

# Better health. Better communities.

## 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 health care 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.

# By the numbers

Piedmont annually reports its community benefit figures. Charity care, Medicaid shortfalls, subsidized care for government programs and other community benefit programs are all community benefit expenditures allowed by the IRS. We also include bad debt and Medicare shortfall figures, as those are also taken at a loss to the system in the interest of providing care to all patients.

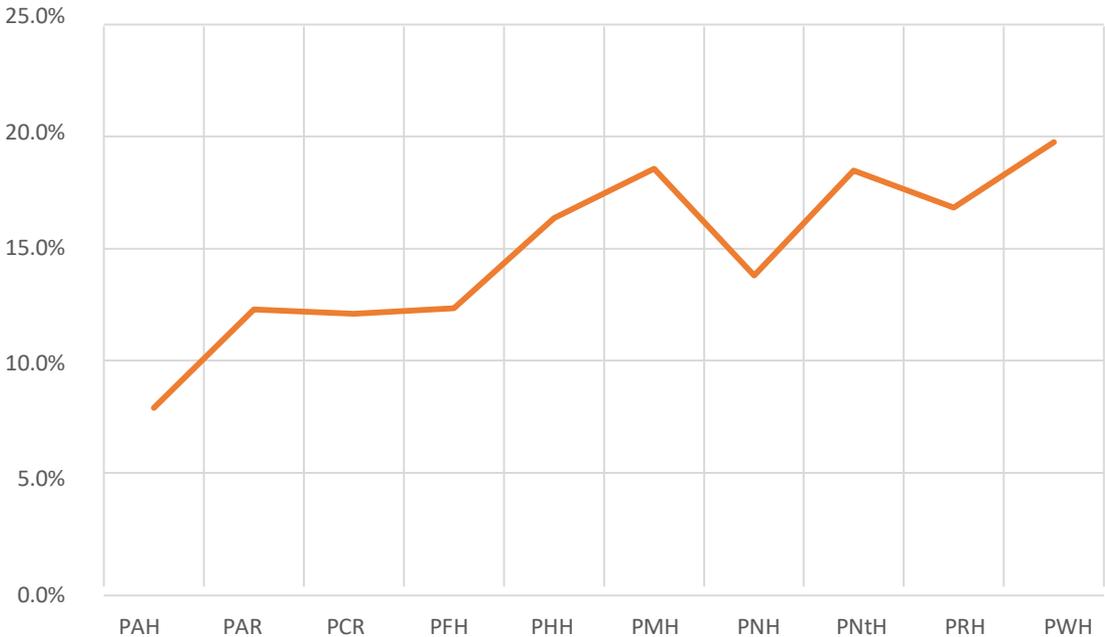
**Total FY18 spend: \$334,888,995**

**% of operating expense: 13.81%**

## 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



# Community partners

Piedmont regularly partners with community-based organizations in several ways, including the provision of free lab and diagnostic services for charitable clinics serving uninsured and/or low-income patients in our communities or specialty care services. Additionally, Piedmont provides the community benefit grants program, which extends financial support to not-for-profit, community-based organizations that provide specific health-related services and programs for at-risk and underserved populations that align with our 2016 CHNA and implementation strategy. Thirty organizations within seven Piedmont service communities were selected for community benefit grants in 2018. Please note that community benefit grants were not available in the Walton, Rockdale and Columbus communities in FY18.

## 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)
- ARCHI (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 (PAR)
- Extra Special People (PAR)
- MedLink Georgia (PAR)
- Mercy Health Center (PAR)
- Grant Park Clinic (PAH)
- Athens-Clarke County Diversion Center (PAR)
- Athena Gardens (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 (PHH)
- Veterans Support Group (PHH)
- Boys and Girls Club of North Georgia (PMH)
- Good Samaritan Health and Wellness (PMH)
- Coweta County Extension 4H (PNH)
- Coweta Samaritan Clinic (PNH)
- Meals on Wheels of Coweta (PNH)
- Southern Crescent Sexual Assault and Child Advocacy Center (PNH)
- A Child's Voice Child Advocacy Center (PNtH)
- Newton County Community Partnership (PNtH)
- Willing Helpers Medical (PNtH)
- Promoting Local Agriculture and Cultural Experiences (P.L.A.C.E.S.) (PAR)
- Jackson County Senior Center (PAR)
- Mercy Health Center (PAR)
- Mt. Pleasant Community Church (PAR)
- Oconee County Senior Center (PAR)
- Women's Services of Advantage Behavioral Health (PAR)

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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 low or 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.

# Our priorities and progress

In FY16, on behalf of its hospitals, Piedmont Healthcare conducted a series of CHNAs, which allows us to identify and prioritize the health needs of our communities. We focused on health challenges in the home counties of our hospitals in the system at that time: Coweta, Fayette, Fulton, Henry, Newton and Pickens counties. At the time of the CHNA authorship, Piedmont Athens, Piedmont Columbus, Piedmont Rockdale and Piedmont Walton were not yet part of the Piedmont system. Athens and Columbus completed their own CHNA; Rockdale and Walton were both previously for-profit organizations and did not undergo a CHNA.

We paid particular attention to the challenges facing those most vulnerable, such as those impacted by socioeconomic factors, but also kept the whole community in mind. From those assessments, and in partnership with our communities, each hospital crafted a three-year implementation strategy to address identified needs. Through these priorities and programs, we are working to help our communities grow stronger and healthier.

## Our priorities

- **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** (PAR, PFH, PNH and PNTN)
- **Reduce preventable instances of diabetes and improve health of those living with the condition** (PCR)
- **Reduce preventable instances of heart disease, hypertension and stroke** (all hospitals)
- **Support maternal and child health** (PAR)
- **Support senior health** (PFH)

## Our progress

FY18 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.