



2008

# Community Benefit Report



Holy Family Memorial

Sponsored by the Franciscan Sisters of Christian Charity

Where *Healing* Begins and *Caring* Never Ends

# Our Vision

What we want to become

Holy Family Memorial, as a Network and in partnership with others, will be the clear choice for healthcare in the lakeshore region, recognized as the leader in patient-centered, excellent medical care, while delivering valued outcomes in a Christian environment.

# Our Mission

Why we exist

Holy Family Memorial is a Network of health professionals who, rooted in the healing ministry of Jesus Christ, provide services to help individuals and our communities achieve healthier lives.

# Our Core Values

What is important to us

## **Stewardship**

Teaches us to prudently use and develop our human and financial resources entrusted to us for the good of the whole community.

## **Excellence**

Challenges us to strive to become better human beings and better at our jobs at work and at home.

## **Respect**

Guides us to recognize the dignity of others through our words and actions in all aspects of life including birth, sickness, suffering, and death as an integral part of human life, and a time of experiencing God's presence.

## **Compassionate Caring**

Encourages us to promote an atmosphere that is sensitive to the physical, psychological, social, intellectual, and spiritual well-being of those we serve.

## **Christian Environment**

Teaches us to respond to each person and situation with kindness, understanding, justice, and reconciliation.



Mark P. Herzog, FACHE  
*President and CEO*

As the President of Holy Family Memorial, it is my profound pleasure to introduce you to our annual Community Benefit Report. Reflected in this report are many stories large and small that depict the exceptional care, compassion and empathy that our caregivers, volunteers, staff and physicians bring to our ministry of service in the Lakeshore region. These stories and the facts and figures that follow demonstrate how Holy Family Memorial is truly living the mission given us by our sponsors, the Franciscan Sisters of Christian Charity. As our government and society each struggle with the challenges brought by modern society and a troubled economy, HFM remains steadfast in our commitment to help individuals and communities achieve healthier lives.

Holy Family Memorial is here for you. In fact, in 2008 HFM updated our Mission and Vision Statements to better reflect the depth of our commitment to outreach, wellness, prevention and health promotion. More than ever, we are focused on making a meaningful difference to the communities we serve to experience healthier, more productive lives and increase the quality of life in the Lakeshore. We will continue to expand our efforts to partner with others to continue extending this meaningful difference to as many avenues as possible within our resources.

I hope that you experience as much joy and satisfaction in reviewing this report as I did. In today's society, news of good people and good deeds is becoming both rarer and more valuable. I hope this reading brings value to you.

Yours in health,

A handwritten signature in black ink, appearing to read "Mark P. Herzog". The signature is fluid and cursive, written in a professional style.

# Holy Family Memorial

Founded by the Franciscan Sisters of Christian Charity, Holy Family Hospital has evolved into Holy Family Memorial – a comprehensive health care network made up of highly qualified health professionals who are dedicated to providing quality medical care to the residents of Manitowoc County, Wisconsin, USA.

Holy Family Memorial is the recognized leader and largest provider of health care services in Manitowoc County. The network of physicians is committed to providing each patient with the highest level of personal care, respect, and attention to enhance the patient's quality of life, including personalized spiritual care.

We are proud to serve with competence, courtesy, and compassion to those we serve at our facilities including the medical center, clinics, and pharmacies.

At Holy Family Memorial we recognize that health care is local and that people identify with a hospital they call their own. It is important for us as a Catholic network to appreciate the fact that we are a part of something larger. We have been meeting health care needs in the United States before the United States were formed. We, and our peers across this nation, are committed to providing care to our patients and to transforming hurt into hope. Rooted in our mission and guided by our vision, we epitomize quality and compassion through our care.

Why would anyone choose faith based health care you may ask? They choose it because of our quality, values, mission, and vision.



