

Introduction to the IRS Form 990 Schedule H

As a not-for-profit hospital, we operate for one purpose: to further our healing ministry. We do this by:

- Reinvesting our profits back into the communities through various programs and services
- Making sure that care is available to everyone — regardless of his or her ability to pay.
- Using compassion as the cornerstone our work to improve the health of our communities. Patients and their families are always treated as people first — attending to the needs of the whole person — body, mind, and spirit.
- Providing a range of special benefits to the community, such as programs to manage care for persons with chronic diseases, health education and disease prevention initiatives, outreach for the elderly, and care for persons who are poor or uninsured.

The IRS grants us tax exemption as a “charitable, community-oriented organization.” Without this status, we could not continue to deliver the same level of community benefits that are so important and necessary.

The federal government recently ruled that health care entities like ours report their community benefit programs. This includes a wide array of activities and services that need to be categorized and explained – in detail – on the following IRS form called “990 Schedule H.” This document requires us to report information on:

- Charity care (financial assistance) and other community benefits
- Community building activities
- Medicare, bad debt and collection practices
- Management companies and joint ventures
- Facilities comprising the organization

The following terms and definitions will help you better understand each section of the report. Should you choose to not print the document, you can also hover your computer’s mouse over the terms for a brief definition.

PART I: Charity Care and Certain Other Community Benefit at Cost

1a Charity Care Policy: A Trinity Health Ministry Organization's designated procedure/methodology for classifying patients who cannot afford health care services due to inadequate resources and/or are uninsured or underinsured. Care is then provided without charge, or at amounts less than the established rates. Because Trinity Health does not pursue collection of amounts determined to qualify for charity care, they are not reported as net patient service revenue in the consolidated statements of operations and changes in net assets. The cost of charity care is calculated using a cost-to-charge ratio methodology.

3 Charity Care Eligibility: A patient's ability to meet Trinity Health-specified qualifications/criteria to receive financial assistance for medical care, based on the Ministry Organization's official Charity Care Policy.

3a Federal Poverty Guidelines (FPGs): Issued annually by the Department of Health and Human Services (HHS). FPGs are a simplification of the government's designated "federal poverty thresholds," which are highly statistical to calculate the number of Americans living in poverty each year. FPGs are more administrative, and help determine financial eligibility for certain federal programs. The poverty guidelines are sometimes loosely referred to as the "federal poverty level" (FPL), but that phrase is ambiguous and should be avoided, especially in situations (e.g., legislative or administrative) where precision is important.

4 Medically indigent: Persons whom the organization has determined are unable to pay some or all of their medical bills because the bills exceed a certain percentage of their family income and/or assets (e.g., due to catastrophic costs or conditions), even though they have income or assets that otherwise exceed the generally applicable eligibility requirements for free or discounted care under the organization's Charity Care Policy.

6a annual community benefit report: Published each fall within Trinity Health's Annual Report, this is a detailed account of all costs associated with dedicated staff, community health needs and/or asset assessments, as well as other costs associated with community benefit strategy and operations.

7a Charity care at cost: Free or discounted health care services provided to persons who meet the organization's criteria for financial assistance and are therefore deemed unable to pay for all or a portion of such services.

7b Unreimbursed Medicaid: When Medicaid, a state health care program for qualifying low-income residents, does not reimburse Trinity Health for the full cost of health care services provided to patients. Trinity Health then "absorbs" these costs at a financial loss.

7c Unreimbursed costs – Other means-tested government programs: Government programs for which eligibility for benefits or coverage is determined by the recipient's income or asset level. (e.g., The State Children's Health Insurance Program (SCHIP) is a means-tested government program.)

7e Community health improvement services and community benefit operations:

The activities to be reported on this line are two different categories of activities:

1. **Community health improvement services:** Activities and services for which no patient bill exists. These services are not expected to be financially self-supporting, although some may be supported by outside grants or funding. Some examples include free clinic services, programs directed at improving women's health, free or low cost prescription medications, and rural and urban outreach programs. The Ministry Organization actively collaborates with community groups and agencies to assist those in need in providing such services.
2. **Community Benefit Operations:** Costs associated with dedicated staff, community health needs and or assets assessments, and other costs associated with community benefit strategy and operations.

7f Health professions education: Programs that result in a degree, certificate, or training that is necessary to be licensed to practice as a health professional, as required by state law; or continuing education that is necessary to retain state license or certification by a board in the individual's health profession specialty.

7g Subsidized health services: Clinical services that are provided, despite a financial loss to the organization. The financial loss is measured after removing losses, measured by cost, associated with bad debt, charity care, Medicaid and other means-tested government programs. Despite the financial loss, the service is provided because:

1. It meets an identified community need, such as providing needed access to care for low-income individuals
2. If the service were no longer offered, access to health services would be impaired, or
3. Providing the service would become the responsibility of government or another tax-exempt organization.

7h Research: Any study or investigation of which the goal is to generate generalized knowledge made available to the public, such as knowledge about:

1. Underlying biological mechanisms of health and disease, natural processes or principles affecting health or illness;
2. Evaluation of safety and efficacy of interventions for disease such as clinical trials and studies of therapeutic protocols;
3. Laboratory based studies; epidemiology, health outcomes and effectiveness
4. Behavioral or sociological studies related to health, delivery of care, or prevention
5. Studies related to changes in the health care delivery system; and
6. Communication of findings and observations (including publication in a medical journal)

This category only includes research internally funded or research funded by a tax-exempt or government entity.

7i Cash and in-kind contributions to community groups: Cash contributions made to entities and community groups that share the organization's goals and mission. In-kind contributions include the cost of hours donated by staff to the community while on the organization's payroll, indirect cost of space donated to tax-exempt community groups (such as for meetings), and the financial value of donated food, equipment, and supplies.

PART II Community Building Activities Community Building activities include programs that address the root causes of health problems, such as poverty, homelessness and environmental problems. They support community assets by offering the expertise and resources of the health care organization.

