

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

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.**

**Open to Public
Inspection**

Name of the organization **TRINITY HEALTH - MICHIGAN** Employer identification number **38-2113393**

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"/>	
b 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 type="checkbox"/> 100% <input checked="" type="checkbox"/> 150% <input type="checkbox"/> 200% <input type="checkbox"/> Other _____ %	<input checked="" type="checkbox"/>	
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 type="checkbox"/> 200% <input type="checkbox"/> 250% <input checked="" type="checkbox"/> 300% <input type="checkbox"/> 350% <input type="checkbox"/> 400% <input type="checkbox"/> Other _____ %	<input checked="" type="checkbox"/>	
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)	1	6,060	1811005.		1811005.	2.43%
b Unreimbursed Medicaid (from Worksheet 3, column a)	1	20,121	11497051.	8819064.	2677987.	3.60%
c Unreimbursed costs - other means-tested government programs (from Worksheet 3, column b)		37,439				
d Total Charity Care and Means-Tested Government Programs ...	2	63,620	13308056.	8819064.	4488992.	6.03%
Other Benefits						
e Community health improvement services and community benefit operations (from Worksheet 4)	41	515,077	301,303.	20,214.	281,089.	.38%
f Health professions education (from Worksheet 5)	3	333	318,023.		318,023.	.43%
g Subsidized health services (from Worksheet 6)	4	5,906	394,781.	39,902.	354,879.	.48%
h Research (from Worksheet 7)						
i Cash and in-kind contributions to community groups (from Worksheet 8)	13	0	104,009.	1,392.	102,617.	.14%
j Total. Other Benefits	61	521,316	1118116.	61,508.	1056608.	1.43%
k Total. Add lines 7d and 7j	63	584,936	14426172.	8880572.	5545600.	7.46%

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						
3 Community support	1		70.		70.	.00%
4 Environmental improvements						
5 Leadership development and training for community members						
6 Coalition building	2	1,262	12,338.		12,338.	.02%
7 Community health improvement advocacy						
8 Workforce development						
9 Other						
10 Total	3	1,262	12,408.		12,408.	.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	25,700,165.
6 Enter Medicare allowable costs of care relating to payments on line 5	6	25,802,175.
7 Subtract line 6 from line 5. This is the surplus or (shortfall)	7	<102,010.>
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 MERCY PHYSICIAN				
2 COMMUNITY PHO, LLC	CONTRACTING AND SERVICES	50.00%		50.00%
3 NEWCO AMBULATORY				
4 SURGERY CENTER, LLP				
5 DBA LAKESHORE				
6 SURGERY CENTER, LLP	SURGICAL CENTER	50.00%		50.00%
7				
8				
9				
10				
11				
12				
13				
14				

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: ST. JOSEPH MERCY PORT HURON (SJMPH) 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, ST. JOSEPH MERCY PORT HURON INCLUDES A COPY OF ITS MOST

RECENTLY FILED 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, \$4,365,318, 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

Part VI Supplemental Information

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

PART III, LINE 4: ST. JOSEPH MERCY PORT HURON 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.

OTHER BAD DEBTS INCLUDED IN COMMUNITY BENEFIT ARE BASED ON THE NUMBER OF ACCOUNTS THAT OUR COLLECTION AGENCY DETERMINED ARE UNLIKELY TO PAY AND MAY QUALIFY FOR CHARITY.

PART III, LINE 8: SIMILAR TO CHA RECOMMENDATIONS, WHICH STATE THAT SERVING MEDICARE PATIENTS IS NOT A DIFFERENTIATING FEATURE OF TAX-EXEMPT HEALTHCARE ORGANIZATIONS AND THAT THE EXISTING COMMUNITY BENEFIT FRAMEWORK

