

MISSOURI HOSPITALS BENEFIT THEIR COMMUNITIES

2020 COMMUNITY INVESTMENT REPORT

Throughout the state, hospitals work to improve health — at both the individual and community level. These activities can occur in the clinical environment. However, hospitals' missions extend far beyond the boundaries of the emergency department, exam room or hospital campus.

Hospitals' many community-focused health improvement activities are designed to keep Missourians active, healthy and productive. At the same time, hospitals' investments in infrastructure and the latest technology strengthen the economic core of the communities they serve.

Together, the actions of these caregivers and institutions reflect the values we cherish in this state. The benefits of these everyday efforts constitute a hospital's community investment. This Community Investment Report is designed to help Missourians understand how their local hospital — and hospitals throughout the state — contributes to a stronger, healthier community.

STATEWIDE COMMUNITY BENEFIT

All hospitals provide community benefits. Many of these benefits reflect the core values of the communities they serve. Among the most basic is the safety net provided by hospitals to those who cannot access or afford care elsewhere. Many low-income Missourians are eligible for charity care under hospitals' financial need policies. And, hospitals absorb significant bad debt when individuals cannot pay for their care. Charity care and bad debt constitute hospitals' uncompensated care.

Providing care to those who cannot afford it only is one aspect of how hospitals provide community benefit. Hospitals also absorb the unpaid costs of treating beneficiaries of Medicare and Medicaid, help to educate and train the health care workforce, offer free clinic services, and donate to local causes.

In 2018, hospitals provided \$1.5 billion in total uncompensated care, an increase of \$80 million over 2017. Nearly two-thirds of the growth in uncompensated care was provided as charity care. In 2018, hospitals' bad debt increased by nearly \$30 million.

When combined with the other benefits Missouri hospitals delivered to their communities, hospitals' total community benefit exceeded \$3 billion in 2018.

Charity Care	\$846,493,707
Bad Debt	\$658,467,859
Total Uncompensated Care	\$1,504,961,566
Health Professional Education Costs	\$439,161,991
Donations	\$44,290,066
Unpaid Costs of Treating Medicare Patients	\$570,232,479
Unpaid Costs of Treating Medicaid Patients	\$558,181,106
Tax Subsidies	(\$45,548,645)
Community Benefit Total	\$3,071,278,562



STATEWIDE COMMUNITY INVESTMENT

Hospitals provide a significant financial boost to the communities they serve. Despite challenging financial times, hospitals continue to hire employees and invest in their physical plants. These investments underpin the economy of cities, small and large, providing support for families and businesses throughout the state.

In 2018, Missouri hospitals employed nearly 162,000 workers and invested more than \$1.6 billion in various capital improvement projects throughout the state. These community investments help strengthen the health care system. They also ripple throughout the economy, creating household income, opportunities to build businesses, and revenue for state and local government.

A 2019 report found that nearly 310,000 jobs in Missouri are attributable to either hospitals' day-to-day operations or capital spending. These jobs delivered more than \$19.3 billion in labor income, wages and benefits to Missourians. In addition, \$27.1 billion in Gross State Product for Missouri can be linked to hospitals. In all, hospitals' economic activities generated nearly \$1.6 billion in taxes for state and local governments, while contributing \$4.1 billion in taxes to the federal government.

	Hospital Employees	161,762
	Capital Investments	\$1,671,166,539
	Payroll and Benefits	\$11,369,595,688
	Taxes Paid	\$683,273,793

All hospitals' community investments improve individual health and the health of the communities they serve. In many communities, hospitals are the largest employer. In rural Missouri, hospitals may provide the majority of medical services — from hospital-based care and clinics to primary care and public health support.

URBAN

Charity Care	\$667,879,042
Bad Debt	\$506,212,022
Total Uncompensated Care	\$1,174,091,064

Health Professional Education Costs	\$437,041,308
Donations	\$42,350,572
Unpaid Costs — Medicare	\$499,005,500
Unpaid Costs — Medicaid	\$485,772,540
Tax Subsidies	(\$33,862,329)
Community Benefit Total	\$2,604,398,655

	Hospital Employees	135,404
	Capital Investments	\$1,454,098,405
	Payroll and Benefits	\$9,726,497,520
	Taxes Paid	\$596,819,839

RURAL

Charity Care	\$176,542,864
Bad Debt	\$152,255,837
Total Uncompensated Care	\$328,798,701

Health Professional Education Costs	\$2,120,683
Donations	\$1,939,494
Unpaid Costs — Medicare	\$71,226,979
Unpaid Costs — Medicaid	\$72,408,566
Tax Subsidies	(\$11,686,316)
Community Benefit Total	\$464,808,106

