



## 2010 ST.VINCENT COMMUNITY BENEFIT REPORT

ST.VINCENT WILLIAMSPORT HOSPITAL

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THE SPIRIT OF CARING®



*St.Vincent* HEALTH



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### OVERVIEW

St.Vincent Williamsport Hospital, located in Williamsport, Ind., is a 16-bed, critical access hospital serving Warren, Fountain, Benton, and Vermillion counties. The hospital offers 24-hour emergency medical treatment. St.Vincent Williamsport services include orthopedics, surgery, radiology, and lab. It also has outpatient specialty clinics for cardiology, ENT (ears, nose, and throat), dermatology, pain management, podiatry, urology and physical therapy, rehabilitation and occupational health, and two rural health clinics.

St.Vincent Williamsport is part of St.Vincent Health, a non-profit healthcare system headquartered in Indianapolis and consisting of 20 health ministries serving 47 counties in Central and Southern Indiana. The mission of each St.Vincent ministry is to provide high quality, holistic health care that serves patients and their families in body, mind, and spirit, with special attention to the poor and vulnerable. St.Vincent is committed to improving health, not just healthcare. This means working closely with community partners, including residents, businesses, school systems, local government, and other health and human service providers to identify and address key local needs to improve both quality of life and the health of individuals and communities.

### HOW ST.VINCENT WILLIAMSPORT BENEFITS THE COMMUNITY

In fiscal year 2010, St.Vincent Williamsport provided \$2,361,068 to improve the health and well-being of its communities. This included a significant commitment to free and reduced cost medical care for the poor and vulnerable. It also reflects extensive resources invested in ensuring 100% access to health care, advocacy for the poor and vulnerable, the promotion of healthy lifestyles, and building stronger and healthier communities.

Annually, St.Vincent Williamsport provides a report to its communities documenting its investment in community benefit. St.Vincent Williamsport, in conjunction with its sponsor St.Vincent Health and the Catholic Health Association, takes a conservative approach in determining what expenditures and programs "count" as community benefit, and in quantifying these activities for this report. The report documents the dollars provided in four separate categories as described at right.



### COMMUNITY BENEFIT CATEGORIES

#### TRADITIONAL CHARITY CARE

Traditional Charity Care is defined as the net cost of in-patient and out-patient health care provided to persons who lack the resources to fully pay for their medical care.

#### UNPAID COSTS (SHORTFALL) OF PUBLIC PROGRAMS

Unpaid Costs (Shortfall) of Public Programs includes the net cost of care provided to individuals on Medicaid, Hoosier Healthwise, and other public programs. Note that in keeping with the Catholic Health Association's conservative approach, Medicare shortfall is not included.

#### OTHER PROGRAMS AND SERVICES FOR THE POOR

Other Programs and Services for the Poor is defined as the net cost of donations, activities or events that specifically serve the poor, including the value of staff time donated by St.Vincent.

#### PROGRAMS AND SERVICES FOR THE BROADER COMMUNITY

Programs and Services for the Broader Community is defined as the net cost of donations, activities or events that serve the broader community, including the value of staff time donated by St.Vincent.





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### FINANCIAL COMMITMENT

Financial information in this report was prepared in accordance with the reporting guidelines issued jointly by Catholic Health Association (CHA) in collaboration with VHA Inc. and with the Ascension Health community benefit reporting guidelines.

Traditional Charity Care	\$812,638
Unpaid Cost of Public Programs	\$1,288,918
Other Programs and Services for the Poor	\$1,429
Programs for the Broader Community	\$258,083
<b>Total:</b>	<b>\$2,361,068</b>

### COMMUNITY ASSESSMENT

True community benefit responds to the particular needs and challenges of the community, building on its unique strengths and assets. So in each of its communities, St.Vincent leads or participates in a community roundtable or forum. This group brings together individuals and organizations from throughout the community who share a common interest in improving health status and quality of life. Using a variety of tools, including surveys, key person interviews, focus groups, secondary data, and data analysis professionals, the team identifies community issues and concerns. These are shared with the community at large, and a consensus is reached about priorities and available resources.

St.Vincent Williamsport Hospital facilitates the local community roundtable for Fountain and Warren Counties. The roundtable has representatives from schools, the community foundation, the local economic development organization, social service agencies, and many other community organizations. In fiscal year 2010, St.Vincent Williamsport, in conjunction with several other roundtable organizations, sponsored a Stewards of Children program presented by the Child Protection Team from Peyton Manning Children's Hospital at St.Vincent, Fountain and Warren Counties Office of Department of Child Services, and Bi-County Domestic Violence Program. The event prepared youth leaders to protect children in their care from abuse. A guest speaker also talked about her personal experience of abuse. The most recent community assess-

ment identified economic development, physical activity, mental health issues (drug abuse, domestic violence, and counseling), greater community involvement, and better communication of services available in the county as key issues.

