Community Partners

Through our community benefit programs, we work with a variety of community and coalition partners, including:

- Atlanta BeltLine Partnership (Atlanta)
- Atlanta Community Food Bank (regional)
- Atlanta Regional Commission (Atlanta)
- Captain Planet Foundation (Atlanta)
- Center for Black Women (McDonough)
- Cristina Rey Jesuit High School (Atlanta)
- Fayette CARE (Fayetteville)
- Fayette County Board of Education (Fayetteville)
- Fayette County Parks and Recreation (Fayette)
- Fayette FACTOR (Fayetteville)
- Fayette Senior Services (Fayetteville)
- Georgia Charitable Care Network ( statewide)
- Good Samaritan Health and Wellness Center (Jasper)


Community Benefit Report: Fiscal Year 2018

The 11 hospitals of Piedmont Healthcare belong to the communities we serve. Our promise is to make a positive difference in every life we touch and this is evidenced within our community benefit programs. As a designated not-for-profit hospital system, Piedmont Healthcare provides to the community certain benefits that embody the spirit of our community benefits. Community benefits are programs or activities that provide treatment and/or promote health and healing as a response to identified community needs. These programs increase access to healthcare and improve community health, with a focus on vulnerable populations.

We continually assess and address the needs of those we serve, especially those most vulnerable due to their income, insurance status, age, ongoing chronic health conditions, race or ethnicity. We are fully dedicated to serving all members of our communities and, to that end, have worked to build programs and partner with community organizations so that we are able to truly impact lives in a sustainable, positive way.

The backbone of all community benefit programming is our community health needs assessment, which is the process and product of analyzing unmet community health needs. From that assessment, we crafted a three-year implementation strategy outlining our specific goals, tactics and activities to address the unmet health needs identified in our CHNA. In FY18, Piedmont executed year two of this health improvement plan designed to help our communities grow stronger and healthier. The plan, created during our 2016 CHNA, provides a framework for all Piedmont and hospital community benefit activities.

Piedmont is: Piedmont Atlanta, Piedmont Athens Regional, Piedmont Columbus Regional (two campuses), Piedmont Fayette, Piedmont Henry, Piedmont Mountainside, Piedmont Newnan, Piedmont Newton, Piedmont Rockdale and Piedmont Walton.

Our Priorities and Progress

In fiscal year 2018, all of our hospitals demonstrated seamless integration of our community benefit activities.
By the numbers

Piedmont Healthcare hospitals’ community benefit FY18 spend:

- Charity care: $119,329,003
- Medicaid shortfalls: $4,288,350
- Other subsidized care for government programs: $18,987,993
- Bad debt: $158,564,221
- Medicare shortfalls: $11,566,557
- Other community benefit programs: $22,094,191

Percentage of all community benefit as operating expense, by hospital, FY18


As a nonprofit healthcare system, our hospitals belong to the communities we serve, and the evidence of this commitment is found within our community benefit programs. For 110 years, Piedmont has been fulfilling its mission to serve the healthcare needs of all our communities. But we realize that we cannot rely on our history alone to demonstrate the benefit that we bring, and we recognize that today’s neighbors have different health concerns and expectations than those from 1905 or even 2005.

To that end, we continually assess and address the needs of those we serve, and especially those who are most vulnerable. We do this through a variety of programs and initiatives, including:

- Reducing preventable readmissions and emergency department (ED) visits
- Creating task forces to reduce readmissions through process improvement and strong patient education and case management, through leadership of Piedmont Heart Institute
- Creating the Pickens County Rural Health Network, in partnership with the Pickens County Health and Services Administration (HRSA) (PMH)
- Developing a limited-income resource guide targeting high-risk uninsured patients, which is distributed through Piedmont hospitals and community benefit partners (all sites)
- Creating and deploying framework for Sams Care, which targets high-risk uninsured patients with three programs (PFH, PNH and PHH)
- Creating task forces at each hospital to reduce readmissions through process improvement, and strong patient education and case management, through leadership of Piedmont Heart Institute
- Increasing access to affordable and nutritious food
- Providing lab services to six partner clinics at no charge to the clinic or its patients (PAH, PFH, PHH and PNH), with $299,000 (PAH), and supporting clinic capacity-building programs offered by the Georgia Charitable Care Network
- Providing lab services for Good Sam Atlanta, Center for Black Women’s Wellness and Grant Park Clinic at a total of nearly $987,993
- Providing mammograms with appropriate follow-up care to nearly 300 low-income women (all sites)
- Supporting 19 beds in Mercy Care’s Recuperative Care Unit of the Gateway Center at a cost of $12,500 (PAH)
- Providing $28m in financial assistance to eligible patients and covered $21.3m in shortfalls for low-income patients enrolled in government programs (all sites)
- Providing funding for HealthMPowers’ extensive nutrition and physical education to 625 Garden Hills Elementary school students and teachers, at a cost of $21,750 (PAH)
- Creating the Live Better Garden and related nutritional programming at Western Elementary in Coweta County, at a cost of $145,600 (PHH)
- Supporting 20 low-income women receiving government nutrition assistance (PAH)
- Launching the Live Better program, which helps to foster community collaboration around shared health concerns through community-based coalitions and partnerships (all sites)
- Developed a comprehensive plan that works to strengthen access points for uninsured patients (FY15)
- Launching awareness campaigns and create educational opportunities to encourage community members (all sites)
- Increasing access to affordable and nutritious food
- Conducted a comprehensive review of each hospital’s community benefit programs