# Sponsors

The health care network is sponsored by the Franciscan Sisters of Christian Charity, located at Holy Family Convent, Manitowoc, Wisconsin. The convent, situated on Silver Lake, three miles west of Lake Michigan, is home for over 350 Congregation members who serve throughout the United States and are primarily engaged in education, parish and health ministries. The corporation spans three states – Wisconsin, Nebraska, and Ohio – and has existed for over 100 years.

The five young women who desired to share their daily lives together in rural Wisconsin took St. Francis of Assisi's simple Gospel way of life as their inspiration. Today, the Franciscan Sisters of Christian Charity live whole-heartedly the loving spirit of their founders. They strive to live the Gospel in simplicity, built on faith in a loving God; joyful acceptance of poverty; love for the Church; and selfless dedication to the service of others.

The Mission of the Franciscan Sisters of Christian Charity Healthcare Ministry is to carry out the commitment of the Sponsor to the healing mission of the Catholic Church throughout the provision of quality healthcare services.

From the moment the Franciscan Sisters committed themselves to the hospital, they never looked back. Their motivation for working in healthcare was because there was a human need.

*We are proud to serve with competence, courtesy, and compassion.*



*Helicopter Pad*



*Holy Family Memorial Medical Center*



*HFM Harbor Town Campus*

# Community Health in Manitowoc County

The news about the best and worst state death rates has Hawaii with the lowest age-adjusted death rate and Mississippi at the highest rate. If one folds U.S. territories into that ranking, Guam edged out Hawaii, and American Samoa ranked lower than Mississippi. Among the 56 states and territories together, Wisconsin ranks 22nd from the lowest to the highest rank.

In the 2008 Wisconsin Epidemiological Profile on Alcohol and Other Drug Use, the branch of medicine that deals with the study of the cause distribution and control of diseases, rates of alcohol dependence, alcohol abuse, and alcohol-related motor vehicle fatalities, are higher in Wisconsin than in the United States as a whole. Wisconsin has 1 1/2 times the national rate of arrests for operating a motor vehicle while intoxicated and more than three times the national rate of arrests for other liquor law violations. Wisconsin also has the highest rate in the nation of self-reported drinking and driving.

However, Wisconsin's rate of alcohol-related motor vehicle deaths has been decreasing in recent years, although more slowly than the overall rate of motor vehicle deaths. One surprising finding is that Wisconsin has had a lower rate of alcohol-related liver cirrhosis than the national average, although the difference is disappearing.

The National Center for Health Statistics reports that the majority of Wisconsin high school students report attitudes against binge drinking and casual use of marijuana. Unfortunately, Wisconsin continues to have a significant percentage of students who report using both.

We repeatedly read and are concerned about unhealthy lifestyles and behaviors. Among them are insufficient exercise and overweight. Lack of exercise has been identified as a leading cause of health problems, including obesity in Manitowoc County.

Wisconsin launched its program Healthiest Wisconsin 2010 some years ago and groups of dedicated individuals are working at 11 priorities which include the topics above. HFM actively participates in the local collaborative initiative to improve community health -

Healthiest Manitowoc County 2010. Along with that program, a strategic Leadership Team is providing collaborative leadership to guide the development of "Healthiest Wisconsin 2020: A Plan to Improve the Health and Safety of the Public." Healthiest Wisconsin 2020 will be designed to influence public health policy, provide direction to assure sustainable public health resource allocations, and provide guidance to protect the health and safety of the 5.6 million people in Wisconsin.

Holy Family Memorial works very hard to do its part in promoting wellness. It is a strong advocate for providing health information to the community. **HFM provided the following community health services and education to improve community health in 2008:**

- Men's Health Event
- Day of Dance for Cardiovascular Health
- Disaster readiness program
- Mentoring programs
- Telephone/web health information services
- School health education programs
- Pastoral outreach education programs
- Parish Nurse programs
- Work site health education
- Web-based consumer health information
- Health Resource Center
- Health fairs
- Community newsletter
- Flu shot and mist clinics
- Smoking cessation
- Car seat safety
- Enrollment assistance
- Transportation assistance

