

2015 Holy Family Memorial Community Benefit Report

Community Engagement Leading to

Improved Community Health





Message from the President

Greetings dear friends, neighbors and valued customers,

As we enter our 117th year of devoted service to our communities, I am very pleased to share this year's Community Benefit Report with you. It is another wonderful story and accounting of our mission in action.

As an organization committed to the healing ministry of Jesus Christ and improving the health of our community, I believe this report is a testament to our impact in both roles. It contains facts by which our progress is measured that give us assurance we are making a difference. Even more important, it contains rich details about the impact being made with individuals on their journey to a healthier mind, body and spirit. These are perhaps the best indicators of the fine work being done solely to benefit others.

Holy Family Memorial remains firmly committed to doing what is right for our community and particularly, the individuals and families who entrust us with their care. We will continue to do all that we can to actively demonstrate our charitable intentions and serve others with compassion, dignity and respect.

Warm regards,

Mark P. Herzog, FACHE
HFM President and CEO

The Providence Fund was established in 1992 as a testament to our belief in God's Divine Providence. In 2015 Holy Family Memorial responded to 379 cases of emergency prescription requests, transportation needs including gas cards, and food vouchers. Financial assistance to those in need totaled \$10,634.95 thanks to our generous donors and all fundraising efforts.

Our Mission

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.



HFM Vision

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.

Strategic Themes

2015-2017:

Culture of Inspired Caring
and Innovation

Operational Excellence

Consumer Transparency

Community Engagement

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Community Care Journal

Rebuilding together. . .



A helping hand...

Linda is a single 63 year old female who found herself unemployed. She decided to start drawing social security benefits at age 62 but was without health insurance coverage until age 65.

Linda decided to run the risk and hoped that nothing would happen. Unfortunately, in early 2015 she was admitted to HFM with a severe migraine as well as other health issues. Her social security income put her over the eligibility guidelines for BadgerCare. HFM's Community Care Assistance program was discussed with her.

Linda qualified for Community Care assistance for a little over \$17,500. We also educated her about open enrollment for health insurance through the Marketplace.

Two months later, Linda was very proud to show us her new health insurance card that has covered a good portion of her ongoing treatment. Linda was very grateful for the assistance that HFM provided her in time of need.

Nine Holy Family Memorial employees recently volunteered to work with Rebuilding Together Manitowoc County and Philippi Quality Construction to build an accessible ramp for a local homeowner who has a son battling multiple sclerosis. Because of the ramp, this young man is now able to get in and out of his own home without needing help up and down the stairs. Devon loves to be able to go outside on his own!

Jerry Miller, HFM Project Coordinator, has organized a group from HFM for the last ten years to help with Rebuilding Together Manitowoc County's annual spring event.

"Our mission isn't just a statement," said Miller. "It's a way of doing our work within the walls at Holy Family Memorial and how we can also serve this local community. Giving our time for this one day each year allows HFM employees to bond as well as help families with the needed repairs to make their homes a better place to live."



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Community Engagement Initiatives

My Personal HFM Record

My Personal HFM Record is available to any patient who has visited either Holy Family Memorial Medical Center or one of its affiliated clinics.

It can be used to review a patient's current medical records: including discharge information, prescription renewals, medical appointments and messages from their provider. Questions and concerns can be quickly and confidentially addressed 24/7. Currently over 8,000 consumers are registered portal users.



Same Day Appointments

When patients need care, they need it now. HFM offers same day appointments for patients' general medical needs, illnesses or injuries. Simply call an HFM provider's office to schedule an appointment for that same day.

That's healthcare at the speed of your life!



Direct Lab Access

Patients are able to request specific lab tests at minimal cost without a provider's order.

As the public is educated, HFM sees more variety in the tests that are ordered.

Tests available include anemia panels, metabolic panels, complete blood counts, heart health, drug screens, sexually transmitted disease tests, and iron, lipid, liver and kidney panels.

Immediate test results aid patients in monitoring their health outcomes positively.

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HFM Lab Completes Nearly 1 Million Tests A Year

Holy Family Memorial offers a very special outreach to the community and offers in-home visits for labs so that those who are not able to come in easily can still receive great care within their own home.

Diagnostic patient assistant, Melody Shiroda, has been visiting patients in their homes for the last four years. She says the bottom line is having the gratification of the patients that say, "Oh, I'm so glad you were able to come. What would I do without you?"



Additionally, Holy Family Memorial's lab outreach brings its services to nursing homes and assisted living facilities throughout Manitowoc County. Linda Couron, laboratory director, says, "I think it would be a struggle if we didn't offer these services because patients would have to find transportation to the lab sites.