1. **Physical improvements and housing** (Examples include: Community gardens; neighborhood improvement and revitalization projects; contributions to community-based assisted living and senior and low-income housing projects)
2. **Economic development** (Examples include: Assisting small business development in neighborhoods with vulnerable populations and creating new employment opportunities in areas with high rates of joblessness; participation in an economic/labor development council; chamber of commerce or Rotary Club)
3. **Community support** (Examples include: Childcare and mentoring programs for vulnerable populations or neighborhoods; neighborhood support groups; violence prevention programs; disaster readiness and public health emergency activities)
4. **Environmental improvements** (Examples include: Efforts to reduce community environmental hazards in the air; water and ground; residential improvements; such as helping to paint public housing apartments; or lead/radon programs; Neighborhood/community improvements; Adopt-a-Road)
5. **Leadership development and training for community members** (Examples include: Life or civic skills training programs; medical interpreter training for community members; community leadership development; cultural skills training)
6. **Coalition building** (Examples include: Hospital representation to community coalitions related to community health; Disease management programs; Collaborative partnerships with community groups to improve community health)
7. **Community health improvement advocacy** (Examples include: Local, state and national advocacy on behalf of such areas as: access to health care, public health, transportation, housing; Advocacy for social justice and human rights, including costs associated with advocating for social justice, environmental responsibility and human rights, such as fair treatment to workers)
8. **Workforce development** These programs address community-wide workforce issues — not the workforce needs of the health care organization. (Examples include: Physician/other health professional recruitment for areas identified by the government as medically underserved; Partnerships with community colleges and universities to address the health care workforce shortage; School-based programs on health care careers; Health care career mentoring projects)

Part VI: Supplemental Information

2 Needs assessment Trinity Health's designated evaluation process that involves the hospital assessing the health care needs of the community it serves by periodically

consolidating data and perspectives about the health and social needs of the community. The assessment data assists in the development of a plan for the entire community, with a linkage between the organization's mission and strategic plan, with special attention given to those most in need. A needs assessment is performed by the hospital in partnership with the community, or as a result of other agencies (e.g. public health or private such as United Way). If the hospital cannot perform the assessment, an outside vendor conducts it, then supplies the results.

3 Patient education of eligibility for assistance How the organization informs and educates patients and persons who may be billed for patient care about their eligibility for assistance under federal, state, or local government programs or under the organization's charity care policy.

4 Community information Describes the geographic area (e.g., urban, suburban, rural), the demographics of the community or communities (e.g., population, average income, percentages of community residents with incomes below the federal poverty guideline, percentage of the hospital's and community's patients who are uninsured or Medicaid recipients), the number of other hospitals serving the community or communities, and whether one or more federally-designated medically underserved areas or populations are present in the community.

5 Community building activities Includes programs that address the root causes of health problems, such as poverty, homelessness and environmental problems. They support community assets by offering the expertise and resources of the health care organization.

**SCHEDULE H
(Form 990)**

Hospitals

OMB No. 1545-0047

2009

Open to Public Inspection

Department of the Treasury
Internal Revenue Service

▶ **Complete if the organization answered "Yes" to Form 990, Part IV, question 20.**
▶ **Attach to Form 990.**
▶ **See separate instructions.**

Name of the organization **MERCY HEALTH SERVICES - IOWA, CORP.
DUBUQUE** Employer identification number **31-1373080**

Part I Charity Care and Certain Other Community Benefits at Cost

	Yes	No
1a Does the organization have a charity care policy? If "No," skip to question 6a	<input checked="" type="checkbox"/>	
1b If "Yes," is it a written policy?	<input checked="" type="checkbox"/>	
2 If the organization has multiple hospitals, indicate which of the following best describes application of the charity care policy to the various hospitals. <input checked="" type="checkbox"/> Applied uniformly to all hospitals <input type="checkbox"/> Applied uniformly to most hospitals <input type="checkbox"/> Generally tailored to individual hospitals		
3 Answer the following based on the charity care eligibility criteria that applies to the largest number of the organization's patients. a Does the organization use Federal Poverty Guidelines (FPG) to determine eligibility for providing <i>free</i> care to low income individuals? If "Yes," indicate which of the following is the family income limit for eligibility for free care:	<input checked="" type="checkbox"/>	
<input type="checkbox"/> 100% <input checked="" type="checkbox"/> 150% <input type="checkbox"/> 200% <input type="checkbox"/> Other _____ %		
b Does the organization use FPG to determine eligibility for providing <i>discounted</i> care to low income individuals? If "Yes," indicate which of the following is the family income limit for eligibility for discounted care:	<input checked="" type="checkbox"/>	
<input type="checkbox"/> 200% <input type="checkbox"/> 250% <input type="checkbox"/> 300% <input type="checkbox"/> 350% <input checked="" type="checkbox"/> 400% <input type="checkbox"/> Other _____ %		
c If the organization does not use FPG to determine eligibility, describe in Part VI the income based criteria for determining eligibility for free or discounted care. Include in the description whether the organization uses an asset test or other threshold, regardless of income, to determine eligibility for free or discounted care.		
4 Does the organization's policy provide free or discounted care to the "medically indigent"?	<input checked="" type="checkbox"/>	
5a Does the organization budget amounts for free or discounted care provided under its charity care policy?	<input checked="" type="checkbox"/>	
b If "Yes," did the organization's charity care expenses exceed the budgeted amount?	<input checked="" type="checkbox"/>	
c If "Yes" to line 5b, as a result of budget considerations, was the organization unable to provide free or discounted care to a patient who was eligible for free or discounted care?		<input checked="" type="checkbox"/>
6a Does the organization prepare an annual community benefit report?	<input checked="" type="checkbox"/>	
b If "Yes," does the organization make it available to the public?	<input checked="" type="checkbox"/>	

Complete the following table using the worksheets provided in the Schedule H instructions. Do not submit these worksheets with the Schedule H.

7 Charity Care and Certain Other Community Benefits at Cost						
Charity Care and Means-Tested Government Programs	(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community benefit expense	(d) Direct offsetting revenue	(e) Net community benefit expense	(f) Percent of total expense
a Charity care at cost (from Worksheets 1 and 2)	2	1,403	1447111.		1447111.	1.06%
b Unreimbursed Medicaid (from Worksheet 3, column a)	2	7,231	7268766.	6703947.	564,819.	.42%
c Unreimbursed costs - other means-tested government programs (from Worksheet 3, column b)						
d Total Charity Care and Means-Tested Government Programs ...	4	8,634	8715877.	6703947.	2011930.	1.48%
Other Benefits						
e Community health improvement services and community benefit operations (from Worksheet 4)	34	27,446	755,320.	13,796.	741,524.	.55%
f Health professions education (from Worksheet 5)	2	605	89,434.	47,768.	41,666.	.03%
g Subsidized health services (from Worksheet 6)	3	684	208,214.	154,011.	54,203.	.04%
h Research (from Worksheet 7)						
i Cash and in-kind contributions to community groups (from Worksheet 8)	11	30,151	49,413.		49,413.	.04%
j Total. Other Benefits	50	58,886	1102381.	215,575.	886,806.	.66%
k Total. Add lines 7d and 7j	54	67,520	9818258.	6919522.	2898736.	2.14%

Part II Community Building Activities Complete this table if the organization conducted any community building activities.