## **Education about specific disease conditions**

- Bacterial infections
- Cancer
- Fall preventions
- Fitness/exercise
- Blood borne pathogens
- Influenza

## **Free Support Groups**

- Cancer
- Mom's Club
- Bed Rest
- Bereavement/Grief

## Free Screenings

Blood pressure  
Skin cancer  
Heart  
Falls/balance  
Prostate  
School sports physicals  
Mammograms  
Depression  
Osteoporosis  
Apnea

## Smoking Cessation

A common myth about stopping smoking is that the best way to stop is cold turkey. In reality, the methods laid out in the U.S. Public Health Service's Clinical Practice Guideline: Treating Tobacco Use and Dependence, indicate the most effective way to successfully quit is to combine cessation coaching and medication together. Using no interventions results in only about 5% of smokers successfully quitting. The cessation rate with HFM's cessation program is 56%.

Tobacco Control also worked with local youth to alert them to the dangers of tobacco. They've created billboards in Valders, WI and Two Rivers, WI and designed T-shirts that teens use when they talk to younger children about the dangers of smoking.

## Men's Health Event

Men and significant others attended HFM's 4th annual event entitled "Health Improvement." That theme incorporated health and home remodeling with the participants able to submit health questions to the panel of physician speakers. The September evening included health screenings and interactive booths, the panel of physicians, home remodeling demonstrated by Lowe's, a nail pounding contest and much more.

## Day of Dance

HFM's Spirit of Women program presented the 4th Day of Dance in February, an event held in recognition of American Heart month, to encourage participants to take care of their hearts. The day included a variety of dances and new ways to exercise, plus heart-healthy screenings, instruction classes, education and door prizes. Four class sessions were offered and participants could choose which classes to attend.

## Parish Nurse Health Fair

Holy Family Memorial's Parish Nurses offered a health fair free to the public in May titled "Good Health is a Family Affair." There were a variety of booths providing health information and health screenings such as glucose and cholesterol, skin cancer, blood pressure, and heel densitometry.

Those who attended the health fair also enjoyed free chair massages, refreshments, games, and entertainment by Latin dancers.



# Community Assistance

## The Providence Fund

HFM's Providence Fund provides financial assistance for medication needed in assisting patients who cannot afford it. With the program, we were able to assist in 398 occurrences during 2008.

## "Christmas in July"

Sponsored by Holy Family Memorial who joins with the "Project Kool for School" community program, collects school supplies for those in need. Project Kool is sponsored by The Golden K Kiwanis, Herald Times Reporter, Manitowoc Sunrise Optimist Club, Manitowoc Sunrise Rotary Club, St. Francis of Assisi Catholic Church, St. James Episcopal Church and the Salvation Army.

Along with collecting school supplies, these organizations collect clothing, new shoes, mittens, etc. Manitowoc Public Utilities joined in 2008 and donated back packs. 1,188 Manitowoc County children were assisted by a personal shopper for the items they needed. In addition, Magic Closets at 22 schools were stocked with school supplies so that teachers are able to help other needy children during the school year.

## "Sponsor-A-Family Program"

Holy Family Memorial helped 120 individuals with beautifully wrapped Christmas gifts from the various departments who sponsored a family for Christmas, 2008.

## "Touched Twice"

The Second Annual Touched Twice Free Clinic Outreach event was hosted by Manitowoc Christian Community on August 9, 2008 at Faith Church in Manitowoc. Approximately 110 volunteers served 140 guests providing medical, vision, and dental screenings, haircuts, clothing, groceries, a hot meal, school supplies, and spiritual counseling.

Seven area physicians (four from Holy Family Memorial) volunteered to do the medical screenings. One area dentist and one hygienist provided dental screenings. Money was raised to cover the costs of severe dental needs, and one woman will receive a set of dentures.

## Rebuilding Manitowoc County

Employees from HFM's Support Services volunteered their time and talents in April to replace the roof on a home in the city of Manitowoc as a part of "Rebuilding Together Manitowoc County Project." HFM is a sponsor of the event that helps people with home repair needs.



