

Methodist Le Bonheur Healthcare Community Benefit Report 2010

At Methodist Le Bonheur Healthcare, we take our mission seriously and are committed to giving back to the community in a meaningful way. In 2010 we continued to be the largest provider of TennCare services in the state, and our facilities are located in all quadrants of the city and county. As a faith-based institution, access to healthcare for all of the community is important to us.

Methodist Le Bonheur Healthcare provides over **\$130 million** of net community benefit to charity care, Medicaid, TennCare, Medical Education, and community services. Net community benefit expense is calculated using a standard approach as required for government benefit reporting.

Methodist Le Bonheur Healthcare supported the University of Tennessee with **\$36 million** towards its programs.

Methodist provided \$6 million to the Church Health Center and Christ Community Health Services to help them fulfill their missions of taking care of the working poor and underserved in Memphis and Shelby County.

Methodist gave **\$5,000** to the University of Tennessee's Christian Medical and Dental Association, an organization that supports the health needs of the poor.

Methodist contributed **\$25,000** to Healthy Memphis Common Table with the goal of improving health and healthcare for the Greater Memphis area.

Medical Education and Research

Methodist Le Bonheur Healthcare supports via direct salary and benefit contributions to the University of Tennessee graduate medical training positions (GME) at Methodist University Hospital, Le Bonheur Children's Medical Center, and Methodist Le Bonheur Germantown Hospital. This is an increase of over 50 positions over the past four years due to the growth of academic programs at Methodist University Hospital and Le Bonheur Children's Medical Center.

These GME residents and fellows are employees and trainees at the University of Tennessee, but their financial support for salaries and benefits comes via Methodist. These trainees spend time at a Methodist hospital during the periods of Methodist support and are involved in patient care in addition to educational activities. The total budget for graduate medical educational programs in 2010 was more than **\$23 million**.

Methodist Le Bonheur Healthcare supports lifelong learning for physicians by providing them the necessary evidence-based information in formats that will develop and maintain competence, enhance knowledge and skills, improve performance and patient outcomes. In 2010 MLH offered 22 Courses, 55

Regularly Scheduled Series and 4 Enduring Materials for a total of 81 programs, 1,373 hours. A total of 16,444 physicians attended and 4,118 non-physicians. The Foundation spent **\$453,444** in 2010 in support of these educational offerings.

Methodist Healthcare Foundation Funding

The Methodist Healthcare Foundation, the philanthropic arm of Methodist Healthcare, raises and manages charitable funds to support the mission and vision of Methodist Healthcare. The Foundation supports Methodist Healthcare in its continuing mission to provide high quality, cost-effective healthcare in the communities we serve through providing new research, support clinical initiatives and provide much needed capital support.

The Foundation supports the life of Methodist Le Bonheur Healthcare by inviting community philanthropic partners to invest in the parts of our mission that demand enhancements in research, facility or programs. The Foundation invites its partners to build the capacity of the healthcare system by communicating the bold faith of our founders and expansive vision of a more full and healthy life for the communities we serve.

In 2010, the Methodist Healthcare Foundation raised over **\$6 million** and gave back over **\$10 million** towards a variety of areas including education, research, scholarships, grants, and equipment.

Philanthropy is essential for community-based Methodist Healthcare, and the foundation embodies the spirit of Methodist Healthcare. In order to strengthen clinical and research initiatives the Foundation depends on generous donors and grantors. Those gifts provide support for work conducted in the areas of neuroscience, transplant, cancer, faith and health, sickle cell disease, hospice, patient safety, patient and family centered care, quality of care and nursing excellence and education.

The top three program services of the Methodist Foundation are:

Methodist Hospice Residence

The Hospice Residence will be a \$9 million, 30-bed free-standing facility on six acres that provides residential hospice care for those patients who cannot stay in their homes at the end of their lives. The facility will contain a large "living room", family recharge areas and lovely gardens that can be accessed by all patient rooms. It will be part of Methodist Alliance Hospice, a 501c(3) organization EIN 62-0841121, division of Methodist Le Bonheur Healthcare. Since 1979, Methodist Hospice has provided compassionate care and support to individual and their families who are facing life's final journey. As one of the first hospices in the country to receive Medicare certification, Methodist Hospice works to help ease the end-of-life transition for almost 150 families in the Mid-South every day. The grand opening of this facility is expected to be in July, 2011.