Part VI Supplemental Information

ALLOWS COMMUNITY BENEFIT PROGRAMS THAT SERVE THE MEDICARE POPULATION TO BE COUNTED IN OTHER COMMUNITY BENEFIT CATEGORIES, ST. JOSEPH MERCY PORT HURON 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: THE ORGANIZATION'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 - ST. JOSEPH MERCY PORT HURON 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 ST. JOSEPH MERCY PORT HURON'S STRATEGIC AND SUBSEQUENT ACTION PLANNING TO DEVELOP HEALTH POLICY, ALLOCATE RESOURCES, IMPROVE OR EXPAND EXISTING SERVICES, IMPLEMENT NEW

Part VI Supplemental Information

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 ST. JOSEPH MERCY PORT HURON COMMUNITY 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 ST. JOSEPH MERCY PORT HURON 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 ST. JOSEPH MERCY PORT HURON COMMUNITY NEEDS ASSESSMENT IS CURRENT AS OF JULY 2007. IT WAS COMPLETED BY A SUB-COMMITTEE OF THE SENIOR MANAGEMENT TEAM; A COLLABORATIVE APPROACH WAS UTILIZED, AND A VARIETY OF COMMUNITY PERSPECTIVES WERE REPRESENTED AND INTEGRATED IN THE ASSESSMENT. THE MOST CURRENT AND AVAILABLE HEALTH-RELATED DATA FOR ST. CLAIR COUNTY WAS REVIEWED AND DISCUSSED WITH A FOCUS GROUP MADE UP OF COMMUNITY LEADERS.

THE USE OF SECONDARY RESEARCH AND DATA WAS MAXIMIZED AND SUPPLEMENTED WITH

Part VI Supplemental Information

INFORMATION GLEANED FROM INDIVIDUALS AND GROUPS WITHIN THE COMMUNITY.

THESE INCLUDED INTERVIEWS WITH EMPLOYEES, PHYSICIANS, COMMUNITY MEMBERS, PATIENTS AND STAFF RECEIVING CARE AT THE PEOPLES' CLINIC FOR BETTER HEALTH. THE 2010 COMMUNITY NEEDS ASSESSMENT IS IN PROCESS AND NEARLY COMPLETE AS OF DECEMBER 2010.

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

JOSEPH MERCY PORT HURON 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, ST. JOSEPH MERCY PORT HURON 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

- 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

Part VI Supplemental Information**PATIENTS WITH PATIENT PAYMENT OBLIGATIONS**

ST. JOSEPH MERCY PORT HURON 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.

PATIENT REGISTRARS TELL ALL PATIENTS ABOUT OUR CHARITY CARE POLICY AND THE SERVICES OF OUR FINANCIAL COUNSELORS AND FINANCIAL SPECIALISTS AT THE TIME OF REGISTRATION. SWITCHBOARD OPERATORS ARE TRAINED TO REFER CALLERS TO ASSOCIATES WHO PROVIDE FINANCIAL SERVICES. IN ADDITION, BILLERS IN OUR PATIENT FINANCIAL SERVICES DEPARTMENT WORK CLOSELY WITH FINANCIAL COUNSELORS AND ARE PREPARED TO DIRECT PATIENTS WHO NEED ASSISTANCE.

FINANCIAL COUNSELORS MAKE AFFIRMATIVE EFFORTS TO HELP PATIENTS APPLY FOR PUBLIC AND PRIVATE PROGRAMS FOR WHICH THEY MAY QUALIFY AND THAT MAY HELP THEM OBTAIN AND PAY FOR HEALTHCARE SERVICES. WE WORK WITH THE DEPARTMENT OF HUMAN SERVICES, COMMUNITY DISCOUNT DRUG PROGRAMS, ST. VINCENT DEPAUL, ST. CLAIR COUNTY HOMELESS SHELTERS AND SACRED HEART ALCOHOL ASSISTANCE. IN ADDITION, WE PROVIDE ASSISTANCE WITH TRANSPORTATION, PROVIDE INFORMATION REGARDING HOW TO OBTAIN SOCIAL SECURITY AND MEDICARE, AND SUPPLY INFORMATION ABOUT A LOCAL TEEN HEALTH CENTER. AS APPROPRIATE, ST. JOSEPH MERCY PORT HURON REFERS COMMUNITY MEMBERS TO CATHOLIC SOCIAL SERVICES, BLUE WATER COUNSELING AND THE THUMB ALLIANCE FOR MENTAL HEALTH AND SUBSTANCE ABUSE ISSUES. WE ALSO PROVIDE ASSISTANCE THROUGH THE MERCY