	(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community building expense	(d) Direct offsetting revenue	(e) Net community building expense	(f) Percent of total expense
1 Physical improvements and housing						
2 Economic development	5		26,815.		26,815.	.02%
3 Community support	4	66	6,230.		6,230.	.00%
4 Environmental improvements						
5 Leadership development and training for community members						
6 Coalition building						
7 Community health improvement advocacy						
8 Workforce development						
9 Other						
10 Total	9	66	33,045.		33,045.	.02%

Part III Bad Debt, Medicare, & Collection Practices

Section A. Bad Debt Expense

	Yes	No
1 Does the organization report bad debt expense in accordance with Healthcare Financial Management Association Statement No. 15?		X
2 Enter the amount of the organization's bad debt expense (at cost)		
3 Enter the estimated amount of the organization's bad debt expense (at cost) attributable to patients eligible under the organization's charity care policy		
4 Provide in Part VI the text of the footnote to the organization's financial statements that describes bad debt expense. In addition, describe the costing methodology used in determining the amounts reported on lines 2 and 3, and rationale for including other bad debt amounts in community benefit.		

Section B. Medicare

5 Enter total revenue received from Medicare (including DSH and IME)	5	45,063,106.
6 Enter Medicare allowable costs of care relating to payments on line 5	6	49,776,777.
7 Subtract line 6 from line 5. This is the surplus or (shortfall)	7	<4,713,671.>
8 Describe in Part VI the extent to which any shortfall reported in line 7 should be treated as community benefit. Also describe in Part VI the costing methodology or source used to determine the amount reported on line 6. Check the box that describes the method used: <input type="checkbox"/> Cost accounting system <input checked="" type="checkbox"/> Cost to charge ratio <input type="checkbox"/> Other		

Section C. Collection Practices

9a Does the organization have a written debt collection policy?	9a	X
b If "Yes," does the organization's collection policy contain provisions on the collection practices to be followed for patients who are known to qualify for charity care or financial assistance? Describe in Part VI	9b	X

Part IV Management Companies and Joint Ventures

(a) Name of entity	(b) Description of primary activity of entity	(c) Organization's profit % or stock ownership %	(d) Officers, directors, trustees, or key employees' profit % or stock ownership %	(e) Physicians' profit % or stock ownership %
1 DUBUQUE REGIONAL	AMBULATORY SURGICAL			
2 AMBULATORY SURGICAL	SERVICES			
3 CENTER, LLC		50.00%		50.00%
4 MEDICAL	PRIMARY CARE PHYSICIAN			
5 ASSOCIATES/MERCY	SERVICES			
6 FAMILY CARE				
7 NETWORK, LLC		50.00%		50.00%
8 TRI-STATE	OCCUPATIONAL HEALTH			
9 OCCUPATIONAL	SERVICES			
10 HEALTH, LLC		50.00%		50.00%
11				
12				
13				
14				

Part V Facility Information

Name and address	Licensed hospital	General medical & surgical	Children's hospital	Teaching hospital	Critical access hospital	Research facility	ER-24 hours	ER-other	Other (Describe)
MERCY MEDICAL CENTER - DUBUQUE 250 MERCY DRIVE DUBUQUE, IA 52001	X	X					X		REHAB, LAB, PHARM, X-RAY, HOME CARE
MERCY MEDICAL CENTER - DYERSVILLE 1111 THIRD STREET SW DYERSVILLE, IA 52040	X	X			X		X		REHAB, LAB, PHARM, X-RAY, HOME CARE
MERCY MEDICAL CENTER - DYERSVILLE 1121 THIRD STREET SW DYERSVILLE, IA 52040									EMPLOYED PHYSICIANS
MEDICAL ASSOCIATES CLINIC 208 N. 12TH STREET BELLEVUE, IA 52031									EMPLOYED PHYSICIANS
CASCADE FAMILY HEALTH CENTER 805 JOHNSON STREET SW CASCADE, IA 52033									EMPLOYED PHYSICIANS
CASCADE FAMILY HEALTH CENTER 805 JOHNSON STREET SW CASCADE, IA 52033									LAB, X-RAY, PT
MEDICAL ASSOCIATES CLINIC 117 SOUTH MADISON CUBA CITY, WI 53807									X-RAY, LAB, EMPLOYED PHYSICIANS
MEDICAL ASSOCIATES CLINIC 560 PLEASANT ST ELIZABETH, IL 61028									EMPLOYED PHYSICIANS
MEDICAL ASSOCIATES CLINIC 911 N.W. CARTER ELKADER, IA 52043									EMPLOYED PHYSICIANS
MEDICAL ASSOCIATES CLINIC 10988 BARTELL BLVD GALENA, IL 61036									HOME CARE, LAB, EMPLOYED PHYSICIANS
MEDICAL ASSOCIATES CLINIC 107 S. PAGE MONONA, IA 52159									EMPLOYED PHYSICIANS
MEDICAL ASSOCIATES CLINIC 1240 BIG JACK ROAD PLATTEVILLE, WI 53818									X-RAY, LAB, EMPLOYED PHYSICIANS
TRI-STATE OCCUPATIONAL HEALTH 1920 ELM STREET DUBUQUE, IA 52001									PHYS THERAPY, EMPLOYED PHYSICIANS
MEDICAL ASSOCIATES EAST CAMPUS 1000 LANGWORTHY DUBUQUE, IA 52001									OCC. HEALTH, PHYSICAL THERAPY
MEDICAL ASSOCIATES WEST CAMPUS 1500 ASSOCIATES DRIVE DUBUQUE, IA 52001		X							OCC. HEALTH, PHYSICAL THERAPY
MERCY REHAB SERVICES 200 N. SECOND STREET BELLEVUE, IA 52031									REHAB, LAB, X-RAY

Part VI Supplemental Information

Complete this part to provide the following information.