### CARING FOR THE COMMUNITY

#### St.Vincent Williamsport Wellness Program Goes to Work

In Fountain and Warren counties, where diabetes, obesity and other chronic disease diagnoses have been on the rise, St.Vincent Williamsport Hospital is rolling up its sleeves and "going to work."

Each year, the St.Vincent Williamsport work-place-based Wellness program targets 2-3 employers with significant numbers of lower-paid workers, shift workers, or workers who log more than 40-50 hours per work. It is often not convenient for these workers to get to their doctor for a check-up. Therefore, St.Vincent arranges to go on site and do a variety of free screening so employees can be alerted to any major health issues.

When the Wellness program set up in a county garage, "Mike" decided to check it out. He hadn't been feeling 100% lately, but didn't have a family doctor, and lacked the time to find one and make an appointment. During his visit to the Wellness program, the St.Vincent worker's compensation coordinator captured some key details about Mike, and convinced him to return to have a simple blood test. Mike returned for the blood draw, and returned back to work. When the lab analyzed the blood sample, Mike was found to have a glucose reading of over 500—a critical finding that could be life-threatening if not treated immediately.

(continued on next page)





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**(WELLNESS continued)** Mike had provided a work phone number, but was out on the job and not available by phone when the clinical coordinator contacted him. Privacy regulations prohibit sharing the findings of his blood test with anyone but Mike, but a supervisor was kindly willing to identify the area of the county where he would likely be working. The St. Vincent coordinator immediately got in her car and tracked him down, where he was doing roadside mowing. After discussing the findings with Mike, the coordinator was able to arrange for him to be seen at one of the St. Vincent Williamsport's rural health clinics. Mike was connected to a physician who provided a complete physical, treatment, and ongoing monitoring for his diabetes – as well as education to help him manage his chronic condition. Mike now goes to the clinic for frequent follow-ups, and is doing well today.

### PROGRAMS SPOTLIGHT

The following are just a few of the many community benefit initiatives sponsored by St. Vincent Williamsport each year.

#### PATIENT SERVICES FOR POOR AND VULNERABLE

In keeping with its mission, St. Vincent Williamsport delivers patient services to all individuals requiring health care, without regard to race, ethnicity, economic status, insurance status, or ability to pay. Health services for the poor, uninsured/underinsured, and those enrolled in public programs that provide only partial reimbursement, such as Medicaid and Hoosier Healthwise, are a significant part of the community benefit provided by St. Vincent Williamsport.

Patients with income at less than 200% of the Federal Poverty level (FPL) are eligible for 100% charity care for services. Patients with incomes at or above 200% of the FPL, but not exceeding 400% of the FPL, receive discounted services based on an income-dependent sliding scale. Hospital financial counselors/access coordinators assist patients in determining eligibility, completing necessary documentation, and applying for public benefits for which they may qualify. St. Vincent Williamsport, in conjunction with St. Vincent Health, is committed to 100% access for patients, and is proactive in providing healthcare that leaves no one behind.

#### RURAL AND URBAN ACCESS TO HEALTH

As part of its commitment to 100% access, St. Vincent Williamsport is one of eight St. Vincent Health ministries to participate in the Rural and Urban Access to Health program. Central to the program is a health access worker who connects the hospital to the community by helping individuals address barriers to health care – and by referring them to other local resources as needed. The health access worker assists individuals with finding a medical home, applying for public programs such as Medicaid, food stamps and the Healthy Indiana Plan, and in assessing needs so that referrals can be made for other forms of community-based assistance. The health access worker

also advocates for clients with service providers, and serves as a system navigator. During fiscal year 2010, the health access worker served 794 individuals, and completed 1,162 referrals to public and private programs.

In addition, St. Vincent Williamsport's Rural and Urban Access to Health program assists patients who meet income guidelines in obtaining free or reduced cost prescription drugs. St. Vincent Williamsport provides a medication assistant who works with a sophisticated and continually updated database to track eligibility and requirements that vary by company and medication. In 2010, the medication assistant helped patients obtain a total of 716 medications, for which the average wholesale price totaled \$348,498.





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### RURAL HEALTH CLINICS

St.Vincent Williamsport Hospital has two rural health clinics providing full-service primary care and basic laboratory services for the entire family on a sliding fee scale, based on need. Physicians and nurse practitioners staff the clinics, which are located in the most rural sections of St.Vincent Williamsport Hospital's service area. The rural health clinics' main goal is to improve access to primary and preventative care. A significant percentage of patients are uninsured/underinsured.

### STUDENTS IN HEALTH CAREER PROFESSIONS

St.Vincent Williamsport Hospital provides an optimal setting for rural health training. Students come from Ivy Tech, Purdue University, and Indiana University at Kokomo. St.Vincent Williamsport Hospital teaches students to complete clinicals in the following programs: Physical Therapy, Respiratory Therapy, Nursing, and Pharmacy. St.Vincent Williamsport also provides training for Emergency Medical Technicians. St.Vincent Williamsport is committed to providing healthcare careers training that will ensure a strong supply of health professionals for Fountain and Warren Counties well into the future.



*Health Career students participate in the Williamsport Parade.*