Part VI Supplemental Information

HOSPITAL FOUNDATION TO NEEDY INDIVIDUALS WHO REQUIRE ONCOLOGY AND MAMMOGRAPHY SERVICES.

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 STABILIZATION OR COLLECTION CYCLE.

ST. JOSEPH MERCY PORT HURON 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 THROUGH PATIENT BROCHURES LOCATED IN THE REGISTRATION AREAS, DISTRIBUTION OF THE CHARITY CARE POLICY, VERBAL EXPLANATION OF SERVICES TO ALL PATIENTS DURING REGISTRATION, NOTICES AT OUR MERCY FAMILY CARE OFFICES, THE PLACEMENT OF FINANCIAL SPECIALISTS IN THE EMERGENCY DEPARTMENT, AND NOTIFICATION OF EMERGENCY DEPARTMENT PATIENTS THAT FINANCIAL ASSISTANCE IS AVAILABLE.

SUMMARIES OF HOSPITAL PROGRAMS ARE MADE AVAILABLE TO THE PEOPLES' CLINIC, UNITED WAY PROGRAMS, SALVATION ARMY PROGRAMS, PREGNANCY CARE CENTERS, ADULT DAY CARE, TEEN HEALTH CENTER, CHILDREN'S SPECIAL HEALTHCARE SERVICES, WOMEN, INFANT AND CHILDREN (WIC) PROGRAM, SUBSTANCE ABUSE CENTERS, ALCOHOLICS ANONYMOUS MEETINGS, SENIOR RESOURCES, ST. JOSEPH MERCY INPATIENT REHAB, ST. JOSEPH MERCY HOSPICE CARE, FOOD ASSISTANCE PROGRAMS, AREA PHARMACIES, MICHIGAN CHILDREN'S INSURANCE, FREE WOMEN'S HEALTH SCREENING, VISITING NURSES ASSOCIATION, ST. JOSEPH MERCY DIABETIC EDUCATION PROGRAMS, HOME CARE SERVICES, AND DOMESTIC VIOLENCE SERVICES.

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INFORMATION REGARDING FINANCIAL ASSISTANCE PROGRAMS IS ALSO AVAILABLE DURING PRE-ADMISSION SCREENING, AT THE POINT OF ENTRY IN THE EMERGENCY DEPARTMENT, IN ADMISSION PACKETS, AND ON OUR WEBSITE.

ST. JOSEPH MERCY PORT HURON HAS ESTABLISHED A WRITTEN POLICY FOR THE BILLING, COLLECTION AND SUPPORT FOR PATIENTS WITH PAYMENT OBLIGATIONS. ST. JOSEPH MERCY PORT HURON MAKES EVERY EFFORT TO ADHERE TO THE POLICY AND IS COMMITTED TO IMPLEMENTING AND APPLYING THE POLICY FOR ASSISTING PATIENTS WITH LIMITED MEANS IN A PROFESSIONAL, CONSISTENT MANNER. ST. JOSEPH MERCY PORT HURON EDUCATES 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.