	Hospital Employees	27,128
	Capital Investments	\$217,068,134
	Payroll and Benefits	\$1,643,098,168
	Taxes Paid	\$86,453,954



CENTRAL

- Uncompensated Care – \$250,289,866
- Hospital Employees – 16,131
- Capital Investments – \$139,674,319
- Payroll and Benefits – \$1,040,619,575



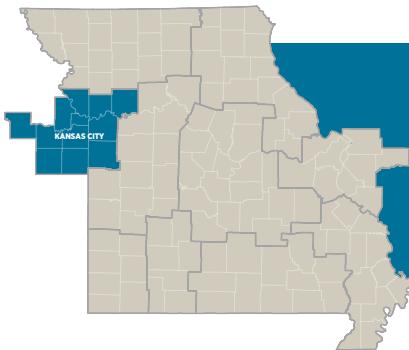
Capital Region Medical Center — Jefferson City

In cooperation with Jefferson City leaders and the Missouri Foundation for Health, Capital Region Medical Center supports exercise and outdoor activities through expanded use of community bikes and scooters. The city has expanded the bike-friendly lanes and paths, and the number of bike racks in the city has grown substantially to accommodate riders. The effort supports additional tourism through the city, which links with the Katy Trail, and encourages cycling locally.



SSM Health St. Mary's Hospital — Jefferson City

To promote a healthy, active lifestyle for children, SSM Health sponsors a 6,000-square-foot play area inside the Jefferson City Capital Mall. To help foster learning and imagination as well as active play, the space features a variety of three-dimensional structures, including an ambulance, helicopter, fire truck and train, on which young kids can play. The space recognizes that a healthy, active lifestyle begins when children are very young and is most successful when the whole family is involved.



KANSAS CITY

- Uncompensated Care – \$301,541,920
- Hospital Employees – 36,369
- Capital Investments – \$419,091,602
- Payroll and Benefits – \$2,883,490,668



Saint Luke's Health System — Kansas City

Saint Luke's Health System partners with the Boys & Girls Club of Greater Kansas City to provide a community liaison that works within the clubs to implement the Sports L.A.B. — Lifestyle, Attitude, Behavior — program. The program focuses on healthy lifestyles and career development. In addition, SLHS developed the Heart Smart Education Series to teach healthy habits for a healthy heart to club members. SLHS employees also volunteer at Boys & Girls Clubs as part of the SLHS Social Impact Initiative.



Truman Medical Centers, Inc. — Kansas City

Truman Medical Centers' Healthy Harvest Mobile Market is TMC's front-line approach to combat chronic disease through nutrition education and advocacy. This "classroom on wheels" delivers fresh, affordable, healthy foods throughout Kansas City, Mo., and Eastern Jackson County. With a strong presence in area schools, the Healthy Harvest Mobile Market team also creates and facilitates interactive nutrition-focused lessons and activities to improve family diet and nutritional well-being.



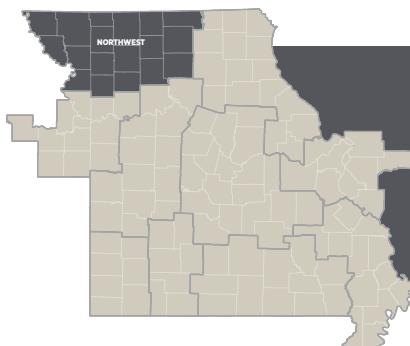
NORTHEAST

- ♥ Uncompensated Care - \$15,634,288
- ❶ Hospital Employees - 2,615
- ⌚ Capital Investments - \$30,887,669
- ✉ Payroll and Benefits - \$180,912,997



Scotland County Hospital — Memphis

In partnership with the Missouri Department of Transportation, clinical and training professionals from Scotland County Hospital provided CPR training to 214 MoDOT employees from Northeast Missouri. MoDOT employees were taught Heartsaver CPR and general first aid to assist coworkers, motorists and the public. Coordination with the hospital on the training helped MoDOT achieve one of its Quality Assurance and Performance Improvement objectives.



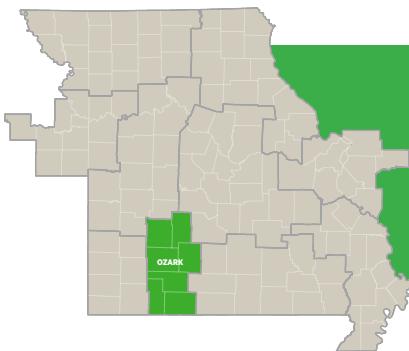
NORTHWEST

- ♥ Uncompensated Care - \$86,988,063
- ❶ Hospital Employees - 5,680
- ⌚ Capital Investments - \$32,901,528
- ✉ Payroll and Benefits - \$510,445,497



Mosaic Life Care at St. Joseph

Mosaic Life Care at St. Joseph developed the Urban Mission Collaboration to specifically address several areas of defined need in the community, including mental health support, substance abuse resources and access to health care for those in poverty. The goal of the program is to coordinate the services, focusing on people who are homeless, ultimately assisting individuals with housing, education/training, employment and other identified needs. The project includes stakeholders from throughout the community, including the city health department, a local shelter and food pantry, a housing agency, a community action partnership, and local law enforcement.