## Transportation Services

HFM offers an invaluable, specialized service providing transportation services to disabled clients. Our vans provide personalized door-to-door service, convenient and reliable transportation to medical appointments or personal and social events. All vans are equipped with automatic wheel-chair lifts, basic first aid equipment, and oxygen.

# Stewardship Initiatives

## REMEDY

HFM also helps with the organization REMEDY (Recovered Medical Equipment for the Developing World.) Dr. Jonathan Klatt, MD, initiated the program and process at Holy Family Memorial.

It's a 501c-3, not-for-profit organization dedicated to actively promoting the recovery of unused medical supplies. Gloves, sutures, drapes, gowns and many other items prepared but not used during a medical procedure are discarded because they are considered "unsterile" even if there has been no contact at all with the patient. Due to legal concerns and FDA regulations, these supplies are not usable in this country but are enthusiastically accepted by many U.S. based charitable organizations for distribution to healthcare personnel throughout the developing world where they are so desperately needed.

## The Catholic Health Association

The Catholic Health Association (CHA) created a booklet stating the values and principles that should guide efforts to reform the health care system. The Catholic Health Ministry envisions a U.S. Health Care System designed to create and sustain a strong, healthy national community. The Association shared that vision with HFM employees, volunteers, and customers. The goal was to inspire all across the health ministry as

well as patients and families that we serve – to voice our views and strengthen the dialogue on meaningful reform. Posters were displayed for six weeks with the values of Human Dignity, Concerns for the Poor and Vulnerable, Justice, Common Good, Stewardship and Pluralism.

# Awards and Recognitions

## HFM Home Care in Top 25% Providers

Holy Family Memorial's Home Health Care department was named to the 2007 Home Care Elite, a compilation of the most successful Medicare-certified home health care providers in the United States. The annual review identified the top 25% of agencies, ranked by an analysis of performance measures in quality outcomes, quality improvement and financial performance.

## "Healthcare Provider Standard of Excellence"

HFM's web site, [www.hfmhealth.org](http://www.hfmhealth.org) recently received the "Healthcare Provider Standard of Excellence" award in the healthcare provider category of the Web Marketing Association's 2008 web award competition.

This premier, annual web site competition names the best web sites and sets a standard of excellence for web site development. Entries in the competition were judged by a panel of experts in seven categories : design, innovation, content, technology, interactivity, copy-writing and ease of use.

## World-Wide Assistance

Holy Family Memorial belongs to the Hospital Sisters Mission Outreach (HSMO) Recycling Program, Springfield, Illinois, as a means to redistribute medical equipment and supplies throughout the developing world. The Hospital Sisters of the Third Order Regular of St. Francis have been involved in domestic and foreign mission work through education and awareness programs, cross cultural mission experiences, and medical equipment/supply distribution and recycling program.

The picture to the right is the microscope that HFM donated to HSMO. It was used in Kenya by the relief team that assisted 1000 patients. The physician using the microscope is Dr. Heather Estopinal of Huntsville, Alabama.



# New Offerings and Services

## Regional Cancer Collaborative

Research shows that the best way to grow services is through collaboration. The community holds HFM's Cancer Care Center in high regard. However, cancer treatment is becoming more competitive in our region as it is in other areas. Therefore, Holy Family Memorial Cancer Care Center became a member of the Regional Cancer Collaborative (RCC).

The RCC combines nine providers and their resources in an effort to battle cancer in Northeastern Wisconsin. In addition to Holy Family Memorial, providers include St. Vincent's and St. Mary's Hospitals in Green Bay, Bay Area Medical Center in Marinette, Door County Memorial Hospital, St. Nicholas Hospital, Sheboygan, Oconto Falls Community Hospital, Green Bay Oncologists and Radiation Oncology Specialists. The hub of this collaborative is St. Vincent Hospital.