ALL STAFF IN THE PATIENT FINANCIAL SERVICES DEPARTMENT (WHICH INCLUDES REGISTRARS, BILLERS, CASHIERS, AND COLLECTIONS REPRESENTATIVES) RECEIVE REGULAR TRAINING REGARDING THE SERVICES OFFERED THROUGH THE HOSPITAL'S FINANCIAL COUNSELORS AND SPECIALISTS. MANY OF THE STAFF FROM THESE AREAS ARE CROSS-TRAINED IN THE FINANCIAL COUNSELOR AND SPECIALIST FUNCTIONS AND CAN FILL IN WHEN NEEDED. LOBBY GREETERS ARE ALSO REGULARLY APPRISED OF THE FINANCIAL COUNSELING FUNCTION AND ARE LOCATED IN CLOSE PROXIMITY TO THAT DEPARTMENT. ADDITIONALLY, ALL STAFF IN THE HOSPITAL ARE ROUTINELY UPDATED VIA INTERNAL COMMUNICATIONS ABOUT THE FINANCIAL COUNSELING AND FINANCIAL SPECIALIST SERVICES.

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PART VI, LINE 4: COMMUNITY INFORMATION - ST. CLAIR COUNTY IS LOCATED IN SOUTHEASTERN MICHIGAN. SHARING A BORDER WITH CANADA, THE COUNTY IS HOME TO THE BLUE WATER BRIDGE, ONE OF THE BUSIEST INTERNATIONAL BORDER CROSSINGS IN NORTH AMERICA. DUE TO ITS PROXIMITY TO CANADA AND THE HIGH CONCENTRATION OF MANUFACTURING ON BOTH SIDES OF THE BRIDGE, ST. CLAIR COUNTY HAS BEEN IDENTIFIED BY THE FEDERAL GOVERNMENT AS A HIGH-RISK AREA FOR DISASTER.

BASED ON 2000 US CENSUS BUREAU DATA, ST. CLAIR COUNTY HAS 164,235 RESIDENTS, 94.9% OF WHOM ARE CAUCASIAN, 5.1% BLACK OR AFRICAN AMERICAN AND 2.2% HISPANIC OR LATINO. LOCATED AT THE BASE OF LAKE HURON AND THE MOUTH OF THE ST. CLAIR RIVER, THE HOSPITAL'S PRIMARY SERVICE AREA INCLUDES ELEVEN ZIP CODES IN ST. CLAIR COUNTY AND TWO ZIP CODES IN SANILAC COUNTY. NONE OF THESE ZIP CODES RANK AS EXCELLENT COMPARED TO THE U.S. MEAN, AND NONE RANK POOR COMPARED TO THE U.S. MEAN.

THE COUNTY IS 734 SQUARE MILES, ENCOMPASSING 33 COMMUNITIES, WITH THE LARGEST INDUSTRIAL SECTOR BEING AGRICULTURE, FORESTRY & FISHING AND STRONG TIES TO THE AUTOMOTIVE INDUSTRY, WITH AN EMPHASIS ON PLASTICS MANUFACTURING. THE COUNTY'S FOUR LARGEST EMPLOYERS INCLUDE TWO UTILITY COMPANIES AND TWO COMMUNITY HEALTHCARE PROVIDERS. ST. JOSEPH MERCY IS THE FOURTH LARGEST EMPLOYER IN THE COUNTY.

CHRONIC DISEASE MANAGEMENT PROGRAMS RELATED TO DIABETES AND HEART DISEASE, AND ENSURING ACCESS TO APPROPRIATE LEVELS OF HEALTHCARE ARE OF KEY IMPORTANCE IN OUR AREA. THE AGE-ADJUSTED DEATH RATE IS MUCH HIGHER IN ST. CLAIR COUNTY THAN THE STATE OF MICHIGAN; AND THE PERCENTAGE OF INDIVIDUALS CATEGORIZED AS OBESE IN ST. CLAIR COUNTY IS HIGHER THAN BOTH THE STATE OF

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MICHIGAN AND THE UNITED STATES.