OZARK

- ♥ Uncompensated Care – \$174,716,349
- 👤 Hospital Employees – 20,931
- ⌚ Capital Investments – \$107,102,283
- 📅 Payroll and Benefits – \$1,287,013,981



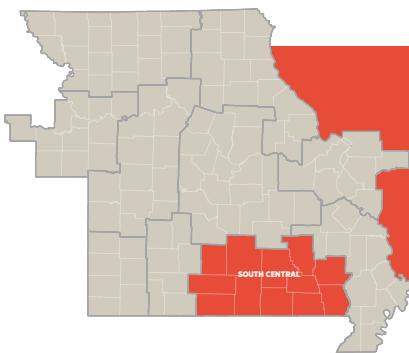
CoxHealth – Springfield

The CoxHealth Advanced Practice Paramedic program was developed to provide in-home care with the hope of minimizing the number of emergency department visits among at-risk patients. The program's paramedics — known as "community paramedics" — are trained to evaluate and provide care in the community while working in coordination with the patient's physicians. These paramedics provide basic and advanced care in the patient's home, arrange scheduled physician visits, obtain needed services and equipment, and educate patients to better care for themselves.



Mercy Hospital – Springfield

Springfield Public Schools and Mercy Hospital Springfield collaborate in support of Wednesday Connection, a local partnership for families to access stabilizing area resources in one location. Wednesday Connection is designed to divert children and youth from homelessness; increase family and community stability; and increase access to education, student attendance, achievement and graduation. Mercy sends a community health worker to Wednesday Connection as a resource to help participants enroll at the Missouri State University Care Clinic to improve access to care for uninsured adults with limited or no income.



SOUTH CENTRAL

- ♥ Uncompensated Care – \$17,239,923
- 👤 Hospital Employees – 2,277
- ⌚ Capital Investments – \$9,396,223
- 📅 Payroll and Benefits – \$118,994,767

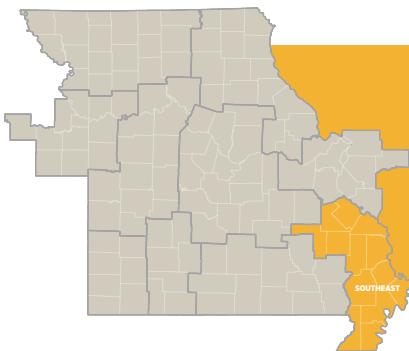


Ozarks Medical Center

Ozarks Medical Center – West Plains

Athletic physicals are required for students who participate in any school-sponsored sport. To support students' engagement in these activities, Ozarks Medical Center provides free athletic physicals for area middle and high school students from 12 different schools. Through the program, caregivers ensure the students are healthy enough for the rigorous exercise required to participate, while opening the door for the students to participate in a variety of athletic endeavors. Local physicians and providers conduct the physicals for student athletes in grades seven through 12 who attend local schools.





SOUTHEAST

- ♥ Uncompensated Care – \$63,808,110
- 👤 Hospital Employees – 8,233
- ⌚ Capital Investments – \$74,860,245
- ✉️ Payroll and Benefits – \$560,421,189



Saint Francis Healthcare System — Cape Girardeau

Through a program called “Tiger Bites,” the Friends of Saint Francis — a volunteer group affiliated with Saint Francis Healthcare System — provided supplemental groceries to 35 families in the city’s most impoverished school each week throughout the summer months in 2018. Since more than 95% of families qualify for free school meals, families depended on this food during the school year. During the summer months, many families come up short. More than 170 children and adults benefited from Tiger Bites. The Friends, Saint Francis colleagues and community members packed the food and delivered it directly to the homes of those in need.



SoutheastHEALTH — Cape Girardeau

The SoutheastHEALTH Foundation’s Children’s Wellness Fund supports programs that improve the health of area youth, some of which include classes for new and expectant parents, nurse home visiting programs, and specialized around-the-clock inpatient care in the Level III Neonatal Intensive Care Unit. The fund supports the goal of improved pregnancy outcomes, as well as improved child health and development for the well-being and self-sufficiency of low-income, first-time parents and their children. Lactation counseling helps new mothers and infants by giving them the support they need to start a healthy life.