In addition, St. Mary's Hospital has a new cancer facility under construction that will be open in 2010. By partnering, patients can stay close to home and receive high quality care from a great collection of experts. Many treatment options will be available for physicians who can have maximum confidence knowing they can provide the best care for their patients.

This collaboration minimizes the disruptions from the patients' lives. They can access state-of-the-art technology, multiple treatment options, integrated approach to treatment, under the care of their preferred physicians and/or hospitals.

## Hospitalist Program

Hospital medicine is the discipline concerned with the general medical care of hospitalized patients. Doctors whose primary professional focus is hospital medicine are called hospitalists. The majority of hospitalists are trained in general internal medicine or a sub-specialty of internal medicine.

At HFM the hospitalist program was chosen because of its ability to improve communication, quality of care, and patient safety. All patients hospitalized with medical illnesses are cared for by a small group of physicians who have committed themselves to providing excellent hospital care along with the team of nursing and support staff.

Hospitalists help manage patients throughout the continuum of hospital care, often seeing patients in the ER, admitting them to inpatient wards, following them as necessary to the critical care unit and organizing post-hospital care. They were almost unheard of a generation ago.

## Densitometer

The Women's Imaging Center acquired a new, state-of-the-art Healthcare Lunar bone densitometer for axial measurement of bone density. The equipment is used to identify risk at a much earlier stage and evaluates a patient's response to treatment to osteopenia and osteoporosis.



### Cardiac Cath Lab Advances

The Cardiac Catheterization Lab continues to offer diagnostic and/or interventional heart cath, along with pacemaker procedures. One important advancement has been the ability to perform outpatient (same day) percutaneous coronary interventions (PCI) or stent placement. This is a win-win situation for patients, the cardiovascular service line and Holy Family Memorial. Patients benefit by having the procedure and returning home the same day, thus reducing stress and anxiety. The service line and HFM benefit from reduced costs. Adverse outcomes to this quick discharge have been non-existent.

Since the arrival of Dr. Milan Jordon, The Cath Lab has also been performing peripheral vascular procedures, such as inferior vena cava filter insertion and removal, and peripheral extremity angiograms/interventions. These procedures may also be performed on an outpatient basis if appropriate.

While diagnostic and interventional cath are the mainstay procedures in Cath Lab, new ideas and procedures are continually evaluated to enhance customer service.

### HFM, Silver Lake College Form Partnership

Holy Family Memorial formalized a committed partnership with Silver Lake College. The partnership ensures mutual commitments from

both institutions in the area of shared resources and services, promotional opportunities, business ventures and future projects.

### Cancer Care Center's New Partnership

The HFM Cancer Care Center announced a new partnership with Radiation Oncology Specialists (ROS) of Green Bay, WI. The partnership improves continuity while maintaining the quality of care for HFM's Cancer Care Center.

This physician group has provided radiation oncology services to local communities such as St. Vincent's Cancer Center in Green Bay for more than 15 years, Bay Area Cancer Center in Marinette, WI and Door County in Sturgeon Bay, WI. Since ROS started at the Cancer Care Center, sub specialists from the Green Bay area (GYN, Oncology & Thoracic Surgeons) started to refer Manitowoc patients back to the Cancer Care Center for treatment. Formerly, these patients were treated in Green Bay.

In addition, since ROS began, their physicians have been able to reduce the treatment planning time, allowing patients to start treatment sooner. They have increased utilization of IMRT (intensity modulated radiation therapy) by about 15%, providing state-of-the-art treatment to patients with fewer side effects.

### Health and Fitness Program

As of last August, the Two Rivers Fitness Center and Rehab Plus, located in the former St. Luke's Catholic Church building in Two Rivers, joined Holy Family Memorial. HFM is now able to offer the same great programs developed at the Wellness Center in Manitowoc to the community of Two Rivers to give residents an opportunity to become active.

This opportunity brings new health, wellness, fitness and preventive programs to both businesses and residents of Manitowoc County.



# Serving Our Community

In 2008, over 27,000 people received charity care, health benefits, education, or assistance free of charge or discounted at Holy Family Memorial. Nine hundred, ninety-two of those people received charity care. The following are real stories about just a few of the people HFM was able to serve with help from charity care.