PART VI, LINE 5: COMMUNITY BUILDING ACTIVITIES - ST. JOSEPH MERCY PORT HURON LEADERSHIP IS ACTIVELY INVOLVED IN COMMUNITY ACTIVITIES THROUGH REPRESENTATION ON VARIOUS COMMUNITY BOARDS. THIS INCLUDES COLLABORATIVE PARTNERSHIPS WITH COMMUNITY GROUPS/WORKSHOPS TO IMPROVE OVERALL COMMUNITY HEALTH. COMMUNITY BOARD INVOLVEMENT INCLUDES LOCAL ORGANIZATIONS SUCH AS:

THE GOODWILL BOARD OF DIRECTORS - THIS BOARD SERVES BOTH LOW INCOME AND MENTALLY CHALLENGED INDIVIDUALS. BY SERVING ON THE BOARD WE CAN BETTER IDENTIFY PROGRAMS AND SERVICES FOR THIS POPULATION. THE PROGRAMS OF GOODWILL REACH A LARGE AUDIENCE OF DISADVANTAGED INDIVIDUALS IN OUR COUNTY. THE COMMUNITY REACHES OUT TO GOODWILL WHEN INDIVIDUALS WITH A NEED HAVE BEEN IDENTIFIED. EMPLOYERS (INCLUDING SJMPH) ASSIST WITH FUNDING, WORK TRAINING, AND HEALTH PROGRAMS FOR THIS POPULATION.

YMCA BOARD - THIS BOARD GOVERNS THE LOCAL YMCA AND PROVIDES SERVICES TO THE BROADER COMMUNITY, INCLUDING LOW INCOME, SENIORS, AND MENTALLY CHALLENGED INDIVIDUALS. BY SERVING ON THE BOARD WE CAN BETTER IDENTIFY PROGRAMS AND SERVICES FOR THIS POPULATION. THE PROGRAMS OF YMCA REACH A LARGE AUDIENCE OF DISADVANTAGED INDIVIDUALS IN OUR COUNTY. THE COMMUNITY REACHES OUT TO YMCA BY PROVIDING SUPPORT AND UTILIZATION OF SERVICES. EMPLOYERS (INCLUDING SJMPH) ASSIST WITH FUNDING, WORK TRAINING, AND HEALTH PROGRAMS FOR THIS POPULATION.

VNA BOARD - THIS BOARD GOVERNS THE LOCAL VISITING NURSES ASSOCIATION AND PROVIDES NURSING SERVICES TO THE BROADER COMMUNITY, INCLUDING LOW INCOME AND SENIORS. BY SERVING ON THE BOARD WE CAN BETTER IDENTIFY PROGRAMS AND

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SERVICES FOR THIS POPULATION. THE SERVICES OF VNA REACH A LARGE AUDIENCE, INCLUDING THE DISADVANTAGED INDIVIDUALS IN OUR COUNTY. THE COMMUNITY REACHES OUT TO VNA BY PROVIDING SUPPORT AND UTILIZATION OF SERVICES. EMPLOYERS (INCLUDING SJMPH) ASSIST WITH FUNDING AND PROVIDE EXPERTISE AND HEALTH PROGRAMS FOR THESE POPULATIONS.

BAKER COLLEGE ADVISORY BOARD - THE BOARD GOVERNS THE COLLEGE AND PROVIDES INPUT INTO INSTRUCTION NEEDED IN THE COMMUNITY, PARTICULARLY IN THE HEALTH CARE FIELDS. BY SERVING ON THE BOARD, WE CAN PROVIDE EXPERTISE AND INSIGHT INTO THE NEEDS OF THE STUDENT COMMUNITY. THE COLLEGE REACHES THE BROAD COMMUNITY, BUT ALSO DISADVANTAGED STUDENTS OR THOSE IN NEED OF RETRAINING. IT FILLS A GAP FOR THOSE CURRENTLY UNEMPLOYED. THE LOCAL BUSINESSES ASSIST IN PROVIDING FINANCIAL SUPPORT, INCLUDING SCHOLARSHIPS TO THOSE NEEDING ASSISTANCE. FURTHER, BY SERVING ON THE BOARD, WE HELP TO IDENTIFY THE NEED FOR MEDICAL PROGRAMS, SUCH AS NURSING, RADIOLOGY, AND OTHER ANCILLARY TECHNICAL PROGRAMS. THE COLLEGE IS EMBRACED BY THE COMMUNITY SINCE IT IS A MORE AFFORDABLE ALTERNATIVE THAN ATTENDING A SCHOOL OUTSIDE THE COMMUNITY.

