Community Letter

FROM: Methodist Le Bonheur Healthcare  
TO: Our Patients and Community  
RE: Uplifting Our Community

Methodist Le Bonheur Healthcare works each day to improve every life we touch by uplifting our Associates, patients and the community.

Nationally and here at home a conversation is occurring about elevating those in need and caring for medically underserved patients. Methodist is working to do our part to be a positive force for change in this important conversation. Our leadership team recently led more than 20 listening sessions throughout our system to hear directly from our Associates, physicians and patients about how we can do more to help each other and our community.

We were humbled to learn that while there is so much good happening across our health system each day, we can, and must, do more.

At our core, we are learning organization committed to continuous growth. We are now taking another step in our journey to help uplift our Associates, our patients and the community we serve.

Associate Advancement

As the second largest private employer in our region, we recognize our responsibility to do our part to help lift people out of poverty, and that work starts at home with our 13,000 Associates.

We are taking a holistic approach based on two pillars: raising minimum wages and partnering with our Associates to provide career paths that lead to professional growth and greater financial security.

Over the next 17 months, we will raise our minimum wage to $15 an hour for all Associates. Effective in September of this year, we will increase our minimum wages from $10.08 to $13.50, and by January 2021 we will increase our minimum wage to a $15.00 hourly rate.

But, our commitment will not stop there.
A wage increase is just the starting point. To be a real catalyst for change, we will create more opportunities for interested Associates to gain the skills, experience, knowledge, and education needed to advance to even higher paying positions.

At Methodist, our culture is built on the Power of One. It’s the idea that each of us – no matter our role or position within the health system – has the power to make a difference in the lives of our patients, their families and each other. With our Associate advancement effort, we are working to build on our culture by creating opportunities for our Associates to have a more financially secure and rewarding future.

**Patient Financial Assistance**

To better fulfill our mission of caring for all members of the community, we have updated our financial assistance policies. 30 days ago, we began a process to review how we are helping patients who are struggling with medical debt. We engaged a third-party expert to conduct the review and suspended court collection proceedings during the review period.

We spent a significant amount of time learning from those who know us best – our Associates, physicians and our patients.

The review also compared our billing and collections practices to those of other similar sized, urban, mission-driven healthcare organizations, with careful consideration given to the unique needs of the patients and communities we serve. While we were consistent with many of those organizations, we’ve decided to take steps to do more to fulfill our commitment to working with patients in need.

Our updated policy now better reflects the needs of the diverse populations we serve and helps us better care for all members of the community with compassion. Because of our updated policy, families of three with a household income of $53,325 or less, may now have access to financial assistance. This includes more than half of the population of greater Memphis.

To learn more, visit methodisthealth.org.

These updates mark the renewal of our commitment to do our part to address poverty in our community. Going forward, we will continue to demonstrate this commitment by actively listening to the needs of those we serve and continuing to improve every life we touch.

We are honored to be part of this community, and we are humbled by the responsibility we have to serve our friends and neighbors.

###