Center of Excellence in Faith and Health

The spirit of faith and healing pervades Methodist Le Bonheur Healthcare. As a faith-based institution, we are working to define how we can better utilize our faith resources and other assets in the community to improve health. That mission has resulted in a strategy around congregations and our connection with them. We believe that congregations can play a significant role in healthcare when they are strategic partners in their members' health journeys. To that end, we have entered into relationships with 350+ congregations to improve the access to comprehensive health services for all citizens and to improve the health status of these patients. The Center of Excellence in Faith and Health (COE) was completed in January 2011 and is housed in renovated space at Methodist University Hospital. The COE will advance health by bringing faith and health together for the improved wellbeing of thousands of patients. The Center's goal is to dramatically enhance quality of care and support for our patients and their families. We believe that the coupling of faith and health can not only elevate the level of care we deliver to our patients, but also improve the quality of life for our community and beyond.

The actual Center of Excellence space transformed the previously existing intensive care waiting room into a state-of-the-art family-centered healing environment with a quiet area, resource room, education spaces, moveable furniture, as well as space for local clergy to counsel their members. It also houses creative meeting space for academic partners locally and across the globe to work with each other, as well as provide training and education to our associates, local clergy and community health partners. The Foundation raised over \$2 million to make this project a reality.

Physicians' Research Network

Methodist Le Bonheur Healthcare had 293 open clinical research protocols in 2010 of which 81 were new studies. The Physicians' Research Network (PRN) operates under the umbrella of the Methodist Healthcare Foundation and facilitates adult and pediatric research within Methodist Healthcare. PRN provides study coordination, support services, and regulatory assistance to investigators managing inpatient and outpatient clinical research trials.

Other Foundation programs

The Foundation raises funds to benefit and strengthen the Methodist Le Bonheur Healthcare programs and Centers of Excellence. Funds raised enhance and strengthen clinical and research initiatives, underwrite costs for facilities, technicians, and equipment and bridge the gap between what hospital charges cover and what is necessary to stay on the cutting edge of medical science. In 2010, the Foundation provided **\$633,898** in support of these programs.

Annual Giving and Special Event efforts (not including our top three events) had total expenses of \$187,129 and revenue of \$205,549. Proceeds from these efforts benefit our grant and scholarship programs and provide funds for the areas of greatest need within Methodist Le Bonheur Healthcare as determined by our Foundation Board of Directors.

The Nurse Leader Institute had expenses of \$94,683 and revenue of \$84,833. This Institute is funded by the H.R.S.A.-Nurse Education Practice Retention grant funding stream, and it provides leadership training and coaching for mid-level and frontline nurse leaders, with a goal of improved RN retention and leading to greater expertise in providing patient care and improved patient outcomes.

External accounts and hospital/departmental funds, including our auxiliary's fundraising, represented \$857,060 in expenses and \$163,852 in revenue.

Comprehensive Sickle Cell Center of Memphis will fill a great community need by providing unduplicated comprehensive care for adult patients with sickle cell disease. The Center will include an outpatient treatment center for clinical care and routine health maintenance care and an in-patient unit for those with more urgent care needs. The CSCC had revenues of \$648,850 and expenses of \$5,381.

Le Bonheur Foundation Funding

The Le Bonheur Foundation distributed **\$25 million** which was used for construction of the new state-of-the-art Le Bonheur Children's Hospital and various renovations and equipment. The new hospital was built for the more than 130,000 children who come to Le Bonheur Children's each year for care.

As the region's first and only comprehensive pediatric medical center, Le Bonheur has been committed to providing quality health care since the doors of the hospital opened in 1952. But to continue to meet the need of the region's children, an expansion of the existing facility was necessary. The new Le Bonheur Children's is truly a community project. From the efforts of school children, more than \$82.5 million has been raised toward the \$100 million public fundraising goal.

The Le Bonheur Foundation also funded a number of research projects. The grants funded in 2010 included:

- Transcriptional Regulators of Azole Tolerance in *C. albicans* \$5,000
- FGF-23 and Cardiovascular Disease in Children with CKD \$14,000
- Serial Measurement of Biomarkers in IgA Nephropathy \$15,000
- Expression Studies in Subjects with 15q interstitial Duplication \$5,000

- Etiology, Prognosis and Inflammatory markers in pediatric Pneumonia \$5,000
- Quantifying the Cellular Immune Response to Respiratory Syncytial Virus Infection \$25,000
- The Role of CD151-Integrin α 3 β 1 or α 6 β 1 Complex in Renal Tubulogenesis and Function \$11,000
- Stretch-activated Ion Channels Regulate Inflammatory Mediator Release in the Lung \$25,000

In addition to medical training, Methodist also provides support training for our chaplains and training for community clergy and laity to develop their communication skills during their hospital visits. This free training takes place at our Center of Excellence in Faith and Health.

