



Hospitals Build A Healthier Missouri

COMMUNITY INVESTMENT REPORT



Access hospital-specific data at
www.focusonhospitals.com

Missouri's hospitals are committed to improving health. The foundation of this effort is embrace of the Triple Aim – better health, better care and lower cost.

Hospitals provide benefit to their communities through various services and programs – often outside of the hospital campus – that support healthier communities and improve individual health. By providing better care, hospitals create value for patients and the health care system. And, by focusing on health improvement and high-quality care, hospitals are helping reduce the cost of chronic, often preventable conditions, which improves value for patients.

For those without insurance, or the underinsured, hospitals provide a safety net for care. With hundreds of thousands of uninsured Missourians, this investment is essential to the individuals who receive the care and communities throughout the state.

With the Triple Aim as a guiding principle, hospitals are making Missouri a healthier place to live. **And, that's good for all Missourians.**

In 2015, Missouri hospitals provided

\$1.2 BILLION

in uncompensated care



Community Benefit | Access To Health Services

On average an uninsured Missourian seeks care in a hospital emergency department **every minute 24/7-365**.

Health insurance coverage opens the gateway to prevention and management of chronic health conditions. Unfortunately, not all Missourians have access to coverage. Hospitals support health insurance coverage and have long advocated for policies that improve the value of, and access to, Medicare, Medicaid and commercial health insurance.

Hospitals provide a lifeline to the uninsured and underinsured. Hospitals' annual contribution to providing this care and supporting other programs is known as "community benefit." Although this is not the only way hospitals support their communities, it is a powerful reflection of their commitment.



In 2015, Missouri hospitals' charity care totaled

**\$641
MILLION**

and bad debt totaled

**\$577
MILLION**

Helping Missourians Receive Coverage And Care

PARKLAND HEALTH CENTER, FARMINGTON, MO.

At Parkland Health Center, a patient account representative works with a hospital case manager and social worker to identify patients in need of assistance. The team works with uninsured patients to determine if they are eligible for insurance coverage, and if so, helps them enroll. The team also determines eligibility for financial assistance under the health center's charity care policy. All patients are provided with financial assistance information upon admission.

Community Benefit | Building Healthy, Resilient Communities

Providing care for those without the resources to pay is only part of the hospital community’s mission.

Hospitals conduct community health needs assessments to determine what investments can help improve community health. These investments help members of the community live healthier, more productive lives.

Hospitals’ community benefit includes support of programs like Medicare and Medicaid – which seldom pay the full cost of providing care – to building a strong health care workforce for the future. In addition, hospitals donate to local causes and hold clinics and health events to screen for health problems and provide health improvement guidance.

Hospitals are the center of most communities’ emergency medical care systems. Hospitals invest millions in preparing for all types of natural and man-made emergencies to serve their communities in times of need. These activities promote community resiliency.

In 2015, Missouri hospitals invested in the following.

EDUCATION	FREE CLINICS	DONATIONS
\$377 MILLION	\$13 MILLION	\$56 MILLION
UNPAID MEDICARE	UNPAID MEDICAID	TOTAL, INCLUDING UNCOMPENSATED CARE
\$579 MILLION	\$495 MILLION	\$2.7 BILLION



Helping Parents And Kids Eat Healthy

COX MONETT HOSPITAL

Cox Monett Hospital's CARDIAC Fun program offers a one night, two-session program focusing on healthy foods and physical activity. CARDIAC stands for Coronary Artery Risk Detection In Area Children, and is designed to identify children and parents who are at risk for heart disease and diabetes. The CARDIAC Fun event takes place in a school or other facility with a commercial kitchen. During the event, children and their parents engage in hands-on food preparation activities instructed by a registered dietitian or health professional. Nutrition education is provided during the event, emphasizing portion control, heart-healthy foods, and decreasing fat and sugar consumption. In addition, attendees learn about the benefits of physical activity — what it is, how long activity should last, overcoming excuses for inactivity and participation.

Put into perspective, the **\$641 million in charity care** provided by Missouri hospitals annually is equivalent to the following.



656,708 FREE
emergency department visits every year

OR



24,291 FREE
physician office visits every day

OR



5.1 MILLION FREE
mammograms every year



Community Benefit | Improving Care, Protecting Patients

Hospitals serve patients and improve the health care system through their investments in better patient care – in the hospital and community. Work to avoid readmissions, understand the sociodemographic factors that influence healing, and improve the delivery of care in the hospital, produce value by reducing unnecessary care and cost.

Hospitals conduct research, reach into the community to support healing, and adopt best practices in care to improve results and support wellness.

Evidence-based practices like the CAUTI protocols in place at North Kansas City Hospital help protect patients from harm and reduce the cost of health care.



Helping Improve
Patient Care

NORTH KANSAS CITY HOSPITAL

Community Investment

Hospitals are economic engines in the communities they serve. Despite significant payment cuts, hospitals continue to hire employees and invest in their physical plants. And, these investments have direct and indirect benefits in communities throughout the state and statewide.

Missouri hospitals had a significant impact on the statewide economy in 2015.



152,941

full-time hospital employees



\$1.8 BILLION

capital investment



Between 2014 and 2015, the provision of uncompensated care at Missouri hospitals dropped by \$100 million. This corresponds with an improving economy where more Missourians have employer-sponsored health care and the addition of 300,000 Missourians through the health insurance marketplace. However, more than 600,000 Missourians remain uninsured.

According to the Centers for Disease Control and Prevention, nearly one-quarter of hospitalized patients receive urinary catheters during their stay. A urinary catheter is a tube inserted into the bladder through the urethra that allows urine to drain. Among patients who acquire a urinary tract infection during hospitalization, approximately 75 percent are related to catheterization. These catheter-associated urinary tract infections are preventable.

North Kansas City Hospital has implemented a system to reduce the incidence of CAUTIs. The system includes evaluation of the need for catheterization, education by infection control professionals and a nurse-driven protocol for catheter removal. Since the system was implemented in 2013, the CAUTI rate has been reduced by half, to less than one per 1,000 catheter patient days.

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MISSOURI OSPITALS
A sign of good health.

117 hospitals participated in this year's report.



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