## *Wheels-A-Waiting*

It was a Friday in September and one of our cancer patients was in dire need of assistance. The doctor informed the nurse that the patient needed radiation and could not afford transportation. Because she needed to visit two of our other clinics prior to the treatments, we were informed it would be a while before the radiation could begin. However, we knew it would take about 35 or more trips from her home to the Cancer Center and back home after the treatments. The patient was very concerned and said she could not have the radiation. She was told there was no reason to worry, because a van would pick her up and bring her home each and every time. The nurse called to tell us that the biggest smile in the world broke out on the patient's face, and her thanks was abundant with that news.

## *Christmas Angels*

It is the time of the year when thoughts of Christmas ring in the minds of most people. Many of our employees sponsor a family and purchase gifts for those in need during this special season. It so happened that a four year-old girl was scheduled to have her tonsils removed in the hospital on an early December morning. The staff on duty noticed that she had ears that were greatly deformed. As they spoke to one another it became clear to them that a wonderful Christmas gift could be given to help the child. An otoplasty would make her less vulnerable to hurtful comments from others. With parental permissions granted, tests completed, and paper work finished, all those on duty including the doctor, anesthesiologist, and the surgery workers donated their time to benefit the little one. That added great warmth and gladness to a family's Christmas and happiness for the generous donors.



## *Tragic But True*

A male flight attendant, assigned to be on one of the flights that crashed into the World Trade Center on 9-11-01, was taken off the schedule for some reason and put on another. He had co-workers and friends on the flights that crashed, and they lost their lives. Since that time, he has struggled with Post Traumatic Stress Disorder and alcohol abuse. Divorced by his wife, he moved back to Manitowoc hoping to be with his family and gaining their support. In November 2008, he attempted suicide which brought him to his current residence at Marco Manor, a recovery center. Because of this life altering experience the patient is presently unemployable. He receives treatment for his mental condition through Manitowoc County and receives his medications from the Patient Assistance Program. The Community Care Program at Holy Family Memorial assisted him with his account balances.

## *Frugal Living*

A self-employed farmer came in to the hospital for kidney stones on both sides as well as for a cardiac cath in 2008. He was 53 years old, and it was the first time he had any medical issues. This was also the first time he used his health insurance, and he had been paying on it for years. It turned out his health insurance paid very little towards his extremely high medical bills. The farm that he and his brother co-owned had been just barely surviving the past few years. Any profits had to go right back into the farm for updating the equipment or fixing the old. He lived very frugally and was driving a 1989 vehicle. Community care was able to assist this gentleman with over \$30,000 in Holy Family Memorial medical debt.

## *In, Out, Transfer, and Return*

A 44-year-old patient with Guillian-Barre Syndrome was forced to move back home and live with his mother because he had no insurance and was unable to work for an indefinite period of time due to his illness. He was admitted to Holy Family Memorial and was an inpatient for five days and then transferred to St. Vincent Hospital for a month. From there he was admitted to Holy Family Memorial's Homecare for another month, and then to Physical Therapy for three months. The patient received well over \$30,000 in Community Care Assistance for treatment of his illness from onset until he became eligible for medical assistance, which only covered his physical therapy. He remains disabled today.

## *Treatment Continues*

A 52-year-old single female had numerous complications prior to and resulting from her treatments for uterine cancer. When the patient first entered Holy Family Memorial, her unemployment had run out, but she had a job interview in Oshkosh, WI with high hopes of finally returning to work. She ended up at Holy Family Memorial for treatment for low platelet count. One thing led to another and a cancer diagnosis and treatment complications resulted in her inability to work at all. At this time, the patient is still receiving treatment and is unemployed. Over \$40,000 are her hospital charges alone and the patient's treatment is ongoing.