Methodist Le Bonheur Healthcare is dedicated to advancing health care in the Memphis community. Methodist recognizes the importance of nurses and the nursing shortage the health care industry faces and therefore, is committed to providing funds to educate and retain nurses by supporting various medical schools and programs.

Our health system is also a leader in free training for the area's emergency medical first responders, offering a comprehensive EMS Conference annually at a cost of \$35,000.

Additionally, Methodist supports various non-profit organizations whose efforts foster education and workforce development as well as business and economic development within the community.

- \$50,000 Memphis Bioworks Foundation
- \$2,000 Mid-South Minority Business Association
- \$25,000 Greater Memphis Chamber
- \$25,000 Memphis Tomorrow

Le Bonheur Community Outreach

Le Bonheur Children's Medical Center's Community Outreach Division works to extend the work of the hospital beyond its walls. Through a variety of programs, we make a difference in the everyday lives of children in communities throughout the region. While these programs are largely funded by grants, Methodist provided \$66,574 in 2010 to support these programs.

Safe Kids Mid-South provided:

- free swimming lessons to 575 'at risk' children, ages 6- 12; hosted lifeguard games to enhance lifeguard skills; hosted diversity in swimming

developmental clinic and meet for 200 children; and provided training for Family and Friends CPR day where 120 people were trained in CPR.

- 1,500 child safety seat inspections; 500 child safety seats were provided to 'at risk' families. Three bicycle safety lessons reaching 1,000 children were held for Memphis City School elementary students. A total of 250 bicycle helmets were given to "at risk children." The Buckle Up Hotline received approximately 50 calls per month.
- baby safety showers for 350 "at risk" mothers-to-be (identified from high mortality zip code areas) were held twice a month. Door prizes for all attendees included a child safety seat, crib, mattress and fitted crib sheet and assorted home safety items.
- a pedestrian safety rally with interactive safety lessons at two Memphis City elementary schools reaching 800 children. Railroad safety was taught to 600 students at four area elementary schools.
- four clinics focusing on sports safety and the importance of pre-season physicals and concussion prevention to 400 parents, student athletes, and coaches.

In West Tennessee, the mobile medical unit – **Le Bonheur On the Move** – continued to provide medical homes for rural and migrant children and their families. The unit is staffed with an advanced practice nurse, a nurse, coordinator, and driver.

The **Coordinated School Health Asthma Program** integrates and improves asthma education and case management in Shelby County and Tipton County school districts. Through this initiative, 28 classes were held to educate over 1,082 teachers, students, and parents about asthma. Topics included Power Breathers, Wee Weezers, Asthma 1-2-3, and You Can Control Asthma.

Memphis H.O.P.E. Program

MLH has committed funding, training/education and ongoing staff support for the revitalization of Dixie Homes, a public housing community located in the Memphis Medical Center area (near the inner-city corner of Poplar Avenue and Dunlap). Starting with a **\$20 million** HOPE VI grant from the federal government (HUD), many public and private sector partners are joining forces and resources to plan and implement a program that aims to move residents from poverty and public assistance to economic self-sufficiency and a better quality of life for them and their families.

The resident support and assistance portion of the endeavor is called the Memphis H.O.P.E. (Health, Opportunity, Pride, Empowerment) Program. MLH

became involved with H.O.P.E. in 2006 and has provided **\$3 million** (\$600,000 over five years) to fund the Memphis H.O.P.E. program.

Faith and Health Division

The Faith and Health Division is responsible for the continuum of pastoral services which include those offered inside the walls of our hospitals as well as through partnerships with congregations and community partners. Health and welfare ministries hosts several programs aimed at clergy, physicians and laypersons and works closely to involve the community in many aspects of healing, public health and health awareness.

Some of these programs and speaking engagements include:

- Providing speakers for events at a number of area venues including Evangelical Christian School, Briarcrest, First Assembly Christian School, Northwest Community College, PTA Bartlett Elementary, Lions Club, Boy Scouts – Temple Israel.
- Participating in numerous special programs including health fairs at schools, Farm Fest, Thanksgiving Festival – Faith Presbyterian, Block Party for Peace at Raleigh Springs Mall, Family Day in the Park at Ballard Park, Healthy Habits for Teens at Olivet Fellowship Baptist.