- 1 Provide the description required for Part I, line 3c; Part I, line 6a; Part I, line 7g; Part I, line 7, column (f); Part I, line 7; Part III, line 4; Part III, line 8; Part III, line 9b, and Part V. See Instructions.
- 2 **Needs assessment.** Describe how the organization assesses the health care needs of the communities it serves.
- 3 **Patient education of eligibility for assistance.** Describe how the organization informs and educates patients and persons who may be billed for patient care about their eligibility for assistance under federal, state, or local government programs or under the organization's charity care policy.
- 4 **Community information.** Describe the community the organization serves, taking into account the geographic area and demographic constituents it serves.
- 5 **Community building activities.** Describe how the organization's community building activities, as reported in Part II, promote the health of the communities the organization serves.
- 6 Provide any other information important to describing how the organization's hospitals or other health care facilities further its exempt purpose by promoting the health of the community (e.g., open medical staff, community board, use of surplus funds, etc.).
- 7 If the organization is part of an affiliated health care system, describe the respective roles of the organization and its affiliates in promoting the health of the communities served.
- 8 If applicable, identify all states with which the organization, or a related organization, files a community benefit report.

PART I, LINE 6A: MERCY MEDICAL CENTER - DUBUQUE REPORTS ITS COMMUNITY

BENEFIT INFORMATION AS PART OF THE CONSOLIDATED COMMUNITY BENEFIT

INFORMATION REPORTED BY TRINITY HEALTH IN ITS ANNUAL REPORT, AVAILABLE AT

WWW.TRINITY-HEALTH.ORG.

IN ADDITION, MERCY MEDICAL CENTER - DUBUQUE INCLUDES A COPY OF ITS MOST

RECENT SCHEDULE H ON BOTH ITS OWN WEBSITE AND TRINITY HEALTH'S WEBSITE.

PART I, LINE 7: THE BEST AVAILABLE DATA WAS USED TO CALCULATE THE

COST AMOUNTS REPORTED IN ITEM 7. FOR CERTAIN CATEGORIES, PRIMARILY TOTAL

CHARITY CARE AND MEANS-TESTED GOVERNMENT PROGRAMS, SPECIFIC COST-TO-CHARGE

RATIOS WERE CALCULATED AND APPLIED TO THOSE CATEGORIES. THE COST-TO-CHARGE

RATIO WAS DERIVED FROM WORKSHEET 2, RATIO OF PATIENT CARE COST-TO-CHARGES.

IN OTHER CATEGORIES, THE BEST AVAILABLE DATA WAS DERIVED FROM THE

HOSPITAL'S COST ACCOUNTING SYSTEM.

PART I, LINE 7F: THE FOLLOWING NUMBER, \$2,883,042, REPRESENTS THE

AMOUNT OF BAD DEBT EXPENSE INCLUDED IN TOTAL FUNCTIONAL EXPENSES IN FORM

990, PART IX, LINE 25. PER IRS INSTRUCTIONS, THIS AMOUNT WAS EXCLUDED

FROM THE DENOMINATOR WHEN CALCULATING THE PERCENT OF TOTAL EXPENSE FOR

SCHEDULE H, PART I, LINE 7, COLUMN (F).

Part VI Supplemental Information

PART III, LINE 4: MERCY MEDICAL CENTER - DUBUQUE IS INCLUDED IN THE CONSOLIDATED FINANCIAL STATEMENTS OF TRINITY HEALTH. THE FOLLOWING IS THE TEXT OF THE ALLOWANCE FOR DOUBTFUL ACCOUNTS FOOTNOTE FROM THOSE STATEMENTS: "SUBSTANTIALLY ALL OF THE CORPORATION'S RECEIVABLES ARE RELATED TO PROVIDING HEALTHCARE SERVICES TO PATIENTS. ACCOUNTS RECEIVABLE ARE REDUCED BY AN ALLOWANCE FOR AMOUNTS THAT COULD BECOME UNCOLLECTIBLE IN THE FUTURE. THE CORPORATION'S ESTIMATE FOR ITS ALLOWANCE FOR DOUBTFUL ACCOUNTS IS BASED UPON MANAGEMENT'S ASSESSMENT OF HISTORICAL AND EXPECTED NET COLLECTIONS BY PAYOR."

COSTING METHODOLOGY FOR LINES 2 AND 3: AMOUNTS ARE CALCULATED ON LINE 2 USING A COST TO CHARGE RATIO METHODOLOGY.

ANY DISCOUNTS PROVIDED OR PAYMENTS MADE TO A PARTICULAR PATIENT ACCOUNT ARE APPLIED TO THAT PATIENT ACCOUNT PRIOR TO ANY BAD DEBT WRITE-OFF AND ARE THUS NOT INCLUDED IN BAD DEBT EXPENSE. AS A RESULT OF THE PAYMENT AND ADJUSTMENT ACTIVITY BEING POSTED TO BAD DEBT ACCOUNTS, WE ARE ABLE TO REPORT BAD DEBT EXPENSE NET OF THESE TRANSACTIONS.

THE AMOUNT ON LINE 3 WAS CALCULATED BASED ON THE INFORMATION SUPPLIED BY A THIRD PARTY VENDOR, H&R COLLECTION AGENCY, USING THE FASTAG PROGRAM WHICH IDENTIFIES FINANCIAL ASSISTANCE BASED ON A PROPRIETARY PROCESS. FASTAG COMBINES ACCOUNT DATA, EXTERNAL INFORMATION AND THE HOSPITAL'S FINANCIAL ASSISTANCE POLICY TO ARRIVE AT A DISCOUNT RECOMMENDATION FOR EACH ACCOUNT.

PART III, LINE 8: SIMILAR TO CHA RECOMMENDATIONS, WHICH STATE THAT SERVING MEDICARE PATIENTS IS NOT A DIFFERENTIATING FEATURE OF TAX-EXEMPT

Part VI Supplemental Information

HEALTHCARE ORGANIZATIONS AND THAT THE EXISTING COMMUNITY BENEFIT FRAMEWORK ALLOWS COMMUNITY BENEFIT PROGRAMS THAT SERVE THE MEDICARE POPULATION TO BE COUNTED IN OTHER COMMUNITY BENEFIT CATEGORIES, MERCY MEDICAL CENTER - DUBUQUE DOES NOT BELIEVE ANY MEDICARE SHORTFALL SHOULD BE TREATED AS COMMUNITY BENEFIT.