As part of our community benefit programs, we identify and prioritize the health needs of our hospital’s communities. We looked at research and data from our hospitals, to gain a complete understanding of the needs of our communities. To that end, we continually assess and address the needs of those we serve, and especially those who are most vulnerable.

Patrick M. Battey
Co-Chief Executive Officer, Piedmont Atlanta Hospital

In fiscal year 2013, on behalf of its five hospitals, Piedmont Healthcare communities grew stronger and healthier. For example, health challenges in the home counties of our hospitals: Coweta, Lamar, Harris, and Mitchell counties, we conducted a series of community health needs assessments (CHNAs) as communities grow stronger and healthier.

Through these priorities and programs, we are working to fulfill our community’s obligations to provide care to our neighbors, especially those most vulnerable due to their income, insurance status, age, ongoing health condition, race or ethnicity. We remain fully dedicated to serving all members of our communities.

In real year 2016, as of the end of the fiscal year, Piedmont Healthcare.

Our FY18 grants were not available in the Walton, Rockdale and Columbus communities in FY18. Community partners provide specific health services for charitable clinics, regardless of whether they are a Piedmont patient. Our FY18 community partners included:

- Blue Flowers (PAH)
- Center for Black Women’s Wellness (PAH)
- Center Helping Obesity in Children End Successfully (C.H.O.I.C.E.S.) (PAH)
- Covenant House Georgia (PAH)
- Cultivate Union Co. (PAH)
- ARCH (PAH)
- Mercy Care Foundation (PAH)
- Odyssey Family Counseling Center (PAH)
- Good Samaritan Health Center (PAH)
- United Way of Greater Atlanta (PAH)
- Athens Community Council on Aging (PAR)
- Northeast Health District WIC (PAH)
- Extra Special People (PAR)
- Medlink Georgia (PAR)
- Mercy Health Center (PAR)
- Grant Park Clinic (PAR)
- Athens-Clarke County Diversion Center (PAR)
- Athens Area Council on Aging (PAR)
- Athens Nurses’ Clinic (PAR)
- Our Daily Bread of Action Ministries (PAR)
- Clubview Elementary School (PCR)
- Fayette Senior Services (PFH)
- Healing Bridge Clinic (PFH)
- Hands of Hope Clinic (PFH)
- Veterans Support Group (PFH)
- Boys and Girls Club of North Georgia (PFH)
- Good Samaritan Health and Wellness (PFM)
- Coweta County Extension 4H (PFH)
- Coweta Samaritan Clinic (PFM)
- Meals on Wheels of Coweta (PFM)
- Southern Crescent Sexual Assault and Child Advocacy Center (PFM)
- A Child’s Voice Child Advocacy Center (PNF)
- Newton County Community Partnership (PNH)
- Willing Helpers Medical (PNM)
- Promoting Local Agriculture and Cultural Experiences (P.L.A.C.E.S.) (PNH)
- Jackson County Senior Center (PNH)
- Mercy Health Center (PMH)
- Mt. Pleasant Community Church (PMH)
- Oconee County Senior Center (PMH)
- Women’s Services of Advantage Behavioral Health (PMH)

Additionally, in most of its communities, Piedmont offers to the general public its Cancer Wellness program, which provides complimentary services and programs for anyone affected by cancer, at any phase of the disease. Piedmont also participates annually in cancer survivor events, some in coordination with other non-profit organizations. Piedmont’s "Sixty Plus" Older Adult Services provides caregiver services and programs for older adults at a low to no cost to the community. This also includes tailored classes for community members and their families who are suffering from the detrimental effects of Alzheimer’s disease. Both Cancer Wellness and Sixty Plus are offered free of charge to all members of the community, regardless of whether they are a Piedmont patient.