The division works closely with the United Methodist Global Board of Global Ministries by coordinating several of its national networks of health ministries and cooperates in international ministries in Africa and Russia and with mission hospitals throughout the world.

Community Health Screenings and Education

- **15,662** people screened at **232** health screening events
- **316** special health, educational programs, and health fairs reaching **147,337** people
- **123** childbirth sessions reaching **1,345** people
- **87** individuals from the Speakers Bureau addressed **7,933** people
- **331** support groups reaching over **3,932** individuals

Methodist Le Bonheur Healthcare participated in over **47** health fairs reaching more than **8,200** people and staffed first aid tents at various events.

Methodist donated supplies and personnel for a variety of projects including over **\$2,100** in cardioscans and mammograms for various charity organizations, and more than **\$5,000** in surgical items to CrossLink International, a non-profit, Christian ministry that provides medical humanitarian aid. The organization equips medical mission teams, local free clinics and mission hospitals with customized orders of medicines and supplies.

Other projects and programs Methodist has helped with and/or hosted include:

- The Affiliated Services Division donated 700 pairs of shoes to Soles for Souls, a program that donates shoes to adults and children in need.
- Camp BraveHearts, a free family grief camp was hosted to help children and their families who have lost a loved one. Forty-eight children and 21 adults attended.
- 200 attended the 2010 Hospice Celebration of Life, a special service event to remember loved ones who were cared for in our hospice program
- Our health system conducted 454 support groups including childbirth classes, stroke support groups reaching over 5,277 individuals

Community Support/Contributions

Methodist Le Bonheur Healthcare gives generously to causes related to health, building community, education, and diversity. In 2010, more than **\$965,000** was given to a number of organizations including:

ALS Association-\$1,000
American Cancer Society-\$20,050
American Heart Association-\$15,000
American Lung Association- \$3,000
American Red Cross-\$2,000
Arthritis Foundation-\$3,500
Beloved Community -\$16,220
Black Business Directory-\$1,950
Christian Medical & Dental-\$5,000
Cystic Fibrosis Foundation-\$7,500
Food Bank-\$2,500
Facing History and Ourselves-\$3,000
Greater Memphis Chamber-\$25,000
Leadership Academy-\$10,000 (pledge)
Leadership Memphis-\$9651.95
March of Dimes-\$2,500
Memphis Area Wound Ostomy-\$10,000
Memphis Bioworks Foundation-\$50,000
Memphis Branch NAACP-\$15,300
Memphis Jewish Community-\$25,000
Memphis Medical Society-\$2,500
Memphis Urban League-\$3,000
Mid-South Minority Business Council-\$78,950
Mid-South Peace and Justice-\$2,000
Memphis Tomorrow-\$25,000 (3 year pledge)
National Civil Rights Museum-\$60,000
National Multiple Sclerosis Society-\$2,000
Teach for America-\$10,000
Shelby Farms Park Conservancy-\$51,500

Women's Foundation for a Greater Memphis-\$1,500

Diversity

As a strategic priority for the organization, MLH continues to work toward greater diversity and inclusion in four key areas: Community Outreach, Workforce, Patients and Families and Suppliers.

Recognizing that the importance of a high performance culture aligned with our mission and vision, the organization specifically fosters diversity and inclusion through active partnership with community and faith based entities, such as the Congregational Health Network, Interpretive Services and the Patient and Family Centered Care Partner Council.

Methodist Le Bonheur Healthcare is committed to creating and maintaining an environment that embraces, values and respects the individual differences and unique contributions among our patients and families, Associates, physicians, business partners and the communities we serve.

Our commitment to diversity and inclusion is grounded in our faith-based Mission, Vision and Values and the Power of One culture focused on delivering outstanding patient & family-centered care.

We are also committed to supplier diversity, meaning direct purchasing from local minority and women owned businesses. From 1999 to 2010, MLH spending with minority and women owned vendors has grown from 4 % to over 12% of annual spending. Total minority and women vendor spending in 2010 was \$36.4 million with significant continued participation by minority and women owned firms in the numerous construction and renovation projects taking place across the Methodist Le Bonheur Healthcare system.

Methodist has been recognized over the last few years for setting the standard for successful partnering by the Mid-South Minority Business Council (MMBC), the Black Business Association (BBA), the Small Business Administration, the Memphis Business Development Corporation and Premier, our national group purchasing organization.