SOUTHWEST

- ♥ Uncompensated Care – \$57,791,129
- 👤 Hospital Employees – 6,845
- ⌚ Capital Investments – \$24,379,267
- ✉️ Payroll and Benefits – \$506,270,267



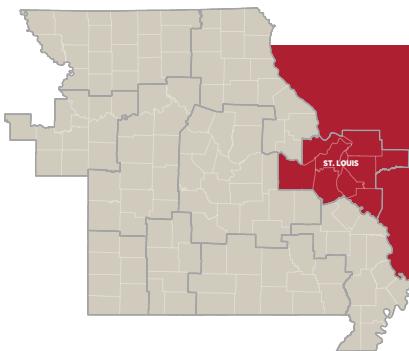
Cox Monett Hospital

Cox Monett Hospital and the CoxHealth Foundation sponsor Dining for Diabetes to improve diabetes awareness and care, locally. The event raises funds to offset the cost of care and supplies for individuals needing financial assistance in managing their condition. In addition, the hospital offers diabetes education classes in English and Spanish, and all funds from the program deliver support for diabetes medication, supplies and education. The event raises approximately \$100,000 to support diabetes programs for those in need locally.



Mercy Hospital Cassville and Mercy Hospital Aurora

Mercy Hospital Cassville and Mercy Hospital Aurora provide members of their communities an opportunity to stay healthy while helping support individuals who cannot afford care. The hospitals sponsor a “Helping Hands/Mission Fund” to assist patients who visit the hospitals’ facilities but can’t afford medications, transportation, utilities or other priorities that can influence health and well-being.



ST. LOUIS

- ♥ Uncompensated Care - \$509,456,003
- 👤 Hospital Employees - 58,800
- ⌚ Capital Investments - \$803,502,164
- ⌚ Payroll and Benefits - \$4,066,947,511



SSM Health, LAI Clinic — St. Louis

The Long-Acting Injectable Clinic is an innovative program at SSM Health DePaul Hospital where patients with mental health diseases, including schizophrenia, bipolar disease and substance abuse, can receive long-acting injectable medications. The clinic offers group therapy, transportation, meals, and access to psychiatrists and pharmacists who can adjust medication as needed. Using the 340B program, on-site pharmacy concierges help patients who cannot afford medications. Many LAI patients have experienced incredible recoveries in a relatively short period of time. Thanks to the clinic, family relationships have been mended; patients have been able to go back to school, secure jobs and obtain independent housing; and lives have been saved.

BJC HealthCare — St. Louis

BJC HealthCare's community health needs assessment found dental health as one of the most critical health care needs in St. Louis City. Healthy Kids Express through St. Louis Children's Hospital is the first dedicated pediatric mobile health program in the St. Louis area. The program partners with local school districts, Head Start programs, day care centers and other community sites to offer dental, vision and health screening services to those ages 3 to 21 years in St. Louis City and surrounding counties. Healthy Kids Express also connects families to community resources, such as low-cost health insurance and health care providers. Medicaid is the primary health care coverage for 55% of patients seen, and 15% are uninsured. Poor oral hygiene can lead to dental cavities and gum disease, and also has been linked to heart disease, cancer and diabetes in adults.



WEST CENTRAL

- ♥ Uncompensated Care - \$27,495,915
- 👤 Hospital Employees - 3,881
- ⌚ Capital Investments - \$29,371,239
- ⌚ Payroll and Benefits - \$214,479,236

Fitzgibbon Hospital — Marshall

In Marshall, Mo., students participating in school sports can get the Missouri High School Athletics Association's required physical through the hospital-sponsored Certified Athletic Trainer based at the high school. The trainer organizes physicals provided by Fitzgibbon Hospital physicians and staff, Fitzgibbon Chiropractic, and Fitzgibbon Orthopedic and Sports Medicine. The hospital also provides sports physicals to athletes in the Mendon, Brunswick and Hardemann school districts through its rural health clinics in Brunswick and Slater. The service allows athletes who might otherwise not be able to afford a physical to participate in school sports and creates an opportunity for health professionals to direct students with identified issues to their primary care physician for appropriate follow up. The program, which has been in place since 2015, is available annually for middle school and high school students.



Carroll County Memorial Hospital — Carrollton

Many of the jobs of the future — including but not limited to health care jobs — will require training in science, technology, engineering and math. To help expand access to STEM educational opportunities, Carroll County Memorial Hospital partnered with the Brunswick, Mo., schools to help improve their STEM laboratory space. The partnership has helped expose the students to a variety of new skills, and its popularity has led to expansion in additional area school districts.