PART III, LINE 8: COSTING METHODOLOGY FOR LINE 6 - MEDICARE COSTS WERE OBTAINED FROM THE FILED MEDICARE COST REPORT. THE COSTS ARE BASED ON MEDICARE ALLOWABLE COSTS AS REPORTED ON WORKSHEET B, COLUMN 27, WHICH EXCLUDE DIRECT MEDICAL EDUCATION COSTS. INPATIENT MEDICARE COSTS ARE CALCULATED BASED ON A COMBINATION OF ALLOWABLE COST PER DAY TIMES MEDICARE DAYS FOR ROUTINE SERVICES AND COST TO CHARGE RATIO TIMES MEDICARE CHARGES FOR ANCILLARY SERVICES. OUTPATIENT MEDICARE COSTS ARE CALCULATED BASED ON COST TO CHARGE RATIO TIMES MEDICARE CHARGES BY ANCILLARY DEPARTMENT.

PART III, LINE 9B: MERCY MEDICAL CENTER - DUBUQUE'S COLLECTION POLICY CONTAINS THE CRITERIA FOR FINANCIAL ASSISTANCE, AND CONTAINS THE FOLLOWING VERBIAGE FOR ARRANGEMENTS WITH OUTSIDE COLLECTION AGENCIES: THE AGREEMENT MUST DEFINE THE STANDARDS AND SCOPE OF PRACTICES TO BE USED BY OUTSIDE COLLECTION AGENTS ACTING ON BEHALF OF THE MINISTRY ORGANIZATION, ALL OF WHICH MUST BE IN COMPLIANCE WITH THIS POLICY.

PART VI, LINE 2: NEEDS ASSESSMENT -
MERCY MEDICAL CENTER-DUBUQUE ASSESSES THE HEALTH NEEDS OF THE COMMUNITY THROUGH COMMUNITY NEEDS ASSESSMENTS EVERY THREE YEARS. A COMMUNITY NEEDS ASSESSMENT IS A POINT-IN-TIME EFFORT TO MEASURE THE HEALTH AND WELL BEING OF THE COMMUNITY. IT SERVES AS THE BASIS FOR MERCY MEDICAL CENTER - DUBUQUE'S STRATEGIC AND SUBSEQUENT ACTION PLANNING TO DEVELOP HEALTH

Part VI Supplemental Information

POLICY, ALLOCATE RESOURCES, IMPROVE OR EXPAND EXISTING SERVICES, IMPLEMENT NEW PROGRAMS AND COLLABORATE WITH OTHER COMMUNITY HEALTHCARE PROVIDERS. A COMMUNITY NEEDS ASSESSMENT ALSO SERVES AS A BENCHMARK FOR FUTURE ASSESSMENT OF RELATIVE PROGRESS TOWARD ESTABLISHED COMMUNITY HEALTH OBJECTIVES.

THE MERCY MEDICAL CENTER-DUBUQUE NEEDS ASSESSMENT PROVIDES THE OPPORTUNITY TO:

- GAIN INSIGHTS INTO THE NEEDS AND ASSETS OF THE COMMUNITIES SERVED
- IDENTIFY AND ADDRESS THE NEEDS OF VULNERABLE POPULATIONS WITHIN THE COMMUNITY
- ENHANCE HOSPITAL/COMMUNITY RELATIONSHIPS AND THE OPPORTUNITY FOR COLLABORATIVE COMMUNITY ACTION, INCLUDING INVOLVEMENT WITH COALITIONS, PARTNERSHIPS, BOARDS, COMMITTEES, COMMISSIONS, ADVISORY GROUPS AND PANELS
- PROVIDE THE INFORMATION REQUIRED FOR COMMUNITY OUTREACH PLANNING

THE MERCY MEDICAL CENTER-DUBUQUE COMMUNITY NEEDS ASSESSMENT PROCESS INVOLVES THE GATHERING OF TWO TYPES OF DATA: QUANTITATIVE (DEMOGRAPHICS, HEALTH INDICATORS, ETC.) AND QUALITATIVE (PUBLIC SURVEYS, FORUMS, FOCUS GROUPS). THE DATA HELPS SUPPORT SHORT-TERM AND LONG-TERM DECISIONS ABOUT ALLOCATION OF COMMUNITY HUMAN AND CAPITAL RESOURCES.

THE MERCY MEDICAL CENTER-DUBUQUE COMMUNITY NEEDS ASSESSMENT IS UNDERWAY AND WILL BE COMPLETED AND PUBLISHED IN EARLY 2011. THE COMMUNITY NEEDS ASSESSMENT WAS CONDUCTED AS PART OF A COUNTY WIDE HEALTH CARE ASSESSMENT PROCESS MANDATED FOR ALL COUNTIES BY THE STATE OF IOWA. PARTNERS INCLUDE LOCAL HOSPITALS, COMMUNITY AGENCIES, SOCIAL SERVICES, AND LOCAL BUSINESSES. MORE THAN 50 INDIVIDUALS MET IN SIX SEPARATE SUBCOMMITTEES

Part VI Supplemental Information

TO EVALUATE NEEDS AND IDENTIFY STRATEGIES IN SIX CATEGORIES: PROMOTING HEALTHY BEHAVIORS; INJURY PREVENTION; PROTECT AGAINST ENVIRONMENTAL HAZARDS; PREPARE FOR, RESPOND TO AND RECOVER FROM PUBLIC HEALTH EMERGENCIES; PREVENT EPIDEMICS AND THE SPREAD OF DISEASE; AND STRENGTHEN PUBLIC HEALTH INFRASTRUCTURE. RESPONSIBILITY FOR COMPLETING VARIOUS ASPECTS OF THE HEALTH IMPROVEMENT PLAN ASSOCIATED WITH THIS HEALTH NEEDS ASSESSMENT ARE SHARED BY THE DUBUQUE COUNTY BOARD OF HEALTH AND LOCAL HOSPITALS, COMMUNITY AGENCIES, SOCIAL SERVICES, AND LOCAL BUSINESSES. SOME ADDITIONAL OBJECTIVES WILL BE CONSIDERED AND ADDED BY MERCY'S COMMUNITY BENEFITS MINISTRY GRANT FUND COMMITTEE BEFORE THE PLAN IS FINALIZED.