ST. CLAIR COUNTY COMMUNITY COLLEGE BOARD OF DIRECTORS - THE BOARD GOVERNS THE COLLEGE AND PROVIDES INPUT INTO INSTRUCTION NEEDED IN THE COMMUNITY, PARTICULARLY IN THE HEALTH CARE FIELDS. BY SERVING ON THE BOARD, WE CAN PROVIDE EXPERTISE AND INSIGHT INTO THE NEEDS OF THE STUDENT COMMUNITY. THE COLLEGE REACHES THE BROAD COMMUNITY, BUT ALSO DISADVANTAGED STUDENTS OR THOSE IN NEED OF RETRAINING. IT FILLS A GAP FOR THOSE CURRENTLY UNEMPLOYED. THE LOCAL BUSINESSES ASSIST IN PROVIDING FINANCIAL SUPPORT, INCLUDING SCHOLARSHIPS TO THOSE NEEDING ASSISTANCE. FURTHER, BY SERVING ON THE BOARD, WE HELP TO IDENTIFY THE NEED FOR MEDICAL PROGRAMS, SUCH AS

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NURSING, RADIOLOGY, AND OTHER ANCILLARY TECHNICAL PROGRAMS. THE COLLEGE IS EMBRACED BY THE COMMUNITY SINCE IT IS A MORE AFFORDABLE ALTERNATIVE THAN ATTENDING A SCHOOL OUTSIDE THE COMMUNITY.

PARTNERS AT HEART BOARD OF DIRECTORS - THIS BOARD GOVERNS THE AREA'S PARTNERS AT HEART PROGRAM AND PROVIDES CARDIAC SERVICES TO THE BROADER COMMUNITY, INCLUDING LOW INCOME INDIVIDUALS AND ESPECIALLY SENIORS. BY SERVING ON THE BOARD WE CAN BETTER IDENTIFY SERVICES FOR THIS POPULATION AND LOOK FOR WAYS TO PROACTIVELY IMPROVE THE HEALTH OF OUR COMMUNITY. THE SERVICES OF PARTNERS AT HEART REACH A LARGE PORTION OF OUR SENIOR POPULATION (INCLUDING THE LOW INCOME POPULATION). THE COMMUNITY REACHES OUT TO PARTNERS AT HEART BY PROVIDING SUPPORT AND UTILIZATION OF SERVICES. THE LOCAL HOSPITALS AND MEDICAL PROVIDERS SUPPORT THE PROGRAMS WITH THEIR TIME, MONEY, AND EXPERTISE IN THIS FIELD. OUR COMMUNITY IS ABLE TO RECEIVE LOCAL HEART CARE WHICH BETTER REACHES OUT TO THE BROADER COMMUNITY AND THOSE IN LOWER INCOME GROUPS.

PEOPLES' CLINIC PHYSICIAN COMMITTEE - THIS BOARD GOVERNS OUR PEOPLES' CLINIC WHICH PROVIDES NEEDED HEALTH SERVICES AND PRESCRIPTIONS TO THE UNINSURED AND UNDERINSURED. BY SERVING ON THE BOARD WE CAN BETTER IDENTIFY SERVICES FOR THIS POPULATION, LOOK FOR WAYS TO PROACTIVELY IMPROVE THE HEALTH OF OUR COMMUNITY, AND OBTAIN VOLUNTEER SERVICES OF DOCTORS AND OTHER CLINICAL PERSONNEL. THE COMMUNITY REACHES OUT TO THE PEOPLES' CLINIC BY PROVIDING SUPPORT AND UTILIZATION OF SERVICES, VOLUNTEER SERVICES, AND MUCH NEEDED FINANCIAL SUPPORT. THE LOCAL HOSPITALS AND MEDICAL PROVIDERS SUPPORT THE PROGRAMS WITH THEIR TIME, MONEY, AND EXPERTISE IN THIS FIELD. OUR COMMUNITY IS ABLE TO RECEIVE LOCAL HEATH CARE WHICH BETTER REACHES OUT TO THOSE IN LOWER INCOME GROUPS.