As a nonprofit healthcare system, our hospitals belong to the communities we serve, and the evidence of this commitment is found within our community benefit programs. For 110 years, Piedmont has been fulfilling its mission to serve the healthcare needs of all our communities. But we realize that we cannot rely on our history alone to demonstrate the benefit that we bring, and we recognize that today’s neighbors have different health concerns and expectations than those from 1905 or even 2005. To that end, we continually assess and address the needs of those we serve, and especially those who are most vulnerable, to identify and prioritize the health needs of our communities. Through these priorities and programs, we are working to help our communities grow stronger and healthier. We paid particular attention on health challenges in the home counties of our hospitals: Coweta, Fayette, Fulton, Henry and Pickens counties. We focused on our communities and, to that end, have worked to build programs that truly impact lives.
partners, including:

- work with a variety of community and coalition programs
- Through our community benefit programs, we continue to focus on the health needs of our communities. We focus on health outcomes for our most vulnerable patients. Includes both pre and post hospital care, provides in-kind lab services to eight additional hospital systems, provided in-kind lab services to eight additional hospital systems in order to identify and prioritize the health needs of our communities. We focused on health needs. Through these priorities and programs, we are working to help our communities grow stronger and healthier.

### Community Partners

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- Atlanta Beltline Partnership (Atlanta)
- Atlanta Community Food Bank (regional)
- Atlanta Regional Commission (Atlanta)
- Captain Planet Foundation (Atlanta)
- Center for Black Women’s Wellness (Atlanta)
- Connecting Henry (McDonough)
- Coweta Family Connection (Newnan)
- Coweta Samaritan Clinic (Newnan)
- Cristo Rey Jesuit High School (Atlanta)
- Fayette CARE Clinic (Fayetteville)
- Fayette County Board of Education (Fayetteville)
- Fayette County Parks and Recreation (Fayetteville)
- Fayette FACTOR (Fayetteville)
- Fayette Senior Services (Fayetteville)
- Georgia Charitable Care Network (Crawfordsville)
- Good Samaritan Health and Wellness Center (Jasper)
- Good Samaritan Health Center (Atlanta)
- Grant Park Clinic (Atlanta)
- Hands of Hope Clinic (Stockbridge)
- Healing Bridge Clinic (Fayetteville)
- HEALing Community Center (Atlanta)
- HealthMPowers (Atlanta)
- Henry County Health Department (Muscogee)
- Hope Atlanta (Atlanta)
- Kaiser Foundation Health Plan (Atlanta)
- Mercy Care Atlanta (Atlanta)
- Newman/Coweta Boys and Girls Club (Newnan)
- One Roof/Coweta Community Food Pantry (Newnan)
- Palmetto Health Council (Crawfordsville)
- Pickens County Family Connection (Sparta)
- Pickens County Health Department (Pickens)
- UGA Extension and Master Gardeners (Pickens)
- United Way of Greater Atlanta (Atlanta)
- University of West Georgia (Carrollton)
- West End Boys and Girls Club of Pickens (Tolleson Rock)
- West Georgia Technical College (Newnan)
- Western Elementary (Newnan)

Our priorities and progress

- Maintain and, when possible, increase access to appropriate and affordable care for low- and no-income patients (all hospitals)
- Reduce preventable readmissions and emergency department re-encounters (all hospitals)
- Increase access to and awareness of cancer-related programming (all hospitals)
- Reduce obesity rates and obesity-related diseases, such as Type II Diabetes (PHN and PNH)
- Reduce preventable instances of diabetes and improve health of those living with the condition (PFH)
- Reduce preventable instances of heart disease, hypertension and stroke (all hospitals)
- Support maternal and child health (PAH, PNH, PFH, PMH)
- Support senior health (PPH)

Our progress

FY16 marked the second year of the three-year implementation strategies. We were able to meet all year two goals. Crucial to this success was the continuation of the community benefit grants program, which allowed us to partner with local not-for-profit organizations to better serve our most vulnerable populations, as well as our internal programming aimed at improving health care services for our most vulnerable patients.

We continued to provide financial assistance to eligible patients and covered shortfalls for low-income patients enrolled in government programs, provided in-kind lab services to eight charitable clinics across the system at no charge, and supported clinic capacity-building through additional funding and/or partnerships with 14 community clinics across the system.