PART VI, LINE 3: PATIENT EDUCATION OF ELIGIBILITY FOR ASSISTANCE:

MERCY MEDICAL CENTER-DUBUQUE IS COMMITTED TO:

- PROVIDING ACCESS TO QUALITY HEALTHCARE SERVICES WITH COMPASSION, DIGNITY AND RESPECT FOR THOSE WE SERVE, PARTICULARLY THE POOR AND THE UNDERSERVED IN OUR COMMUNITIES
- CARING FOR ALL PERSONS, REGARDLESS OF THEIR ABILITY TO PAY FOR SERVICES
- ASSISTING PATIENTS WHO CANNOT PAY FOR PART OR ALL OF THE CARE THEY RECEIVE
- BALANCING NEEDED FINANCIAL ASSISTANCE FOR SOME PATIENTS WITH BROADER FISCAL RESPONSIBILITIES IN ORDER TO SUSTAIN VIABILITY AND PROVIDE THE QUALITY AND QUANTITY OF SERVICES FOR ALL WHO MAY NEED CARE IN A COMMUNITY

IN ACCORDANCE WITH AHA RECOMMENDATIONS, MERCY MEDICAL CENTER-DUBUQUE HAS ADOPTED THE FOLLOWING GUIDING PRINCIPLES WHEN HANDLING THE BILLING, COLLECTION AND FINANCIAL SUPPORT FUNCTIONS FOR OUR PATIENTS:

- PROVIDE EFFECTIVE COMMUNICATIONS WITH PATIENTS REGARDING HOSPITAL BILLS

Part VI Supplemental Information

- MAKE AFFIRMATIVE EFFORTS TO HELP PATIENTS APPLY FOR PUBLIC AND PRIVATE FINANCIAL SUPPORT PROGRAMS

- OFFER FINANCIAL SUPPORT TO PATIENTS WITH LIMITED MEANS

- IMPLEMENT POLICIES FOR ASSISTING LOW-INCOME PATIENTS IN A CONSISTENT MANNER

- IMPLEMENT FAIR AND CONSISTENT BILLING AND COLLECTION PRACTICES FOR ALL PATIENTS WITH PATIENT PAYMENT OBLIGATIONS

MERCY MEDICAL CENTER-DUBUQUE COMMUNICATES EFFECTIVELY WITH PATIENTS REGARDING PATIENT PAYMENT OBLIGATIONS. FINANCIAL COUNSELING IS PROVIDED TO PATIENTS ABOUT THEIR PAYMENT OBLIGATIONS AND HOSPITAL BILLS. INFORMATION ON HOSPITAL-BASED FINANCIAL SUPPORT POLICIES AND EXTERNAL PROGRAMS THAT PROVIDE COVERAGE FOR SERVICES ARE MADE AVAILABLE TO PATIENTS DURING THE PRE-REGISTRATION AND REGISTRATION PROCESSES AND/OR THROUGH COMMUNICATIONS WITH PATIENTS SEEKING FINANCIAL ASSISTANCE.

FINANCIAL COUNSELORS MAKE AFFIRMATIVE EFFORTS TO HELP PATIENTS APPLY FOR PUBLIC AND PRIVATE PROGRAMS FOR WHICH THEY MAY QUALIFY AND THAT MAY ASSIST THEM IN OBTAINING AND PAYING FOR HEALTHCARE SERVICES. MERCY MEDICAL CENTER-DUBUQUE CONTRACTS WITH A FIRM WITH A LONG TRACK RECORD OF COMPASSIONATE SERVICE TO PROVIDE COUNSELING, REFERRALS, AND ASSISTANCE TO PATIENTS IN DETERMINING ELIGIBILITY AND ENROLLING IN A WIDE VARIETY OF PUBLIC AND PRIVATE ASSISTANCE PROGRAMS, SUCH AS MEDICARE, MEDICAID, HAWK-I (AND THE CORRESPONDING SCHIPS PROGRAMS FOR ILLINOIS AND WISCONSIN) AND IOWA CARE, IOWA'S STATE ASSISTANCE PROGRAM FOR INDIGENT PERSONS. EVERY EFFORT IS MADE TO DETERMINE A PATIENT'S ELIGIBILITY PRIOR TO OR AT THE TIME OF ADMISSION OR SERVICE. HOWEVER, DETERMINATION FOR FINANCIAL SUPPORT CAN BE MADE DURING ANY STAGE OF THE PATIENT'S STAY AFTER

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STABILIZATION OR COLLECTION CYCLE.

PATIENT ACCOUNTS COUNSELORS ARE AVAILABLE TO HELP PATIENTS UNDERSTAND THEIR BILLS AND FIND RESOURCES TO ASSIST IN PAYING THEM. MERCY MEDICAL CENTER-DUBUQUE ALSO OFFERS FINANCIAL SUPPORT TO PATIENTS WITH LIMITED MEANS. THIS SUPPORT IS AVAILABLE TO UNINSURED AND UNDERINSURED PATIENTS WHO DO NOT QUALIFY FOR PUBLIC PROGRAMS OR OTHER ASSISTANCE. NOTIFICATION ABOUT FINANCIAL ASSISTANCE, INCLUDING CONTACT INFORMATION, IS AVAILABLE IN BROCHURES AT EVERY SITE WHERE PATIENTS ARE ADMITTED, AND AT THE BILLING OFFICE, DESCRIBING MERCY'S CHARITY CARE POLICIES, THRESHOLDS, LIMITATIONS, AND PROCESS. AN APPLICATION FOR FINANCIAL ASSISTANCE IS PROVIDED IN THE MAILING WITH EVERY BILLING STATEMENT THAT HAS A BALANCE DUE. INFORMATION ABOUT MERCY'S CHARITY CARE POLICY IS INCLUDED IN OUR PATIENTS' RIGHTS AND RESPONSIBILITIES, WHICH IS AVAILABLE IN BROCHURE FORM AND IS ALSO POSTED AS A POSTER IN ALL ADMISSION AREAS. INFORMATION ABOUT MERCY'S CHARITY CARE POLICY IS ALSO INCLUDED IN THE "PATIENT AND VISITOR INFORMATION" GUIDEBOOK, WHICH IS AVAILABLE IN ENGLISH AND SPANISH, REFLECTING THE OTHER PRIMARY LANGUAGE SPOKEN BY THE POPULATION SERVICED BY THE HOSPITAL. SUMMARIES OF HOSPITAL PROGRAMS ARE MADE AVAILABLE TO ALL HUMAN SERVICE AGENCIES WITHIN MERCY MEDICAL CENTER-DUBUQUE'S SERVICE AREA. INFORMATION REGARDING FINANCIAL ASSISTANCE PROGRAMS IS ALSO AVAILABLE THROUGH THE HOSPITAL'S SOCIAL SERVICES DEPARTMENT, CASE MANAGERS, AND ADMISSIONS DESKS.

