

METHODIST LE BONHEUR HEALTHCARE

2021 Community Benefit Report

For more than 100 years, Methodist Le Bonheur Healthcare (MLH) has been committed to giving back to Memphis and the Mid-South. As a faith-based healthcare system, our mission is to ensure we provide high-quality patient care regardless of ability to pay. In 2021, MLH contributed more than \$249 million in community benefit to Memphis and the Mid-South through various efforts including charity care, Medicaid/TennCare shortfall, medical education and community health improvement services. Further information on the education and health services is included in this report. MLH also provided \$768,900 in cash and approximately \$40,000 in-kind contributions to charitable organizations, in addition to the \$249 million in community benefit.

A Brief History of MLH

Concerned about the conditions of the hospital where his sick pastor was being treated, Mississippi planter John Sherard dreamed of building a hospital that would provide excellent care for all patients. In 1918, that dream became a reality as the Lucy Brinkley Women's and Children's Hospital was donated to Methodist while construction was underway on a new hospital. In 1924, Methodist Hospital was opened on Union Avenue in Memphis, eventually becoming Methodist University Hospital to recognize our affiliation with the University of Tennessee Health Science Center. Methodist Le Bonheur Healthcare has grown from one small hospital to a large not-for-profit faith-based organization comprised of the following:

- 5 adult hospitals
- 1 Children's Hospital
- 2 Wound Healing Centers
- 66 Adult Primary and Specialty Care locations
- 4 Adult Minor Med clinic locations
- 2 Pediatric Urgent Care locations
- 3 Adult Surgery Centers
- 6 Diagnostic/Breast Center locations
- 6 Cancer Treatment Centers
- 8 Employer-based Clinics
- Residential Hospice
- Transplant Institute
- Sickle Cell Center
- Employee Assistance Program
- Home Health and Home Hospice Programs
- Home Medical Equipment
- 19 Pediatric Subspecialty Clinics
- 1 Pediatric Urgent Care
- 1 Pediatric Surgery Center
- 4 Pediatric Practices
- 1 Pediatric Satellite Inpatient Unit - Jackson, Tenn.
- 5 Pediatric Outpatient Centers - Memphis, Jackson, Jonesboro and Tupelo
- 2 Pediatric Outpatient Rehabilitation Locations

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Our Mission

To enhance your health and well-being through high-quality, innovative and compassionate care.

Our Vision

Methodist Le Bonheur Healthcare will be nationally recognized for excellence in clinical quality, patient safety, and compassionate care to improve every life we touch.

Specialties

MLH strives to provide our patients with the most compassionate care, by partnering with highly trained staff and offering state-of-the-art technology at our facilities. A cornerstone of care at MLH is patient and family-centered care, where we welcome family members/partners in care to be active in the treatment and care of our patients both as inpatients and after discharge at home. For the tenth year in a row, Methodist Hospitals of Memphis was recognized as a best regional hospital in the Memphis metro area by U.S. News & World Report. Methodist Hospitals were rated as high performing in care procedures/conditions including:

- COPD
- Colon Cancer Surgery
- Diabetes
- Heart Attack
- Heart Failure
- Hip Replacement
- Kidney Failure
- Knee Replacement
- Stroke

Le Bonheur Children's Hospital was named a national Best Children's Hospital by *U.S. News & World Report*.

This is the eleventh consecutive year Le Bonheur has been included in the prestigious list, this year with recognition in seven specialties. Among those specialties recognized were:

- Cardiology and Heart Surgery
- Gastroenterology and GI surgery
- Neurology and Neurosurgery
- Nephrology
- Orthopedics
- Pulmonology
- Urology

Diversity

Appreciation for diversity is built into our Core Values, as one of our Guiding Behaviors specifically states, “I accept and value differences among people.” This is foundational to our commitment to create and maintain an environment that values and respects individual differences and unique contributions among our patients and families, Associates, physicians, business partners and the communities we serve. Memphis and the entire Mid-South is a very diverse community. We believe it is important for our Associate population to mirror the diversity of the patients we serve, and we organize our recruitment, retention and development programs toward that end.

Our commitment to diversity and inclusion is grounded in our faith-based Mission, Vision and Values and our Power of One Culture focused on delivering outstanding patient- and family-centered care. We know that an environment built upon inclusivity and mutual respect benefits all of our Associates and, by extension, our patients and families.

Our commitment to diversity, equity and inclusion extends to the role we play in our community. We identified Local Minority- and Women-Owned Business Economic Development as a strategic priority back in 2000, and have grown our vendor diversity program since that time. We recognize that minority- and women-owned business growth is vital to the growth and health of the Memphis economy.

In the past nine years, we have won seven awards based on our diversity programs. MLH 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.