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ST. JOSEPH MERCY PORT HURON ALSO WORKED TO ENSURE PREPAREDNESS FOR ST. CLAIR COUNTY RESIDENTS IN THE EVENT OF TERRORISM THROUGH THE INVOLVEMENT IN THE REGION 2 NORTH BIOTERRORISM ACTIVITY THROUGH THE EMERGENCY DEPARTMENT.

PART VI, LINE 6: OTHER INFORMATION - SINCE 1990, ST. JOSEPH MERCY HAS SPONSORED THE PEOPLES' CLINIC FOR BETTER HEALTH. THIS FREE CLINIC, LOCATED WITHIN THE GUADALUPE MISSION IN PORT HURON, HAS BEEN THE CORNERSTONE OF ST. JOSEPH MERCY'S COMMUNITY INITIATIVES FOR THE POOR AND UNDERSERVED. THE CLINIC IS OPERATED IN COLLABORATION WITH THE UNITED WAY AND THE ST. CLAIR COUNTY MEDICAL SOCIETY, WHICH PROVIDES VOLUNTEER PHYSICIANS. PRIMARY MEDICAL CARE IS PROVIDED FREE OF CHARGE EACH YEAR TO 3,000 18 TO 65 YEAR-OLDS WHO LACK INSURANCE OR ARE UNDERINSURED. IN ADDITION, APPROXIMATELY \$1.3 MILLION IN PRESCRIPTION MEDICATIONS IS DISTRIBUTED ANNUALLY THROUGH THE CLINIC AT NO CHARGE TO PATIENTS.

BEGINNING IN APRIL 2010, ST. JOSEPH MERCY BEGAN OPERATING THE PEOPLES' CLINIC FOR A FOURTH DAY EACH WEEK (PREVIOUSLY IT WAS OPEN THREE DAYS PER WEEK). THIS HAS INCREASED THE SERVICE TO THE UNINSURED AND UNDERINSURED OF OUR COUNTY BY 33%.

ST. JOSEPH MERCY MAINTAINS A 15 PERSON BOARD OF TRUSTEES. THE TRUSTEES REPRESENT THE SERVICE AREA OF THE HOSPITAL, AND REFLECT A VARIETY OF PROFESSIONS AND BUSINESSES THAT PROVIDE OVERSIGHT OF THE ORGANIZATION. THE HOSPITAL EXTENDS MEDICAL STAFF PRIVILEGES TO ALL QUALIFIED PHYSICIANS IN OUR COMMUNITY.

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IN 2009, ST. JOSEPH MERCY JOINED OTHER INNOVATIVE HEALTH CARE PROVIDERS THROUGHOUT THE STATE OF MICHIGAN IN THE DEVELOPMENT OF THE PATIENT-CENTERED MEDICAL HOME (PCMH). OFFERING CHRONIC CARE REGISTRIES, ACCESS TO A FULL-SPECTRUM OF HEALTH SERVICES AND A ROBUST PROCESS TO TRACK PATIENT CARE SUCCESS, ST. JOSEPH MERCY WAS THE FIRST AND ONE OF ONLY THREE PRIMARY CARE MEDICAL PROVIDERS IN ST. CLAIR COUNTY TO RECEIVE PCMH STATUS FROM BLUE CROSS/BLUE SHIELD OF MICHIGAN THROUGH THE MICHIGAN STATE MEDICAL SOCIETY.

THROUGH VARIOUS FUNDRAISING EVENTS AND ACTIVITIES, ST. JOSEPH MERCY OFFERS REDUCED-COST MAMMOGRAPHY AND OTHER BREAST CANCER DIAGNOSTIC SERVICES TO PATIENTS THROUGHOUT THE COMMUNITY WITH NO INSURANCE OR RESOURCES TO PAY FOR THEIR CARE.