MERCY MEDICAL CENTER-DUBUQUE HAS ESTABLISHED A WRITTEN POLICY FOR THE BILLING, COLLECTION AND SUPPORT FOR PATIENTS WITH PAYMENT OBLIGATIONS. MERCY MEDICAL CENTER-DUBUQUE MAKES EVERY EFFORT TO ADHERE TO THE POLICY AND IS COMMITTED TO IMPLEMENTING AND APPLYING THE POLICY FOR ASSISTING

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PATIENTS WITH LIMITED MEANS IN A PROFESSIONAL, CONSISTENT MANNER. MERCY MEDICAL CENTER-DUBUQUE EDUCATES ALL STAFF MEMBERS WHO WORK CLOSELY WITH PATIENTS (INCLUDING THOSE WORKING IN PATIENT REGISTRATION AND ADMITTING, FINANCIAL ASSISTANCE, CUSTOMER SERVICE, BILLING AND COLLECTIONS) ABOUT THESE POLICIES WITH AN EMPHASIS ON TREATING ALL PATIENTS WITH DIGNITY AND RESPECT REGARDLESS OF THEIR INSURANCE STATUS OR THEIR ABILITY TO PAY FOR SERVICES. THIS TRAINING OCCURS AT THE TIME OF HIRE AND ALSO THROUGH IN-SERVICE TRAINING.

PART VI, LINE 4: COMMUNITY INFORMATION -

MERCY MEDICAL CENTER-DUBUQUE'S PRIMARY SERVICE AREA INCLUDES DUBUQUE COUNTY AND ADJACENT ZIP CODES IN IOWA, ILLINOIS, AND WISCONSIN, AN AREA THAT HAS ABOUT 106,000 RESIDENTS IN 2010. THE PRIMARY SERVICE AREA ACCOUNTS FOR ABOUT 60% OF THE HOSPITAL'S INPATIENT VOLUME.

THE SECONDARY SERVICE AREA INCLUDES THE COMBINED SERVICE AREAS OF THE PRIMARY CARE HOSPITALS IN AND AROUND DUBUQUE COUNTY. IT INCLUDES 55 ZIP CODES IN OR NEAR MANCHESTER, GUTTENBERG, MAQUOKETA, AND ELKADER IN IOWA; PLATTEVILLE AND LANCASTER IN WISCONSIN; AND GALENA IN ILLINOIS. THE SECONDARY SERVICE AREA IS HOME TO APPROXIMATELY 136,000 PEOPLE IN 2010.

MERCY MEDICAL CENTER-DUBUQUE IS LOCATED IN DUBUQUE, IOWA, DIRECTLY ACROSS THE MISSISSIPPI RIVER FROM BOTH WISCONSIN AND ILLINOIS. GEOGRAPHICALLY, ABOUT HALF OF A CIRCLE RADIATING OUT FROM DUBUQUE WOULD LIE IN IOWA, ABOUT ONE-THIRD IN WISCONSIN, AND THE REMAINDER IN ILLINOIS. ALTHOUGH DUBUQUE SERVES AS A NATURAL TRADE CENTER FOR THE NEARBY COMMUNITIES IN ALL THREE STATES, MERCY DOES NOT DRAW HEALTH CARE CUSTOMERS FROM WISCONSIN AND ILLINOIS AS EASILY AS KENNEDY MALL (DUBUQUE'S LARGEST SHOPPING CENTER)

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DRAWS SHOPPERS FROM THOSE STATES. EMPLOYEE HEALTH INSURANCE PLANS AND STATE HEALTH CARE REGULATIONS SOMETIMES DISCOURAGE ILLINOIS OR WISCONSIN RESIDENTS FROM SEEKING HOSPITALIZATION IN ANOTHER STATE.

THE TOTAL POPULATION IS EXPECTED TO DECREASE SLIGHTLY, BY 0.4%, BETWEEN 2010 AND 2015. GREATEST GROWTH IS PROJECTED FOR THE 65+ POPULATION (7.3%). RACIAL AND CULTURAL DIVERSITY IN THE SERVICE AREA CONTINUES TO INCREASE, BUT VERY SLOWLY, WITH THE WHITE, NON-HISPANIC POPULATION COMPRISING ABOUT 96% OF ALL RESIDENTS.

THE GROWING ELDERLY POPULATION IS OF CONCERN TO THE COMMUNITY. WE ANTICIPATE A SHORTAGE OF HEALTHCARE WORKERS TO CARE FOR THE ELDERLY, LIMITED TRANSPORTATION OPTIONS, LIMITED ADULT DAY CARE OPTIONS AND LIMITED FUNDING FOR SERVICES FOR THE ELDERLY. THE HIGH COST OF PRESCRIPTION MEDICATIONS AND CHRONIC ILLNESSES CAUSING LONG TERM DISABILITY PRESENT FINANCIAL CONCERNS AS WELL. ON THE STATE LEVEL, THE SENIOR LIVING TRUST FUND IS BEING DEPLETED. MORE FUNDS WILL BE NEEDED IN THE FUTURE TO PROVIDE RESOURCES AND SERVICES TO HELP THE ELDERLY REMAIN IN THEIR OWN HOMES.