## *Grateful Parents*

A patient with a long history of a chronic illness, was unable to hold employment or afford health insurance. Because of this, he was reluctant to seek care for his ongoing medical issues. As a result, he expired in early 2008. The final bill for this patient was over \$60,000 for the hospital alone. The family was very grateful for the care provided for their son. There was a little over \$500 in the burial trust the parents had set up for him, so they gave that to the hospital as a small token of their appreciation for all that was done for him.

## *Will He Make It?*

A 53-year-old male patient needed inpatient treatment four times in 2008 for alcoholism. It was made clear that his continued community care assistance was contingent on his compliance with a treatment program. He started in a treatment program in late 2008 and is hopefully continuing to do well. All who cared for him desired a better life for him. He is self employed and unable to find or be accepted by any affordable health insurance. To help the gentleman through this difficult time, and get him on his way to a healthier life, Community Care was able to help him with \$98,000.

## *No Money, No Help.*

A patient of HFM's with heart problems was being assisted by Community Care funds 100 percent. Because of her medical condition she was unable to work. One day she needed to have eight prescriptions filled, but her preferred pharmacy was closed. In desperation, she went out of town to see if she could get the medication; however, she was unsuccessful because she did not have the funds. She returned to HFM for assistance, and we were able to help her pay for \$171.45 for her medication.

## *They Say - There's Always Hope*

There was a knock at my door and when I arrived at the entrance, a man and woman said, "Thanks for being here – we really need your help." I invited them to be seated and asked how I could be of assistance. I learned that the husband had cancer and it was not a happy situation. He was still holding his job, but it was difficult for him and he had to take off frequently. It was hard going, yet, both he and his wife wanted a second opinion. The problem was that their car could not make a trip to Milwaukee, and they had very little money for gas. Noting the looks on their faces, I realized this was their last hope. I called the bus station for departure and arrival times, worked out a method of payment acceptable to the bus company, wished them blessings, and heard the wife say, "There's always hope; thank you so much!"



*Funded and tended by donors and volunteers, Holy Family Memorial's Heritage Garden is designed to be used for healing. Patients use the garden for physical therapy, while patients' families and visitors use the garden for spiritual renewal and strength.*

