 \$1,129,393 of benefit to our community in our Fiscal Year Ending September 30, 2007. 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.