Methodist Le Bonheur Healthcare Adult and Pediatric Outreach Activities

In 2021, MLH participated in a wide variety of programs throughout West Tennessee, North Mississippi and Southeast Arkansas. Here is some examples of the activities and the number of people served:

- Ministry-related health education classes serving 427 individuals
- Workforce development activities serving 275 individuals
- Economic development serving 220 individuals
- Community HIV Programs serving 6,165 individuals
- Early Intervention and Rehab Development serving 4,010 individuals
- Medical Legal Partnership serving 417 individuals
- Maternal Child home visitation programs serving 488 families
- Breastfeeding Clinic serving 264 individuals
- Changing High-Risk Asthma in Memphis (CHAMP) serving 90 individuals
- Tax Impact Program serving 8,698 individuals
- Vaccine Outreach servicing 3,578 individuals
- Delta Rural Health serving 1,047 individuals, which includes RN pediatric nutritional health counseling, pediatric behavioral health navigation, health education classes and Le Bonheur on the Move
- School Nursing serving 8,518 individuals

Monetary & In-Kind Donations

In 2021, MLH supported more than 60 not-for-profit organizations, either through financial means or with in-kind donations of equipment or printing services. Among these organizations were:

- Agape Child and Family Services
- American Cancer Society
- American Heart Association
- American Red Cross
- April 4th Foundation
- Bluff City Medical Society
- Boys & Girls Clubs
- Campbell Foundation
- Common Table Health Alliance
- Juvenile Diabetes Research Foundation
- LeMoyne-Owen College
- Memphis Branch NAACP
- Memphis Jewish Home
- MIFA
- Memphis Theological Seminary
- National Civil Rights Museum
- New Memphis Institute
- Sickie Cell
- United Methodist Committee on Relief
- Women's Foundation for a Greater Memphis

Collaborations/Partnerships/Affiliations

As an anchor institution providing services in every corner of the Mid-South, it is our commitment to provide resources to improve community health and provide care and healing to those who need it. From establishing clinical experiences that educate future healthcare providers in partnership with Meharry Medical College to providing Memphis-Shelby County Schools with vaccination and mental health services, MLH is dedicated to nurturing our community through outreach, education and advocacy. Following are some specific examples:

- The Congregational Health Network (CHN) is a transformational outreach program that seeks to extend the resources of MLH by collaborating with local partners to create a healthier community. The basic model is for MLH to enter into a covenant relationship with area congregations, pastors and members as a commitment to deliver healthcare education, awareness, messaging and resources in as many ways as possible. MLH deploys the CHN and its full time health navigators to connect with those covenant partners, and trained church liaisons and pastors further connect to their wider memberships and neighborhoods. CHN has about 300 active churches that regularly partner on programs for our community. In 2021, more than 300 people participated in cancer education sessions, almost 600 participated in liaison planning meetings, and more than 1,000 community members registered for COVID vaccination through the CHN. CHN also reached over 2500 community members through various other programs conducted at CHN churches.

- Church Health Center (CHC) – MLH provides patient care free of charge to CHC patients, as well as making financial donations throughout the year. MLH supports the Memphis Plan (employer sponsored health plan for small businesses and self-employed) through yearly donations.
- Meharry Medical College – The Methodist Le Bonheur Office of Medical Education and Academic Affairs collaborated with Meharry Medical College to diversify the next generation of physicians, address healthcare equity within our community and create a foundation of trust between minority patients and healthcare providers. Together we established OB/GYN residency rotations at Methodist South and Methodist Le Bonheur Germantown that meet the Accreditation Council for Graduate Medical Education requirements. Not only did we improve the students ability to see patients more quickly and learn evidence-based strategies, but we also welcomed two Meharry Clerkship students with Memphis roots into rotation.
- Memphis-Shelby County Schools (MCCS) – For years, MLH has been the contracted healthcare provider for Memphis-Shelby County Schools, and each year we deepen our commitment. MLH delivers health and mental health services to MSCS employees and their families.
- Urban Child Institute and the Tennessee Department of Education – Our Mission Integration team partners with the Urban Child Institute and the Tennessee Department of Education on BookNook, an innovative literacy program for young children within Shelby County Schools, to help improve reading skills.
- Memphis-Shelby County Schools (MCSC) – The Urban Child Institute, Le Bonheur and MCSC piloted a program at five South Memphis schools to determine the effectiveness of having a dedicated nurse and health clinic embedded in schools.
- Le Bonheur’s COVID-19 experts advise school leaders on recommended measures to keep children safe at school and provide vaccinations for staff and students.
- Le Bonheur therapists provide on-site therapy at schools to assist children with developmental delays.
- MLH Chief of Staff Cato Johnson serves as chair of Tennessee Governor Bill Lee’s subcommittee to review Tennessee education funding.
- Many MLH Associates serve on various non-profit boards and committees across the Mid-South that directly relate to community health.
- MLH organizes and supports Family Partner Councils at each facility. These council members are instrumental in helping to make MLH policies more patient-friendly, design new facilities, establish guidelines revolving around families/partners in care and educate MLH associates on the impact of the healthcare experience on patients.