# Summary of Quantifiable Community Benefits 2008

## SUMMARY OF QUANTIFIABLE COMMUNITY BENEFITS - 2008

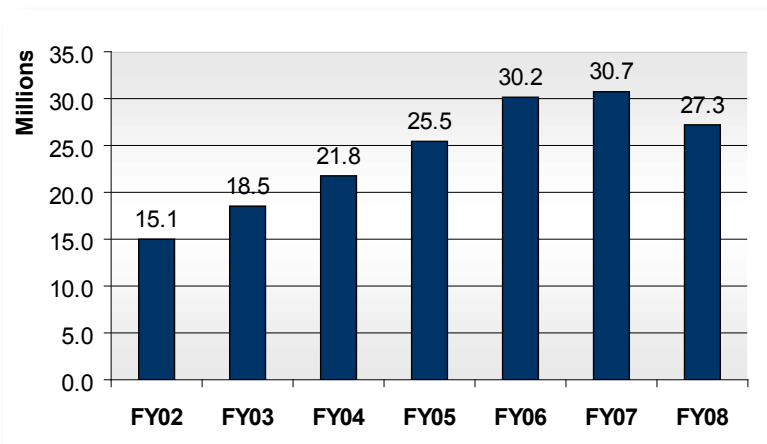
|   | Caseload<br>Units of Service<br><u>Number Measure</u> | Benefit Expense<br>( <u>'000</u> )<br><u>Amount</u> |             | <u>% of Total<br/>Expenses</u> |
|---|---|---|-------------|--------------------------------|
| <b>1. <u>BENEFITS FOR THE POOR</u></b>                        |   |   |             |                                |
| Community Care  | 992 Encounters  | 2,078   |             | 1.76%                          |
| Unpaid Cost of Public Programs                                |   |   |             |                                |
| Medicaid - Inpatient  | 1,407 Days  | 1,525   |             | 1.29%                          |
| Medicaid - Outpatient   | 26,448 Visits   | 5,783   |             | 4.89%                          |
|   | 27,855  | 7,308   |             | 6.18%                          |
| <b>Total Quantifiable Benefits for the Poor</b>               | <b>28,847 Encounters</b>                              | <b>9,386</b>  |             | <b>7.94%</b>                   |
| <b>2. <u>BENEFITS FOR THE BROADER COMMUNITY</u></b>           |   |   |             |                                |
| Community Health Improvement and Community Benefit Operations | 22,246 Persons  | 282   |             |                                |
| Health Professions Education                                  | 446 Persons   | 164   |             |                                |
| Cash and In Kind Contributions                                | 431 Persons   | 205   |             |                                |
| Community Building Activities                                 | 2,963 Persons   | 25  |             |                                |
| <b>Total Quantifiable Benefits for Broader Cmty</b>           | <b>26,086 Encounters</b>                              | <b>676</b>  |             | <b>0.57%</b>                   |
| <b><u>QUANTIFIABLE<br/>COMMUNITY BENEFITS SUBTOTAL</u></b>    | <b>54,933 Encounters</b>                              | <b>10,062</b>                                       | <b>2008</b> | <b>8.51%</b>                   |
| *Unaudited  |   |   | 2007        | 7.15%                          |
| **2008 Total Expenses \$118,176,648                           |   |   | 2006        | 6.90%                          |
|   |   |   | 2005        | 6.99%                          |
|   |   |   | 2004        | 5.52%                          |
| <hr/>   |   |   |             |                                |
| <b>3. <u>BENEFITS FOR THE ELDERLY</u></b>                     |   |   |             |                                |
| Unpaid costs of Medicare                                      |   |   |             |                                |
| Inpatient   | 7,499 Days  | 5,199   |             | 4.40%                          |
| Outpatient  | 111,035 Visits  | 12,013  |             | 10.2%                          |
| <b>Total Quantifiable Benefits for the Elderly</b>            | <b>118,534 Encounters</b>                             | <b>17,212</b>                                       |             | <b>14.6%</b>                   |
| <hr/>   |   |   |             |                                |
| <b><u>GRAND TOTAL BENEFITS</u></b>                            | <b>173,467 Encounters</b>                             | <b>\$27,274</b>                                     | <b>2008</b> | <b>23.1%</b>                   |
|   |   |   | 2007        | 26.5%                          |
|   |   |   | 2006        | 26.9%                          |
|   |   |   | 2005        | 24.20%                         |
|   |   |   | 2004        | 21.87%                         |

# Holy Family Memorial Benefits To The Community

January 1 - December 31, 2008

|   |                     |
|---|---------------------|
| <p><b>Charity Care:</b><br/>Uncollected charges for services we provided to those who could not afford to pay.</p>  | <b>\$2,078,000</b>  |
| <p><b>Government Sponsored Health Care:</b><br/>The shortfall we experienced when the payments for Medicare, Medicaid, and other public programs were below our costs.</p>  | <b>\$24,520,000</b> |
| <p><b>Community Health Improvement Services and Community Benefit Operations</b><br/>Activities to improve community health beyond patient care activities such as support groups, health education, community programs and the costs incurred to run community benefit operations.</p> | <b>\$282,223</b>    |
| <p><b>Health Professions Education</b><br/>The direct costs we incurred for accredited training and education programs for physicians, nurses, other health professions, and scholarships (not including ongoing education for staff).</p>  | <b>\$163,881</b>    |
| <p><b>Cash and In Kind Contributions</b><br/>Contributions, including cash, non-cash items such as furniture, equipment, supplies and others, that we made to individuals or non-profit organizations for charitable purposes.</p>  | <b>\$204,516</b>    |
| <p><b>Community Building Activities</b><br/>Includes economic development, community support, coalition building, and workforce development.</p>  | <b>\$25,110</b>     |

## Community Benefit Comparison



**Holy Family Memorial  
Board of Directors**

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