AS A CATHOLIC-SPONSORED ORGANIZATION, ST. JOSEPH MERCY DEFINES HOW WE GIVE BACK TO THE COMMUNITY BASED ON THE CATHOLIC HEALTH ASSOCIATION'S STANDARD, INCLUDING MEASURING DISCOUNTED CARE, OUR SUBSIDIZATION OF MEDICAID, AND SPECIFIC PROGRAMS DESIGNED TO IMPROVE THE HEALTH AND WELLNESS OF LOCAL COMMUNITIES. WE DO NOT COUNT MEDICARE LOSSES OR BAD DEBT. THIS STANDARD IS BECOMING A WIDELY EMBRACED MODEL FOR COMMUNITY BENEFIT. TO THAT END, WE GIVE BACK TO THE COMMUNITY IN THE FORM OF CARE FOR THE POOR, ESSENTIAL MEDICAL SERVICES AND COMMUNITY HEALTH PROGRAMS.

ST. JOSEPH MERCY IS A MEMBER OF THE MICHIGAN STROKE NETWORK, BRINGING HIGHLY TRAINED NEUROENDOVASCULAR SPECIALISTS FROM A CERTIFIED STROKE CENTER DIRECTLY INTO OUR EMERGENCY DEPARTMENT TO PROVIDE LIFE SAVING AND SUSTAINING CARE DIRECTLY TO PATIENTS EXPERIENCING STROKE. THE SYSTEM UTILIZES INNOVATIVE TECHNOLOGIES THROUGH THE USE OF A TELE-MEDICINE STROKE

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ST. JOSEPH MERCY OFFERS THE ONLY COMPREHENSIVE ARRAY OF CANCER TREATMENT SERVICES TO THE COMMUNITY THROUGH ITS MERCY REGIONAL CANCER CENTER. LED BY THE MERCY CANCER COMMITTEE, THE CENTER NOT ONLY PROVIDES INNOVATIVE TECHNOLOGY SUCH AS THE MOST ADVANCED DIGITAL MAMMOGRAPHY IN PORT HURON, BUT ACCESS TO AN ONCOLOGY NURSE NAVIGATOR AS WELL AS THE MOST EXTENSIVE ARRAY OF CLINICAL CANCER RESEARCH TRIALS AVAILABLE THROUGH M.D. ANDERSON AND THE MAYO CLINIC. THE CENTER'S SERVICES HAVE BEEN HERALDED BY THE COMMISSION ON CANCER OF THE AMERICAN COLLEGE OF SURGEONS AS OFFERING THE BEST IN CANCER CARE, AND WAS HONORED WITH THE OUTSTANDING ACHIEVEMENT AWARD.

AS A TAX-EXEMPT HOSPITAL, ST. JOSEPH MERCY REINVESTS ALL SURPLUS REVENUE BACK INTO THE COMMUNITY THROUGH IMPROVING SERVICES AND ENSURING PATIENTS AND THEIR FAMILIES CONTINUE TO BENEFIT FROM STATE OF THE ART TECHNOLOGY AND EQUIPMENT. THIS INCLUDES APPROXIMATELY \$1 TO \$2 MILLION IN ROUTINE ANNUAL FACILITY ENHANCEMENT, AS WELL AS ANNUAL INVESTMENTS IN HEALTH INFORMATION TECHNOLOGY DESIGNED TO ENSURE CLINICAL QUALITY AND PATIENT SAFETY.

ST. JOSEPH MERCY PORT HURON PROVIDED \$6.3 MILLION IN COMMUNITY BENEFIT TO THE LOCAL COMMUNITY IN FISCAL YEAR 2010, INCLUDING \$5.2 MILLION IN MINISTRY SERVICES TO THE POOR AND UNDERSERVED.

PART VI, LINE 7: ST. JOSEPH MERCY PORT HURON 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

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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.

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