SEVERAL LOCATIONS IN THE SERVICE AREA HAVE BEEN DESIGNATED AS MEDICALLY UNDERSERVED AREAS: FIVE TOWNSHIPS IN DELAWARE COUNTY IA, A VILLAGE IN GANT COUNTY WISCONSIN, ALL OF JO DAVIESS COUNTY ILLINOIS, AND TWO CENSUS TRACTS IN DOWNTOWN DUBUQUE. IN EARLY 2007, THE POVERTY RATE IN DUBUQUE COUNTY HAD INCREASED BY 0.3% FROM THE RATES REPORTED IN THE DECENNIAL CENSUS, MOVING FROM 7.8% TO 8.1%. IN 2001, THE MEDICAID PARTICIPATION RATE IN DUBUQUE COUNTY WAS 7.8% COMPARED TO 8.7% STATEWIDE.

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SEVERAL HEALTH CONCERNS HAVE BEEN IDENTIFIED IN THE SERVICE AREA, INCLUDING WOMEN NOT RECEIVING PRENATAL CARE DURING THE FIRST TRIMESTER; A HIGHER THAN AVERAGE RATE OF PROSTATE, LUNG, BREAST AND COLORECTAL CANCER; OBESITY AND ITS CONTRIBUTION TO HEART DISEASE, DIABETES, ARTHRITIS, AND HIGH BLOOD PRESSURE; AN INCREASING INCIDENCE OF DIABETES IN BOTH CHILDREN AND ADULTS; HEART DISEASE; AND ASTHMA. DUBUQUE COUNTY HAS IDENTIFIED THE FOLLOWING HEALTH-RELATED PRIORITIES AS WELL: ACCESS TO HEALTH CARE, CHILD ABUSE, CHRONIC DISEASES, ENVIRONMENTAL HEALTH, MENTAL HEALTH AND SUBSTANCE ABUSE. THE RECENT COMMUNITY HEALTH ASSESSMENT ADDS OBESITY AND SPECIFICALLY CHILDHOOD OBESITY TO THESE CONCERNS.

PART VI, LINE 5: COMMUNITY BUILDING ACTIVITIES -

MERCY MEDICAL CENTER-DUBUQUE IS A MEMBER OF THREE ORGANIZATIONS AIMED AT BRINGING NEW INDUSTRY TO THE COMMUNITY AND SUPPORTING THE BUSINESSES ALREADY HERE, ALL OF WHICH SUPPORT THE ECONOMIC BASE REQUIRED BY A LARGE COMMUNITY HOSPITAL. THESE INCLUDE THE CHAMBER OF COMMERCE, THE AREA LABOR-MANAGEMENT COUNCIL, AND THE DEVELOPMENT CORPORATION. MERCY MEDICAL CENTER-DUBUQUE ALSO PARTNERS WITH GOODWILL INDUSTRIES IN AN EMPLOYMENT TRAINING PROGRAM. THE HOSPITAL TAKES ITS ROLE AS A CORPORATE CITIZEN SERIOUSLY.

ON OCCASION, MERCY ALSO PROVIDES FREE CONSULTING SERVICES TO OTHER COMMUNITY ORGANIZATIONS THAT SHARE MERCY'S MISSION PRINCIPLES. WE PROVIDE MEALS TO PATIENTS' FAMILIES WHO ARE UNABLE TO PROVIDE FOR THEMSELVES, AND ASSIST RESIDENTS IN THE COMMUNITY WHO NEED AN EMERGENCY RESPONSE CALL-BUTTON SYSTEM BUT DO NOT QUALIFY FOR ASSISTANCE OR REIMBURSEMENT FOR THIS PROGRAM. THESE ACTIONS ARE ALL RESPONSES TO IDENTIFIED NEEDS IN CURRENT AND PAST COMMUNITY HEALTH ASSESSMENTS.

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PART VI, LINE 6: OTHER INFORMATION

THE BOARD OF TRUSTEES OF MERCY MEDICAL CENTER-DUBUQUE IS COMPRISED OF 15 PEOPLE, EIGHT OF WHOM ARE RESIDENTS OF THE SERVICE AREA AND ARE NEITHER EMPLOYEES NOR CONTRACTORS OF THE ORGANIZATION, NOR MEMBERS OF THEIR FAMILIES.

MERCY MEDICAL CENTER-DUBUQUE PROVIDES SEVERAL SERVICES THAT ARE UNIQUE TO THE COMMUNITY, INCLUDING OPEN HEART SURGERY, NEONATAL INTENSIVE CARE AND INPATIENT COMMUNITY PSYCHIATRIC SERVICES. IN ADDITION, THE HOSPITAL OPERATES AN EMERGENCY ROOM AVAILABLE TO ALL REGARDLESS OF ABILITY TO PAY.

PART VI, LINE 7: MERCY MEDICAL CENTER - DUBUQUE IS A MEMBER ORGANIZATION OF TRINITY HEALTH, THE FOURTH-LARGEST CATHOLIC HEALTH CARE SYSTEM IN THE COUNTRY. BASED IN NOVI, MICHIGAN, TRINITY HEALTH ANNUALLY REQUIRES THAT ALL MEMBER ORGANIZATIONS DEVELOP, AND ARE HELD ACCOUNTABLE FOR ACHIEVING, COMMUNITY BENEFIT GOALS THAT INCLUDE DEVELOPING NEEDED SERVICES OR EXPANDING ACCESS TO SERVICES FOR LOW-INCOME INDIVIDUALS. AS A NOT-FOR-PROFIT HEALTH SYSTEM, TRINITY HEALTH REINVESTS ITS PROFITS BACK INTO THE COMMUNITY THROUGH PROGRAMS TO SERVE THE POOR AND UNINSURED, MANAGE CHRONIC CONDITIONS LIKE DIABETES, HEALTH EDUCATION AND PROMOTION INITIATIVES, AND OUTREACH FOR THE ELDERLY. IN FISCAL YEAR 2010, THIS INCLUDED NEARLY \$456 MILLION IN SUCH COMMUNITY BENEFITS. THEREFORE, TRINITY HEALTH TAKES A SYSTEMS APPROACH IN ITS COMMUNITY BENEFIT PLANNING AND IMPLEMENTATION, AND IS CONSEQUENTLY ABLE TO ENSURE THAT ITS MEMBER HOSPITALS AND OTHER ENTITIES/AFFILIATES ARE HELPING PROMOTE AND ADDRESS THE HEALTH NEEDS OF THEIR RESPECTIVE COMMUNITIES.

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FOR MORE INFORMATION ABOUT TRINITY HEALTH, VISIT WWW.TRINITY-HEALTH.ORG.

Multiple horizontal lines for supplemental information.