

METHODIST LE BONHEUR HEALTHCARE

2022 Community Benefit Report

Committed to Our Community

For more than a century, 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 enhance the health and well-being of the community. In 2022, MLH contributed more than \$300 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 programs. Additional information on the education and health programs is included in this report. MLH also provided \$1 million in cash to charitable organizations, in addition to the \$300 million in community benefit, which represents 17 percent of our net patient revenue and is among the highest in the industry.

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 become Methodist Hospital while construction was underway on a new hospital. In 1924, Methodist Hospital 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 providing the full continuum of care for the Mid-South, including:

- 5 adult hospitals providing the highest quality and safest care in the region
- 1 nationally recognized Children's Hospital
- 2 Wound Healing Centers
- 62 Adult Primary and Specialty Care locations
- 4 Adult Minor Med clinics
- 2 Pediatric Urgent Care locations
- 3 Adult Surgery Centers
- 6 Diagnostic/Breast Center locations
- 6 Cancer Treatment Centers
- 5 Employer-based Clinics
- Residential Hospice
- Transplant Institute
- Sickle Cell Center
- Employee Assistance Program serving MLH and several employers in the Memphis area
- Home Health and Home Hospice Programs
- Home Medical Equipment
- 50 Pediatric Subspecialty Clinics
- 1 Pediatric Surgery Center
- 6 Primary Care Pediatric Practices
- 1 Pediatric Satellite Inpatient Unit - Jackson, Tenn.
- 5 Pediatric Outpatient Centers - Memphis, Jackson, Jonesboro and Tupelo
- 2 Pediatric Outpatient Rehabilitation Locations

CONTINUED ON NEXT PAGE >>

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 all of 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 12th 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
- Gastroenterology & GI Surgery
- Heart attack
- Heart failure
- Hip replacement
- Kidney failure
- Knee replacement
- Ovarian cancer surgery
- Prostate cancer surgery
- Stroke

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

This is the 12th consecutive year Le Bonheur has been included in the prestigious list, this year with recognition in three specialties. Among those specialties recognized were:

- Cardiology and Heart Surgery
- Gastroenterology and GI surgery
- Pulmonology and Lung Surgery

Diversity

Appreciation for diversity is built into our Core Values. 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, visitors, Associates, physicians, provider partners, 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 10 years, we have won seven awards based on our diversity programs. In 2022, Methodist Le Bonheur Healthcare was named one of Modern Healthcare’s top nine organizations for diversity in the nation. Modern Healthcare selected these organizations because of their commitment to diversity in the workforces, including at an executive and board level.

Methodist Le Bonheur Healthcare Adult and Pediatric Outreach and Impact

In 2022, MLH participated in a wide variety of programs throughout West Tennessee, North Mississippi and Southeast Arkansas, including:

- Ministry-related health education classes, referral and support assistance serving 1,178 individuals
- Physical, occupation and speech therapy treatment in Memphis, TN and Jackson, TN schools serving 1,654 children
- Family Resilience Initiative serving 161 newly enrolled individuals
- Community HIV Programs serving 5,774 individuals
- Early Intervention and Rehab Development for ages 0-3 serving 1,654 children
- Medical Legal Partnership serving 254 individuals
- Maternal Child home visitation programs serving 577 families
- Breastfeeding Clinic serving 268 individuals
- Changing High-Risk Asthma in Memphis (CHAMP) serving 665 individuals
- Tax Impact Program serving 1,861 individuals
- Patient contact and follow-up activities after social determinants of health screening serving 746 individuals
- Childcare provider training and professional development opportunities serving 844 individuals
- School Nursing serving 10,448 children

CONTINUED ON NEXT PAGE >>

Monetary & In-Kind Donations

In 2022, MLH assisted more than 60 not-for-profit organizations, either through financial support or with in-kind donations of equipment or printing services. Among these organizations were:

- Agape Child and Family Services
- Alzheimer's Association
- American Cancer Society
- American Heart Association
- Bluff City Medical Society
- Boys & Girls Clubs
- Campbell Foundation
- Creative Aging
- Juvenile Diabetes Research Foundation
- LeMoyne-Owen College
- Memphis Branch NAACP
- Memphis Child Advocacy Center
- MIFA
- Memphis Theological Seminary
- NAACP
- National Civil Rights Museum
- New Memphis Institute
- Shelby County Breast Feeding Coalition
- Sickle Cell
- Vitalant Foundation
- 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) – an innovative outreach program that extends MLH resources to the community by partnering with area congregations to promote healthier lifestyles through education and screenings. In 2022, CHN activities connected more than 100 community members to mobile breast cancer screenings, more than 500 to liaison training meetings and education, and approximately 600 to distribution of free COVID test kits. Working with a grant from the Health Resources and Services Administration, the CHN also organized more than 4,000 COVID vaccinations across the MLH service area and provided other COVID-related resource assistance and education to almost 10,000 more.
- Church Health Center (CHC) – MLH provides patient care at no charge to CHC patients, as well as 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 student's ability to see patients more quickly and learn evidence-based strategies, but we also welcomed two Meharry Clerkship students with Memphis roots into rotation.

- As the city's second largest employer, MLH assumes a responsibility to keep surrounding communities healthy and ensure they are thriving. In partnership with area employers, our employer health clinics make care more convenient, bringing expert care directly to employees while reducing employer costs.

Businesses across the Mid-South – including International Paper, Memphis-Shelby County Schools, Hollywood Casino and LeMoyné-Owen College – have chosen MLH as their preferred healthcare partner to operate clinics that offer services with no out-of-pocket costs to more than 17,000 employees and dependents, including:

- Wellness visits
- Treatment for acute and chronic disease
- Care for minor medical conditions
- Immunizations
- Education for preventive care
- Orders for imaging services

The Germantown Municipal School District (GMSD) Health & Wellness Center, as the newest addition, opened in 2022 on the campus of Methodist Germantown Hospital, serving GMSD employees, dependents and retirees.

- 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 therapists provide on-site therapy at schools to assist children with developmental delays.
- St. Jude Children's Research Hospital and Methodist University Hospital work together to ensure patients with sickle cell disease transition smoothly from pediatric care to adult treatment. Symptoms and complications differ from one patient to the next, as do treatment options, so it's crucial for patients and their families to understand their illness and individualized treatment plan.
- MLH organizes and supports Family Partner Councils at each facility. These councils 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.