We're proud of offering this for our patients and their families."



The outreach employees, wake up at about 2:30 or 3:00 a.m. to begin their daily routes. Blood draws are taken from 80–125 patients daily, Monday through Friday, with some on call work on weekends.

Holy Family Memorial's lab is unique compared to other similar facilities in that it does most of its patient testing in house. "We've been really proactive at keeping our instrumentation high-tech and high quality."

"The lab is more important than most people realize in the medical world. We are responsible for giving information to the providers that help with 70 to 75 percent of all diagnoses." Couron said. "Almost every patient is touched by laboratory in one way or another."



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Community Care (Charity Care):

Financial assistance that HFM provides to patients who qualify according to the organization's criteria and who cannot afford to pay for their medical needs.

Unpaid Cost of Public Programs:

The shortfall we experience when the payments for Medicaid and other public programs are less than our costs. Through innovation, technological advances, value based improvements and other initiatives, HFM continues to provide for these costs.

Community Health Improvement Services and Community Benefit Operations:

Community health education programs and resources, free health screenings, support groups and health support services, as well as costs incurred in operating community benefit programs are included in this category.

Health Professions Education:

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).

Financial and In-Kind Contributions: Contributions, including cash and non-cash items such as furniture, equipment, supplies and others, that are made to individuals or non-profit organizations for charitable purposes.

Community Building Activities:

Includes economic development, community support, coalition building and work force development.

Benefits for the Elderly:

This is the shortfall HFM experiences from the unpaid costs of Medicare.

Beep-Beep, on the go!

HFM Volunteers are highly motivated and dedicated to their given assignment and responsibilities throughout all areas of the HFM network.

A total of 302 active volunteers gave outstanding quality service to our HFM patients, our staff and to the community-at-large. Volunteers donated 47,136 hours of service and their life's experience during the year of 2015.



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		Caseload	Benefit		
	Units of Service	Number Measure	Expense ('000)		% of Total Expenses**
			Amount*		
1. <u>BENEFITS FOR THE POOR</u>					
Community Care	1,010	Encounters	\$566		0.47%
Unpaid Cost of Public Programs					
Medicaid - Inpatient	395	Days	2,032		1.68%
Medicaid - Outpatient	<u>33,145</u>	Visits	<u>8,970</u>		<u>7.43%</u>
	33,540		\$11,002		9.11%
Total Quantifiable Benefits for the Poor	34,550	Encounters	\$11,568		9.58%
2. <u>BENEFITS FOR THE BROADER COMMUNITY</u>					
Community Health Improvement and Community Benefits Operations	5,576	Persons	114		0.09%
Health Professions Education	474	Persons	155		0.13%
Cash and In-Kind Contributions	440	Persons	126		0.10%
Community Building Activities	522	Persons	17		0.01%
Total Quantifiable Benefits for Broader Cmty	7,012	Encounters	\$412		0.34%
QUANTIFIABLE COMMUNITY BENEFITS SUBTOTAL	41,562	Encounters	\$11,980	2015	9.92%
				2014	8.71%
*Unaudited					
**2015 Total Expenses	\$120,766,185				
3. <u>BENEFITS FOR THE ELDERLY</u>					
Unpaid costs of Medicare					
Inpatient	1,697	Days	6,462		5.35%
Outpatient	<u>107,111</u>	Visits	<u>6,690</u>		<u>5.54%</u>
Total Quantifiable Benefits for the Elderly	108,808	Encounters	\$13,153		10.89%
GRAND TOTAL BENEFITS	150,370	Encounters	\$25,133	2015	20.81%
				2014	20.05%

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Mark Herzog, FACHE
President and CEO

Jane Curran-Meuli, FACMPE
Executive Vice President /
Chief Operating Officer

Steven Driggers, MD
V.P. Quality and Information
Systems / Chief Medical Officer

Mary Maurer, MHA
V.P. Community Engagement /
Chief Innovation Officer

Brett Norell, CPA
VP Finance / Chief Financial Officer

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Mark Herzog, President and CEO

hfmhealth.org



Franciscan Sisters of Christian Charity

Holy Family Memorial, Inc. is sponsored by the Franciscan Sisters of Christian Charity, located at Holy Family Convent, Manitowoc, Wisconsin.

The Franciscan Sisters of Christian Charity, an apostolic religious Congregation, are characterized by the spirit of their founders with lives based in simplicity, firm faith in a loving God, joyful acceptance of poverty, a love for the Church and selfless dedication to the service of others.

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www.fsc-calledtobe.org

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