



2017

Community



Benefit Report

To Our Community,

We are pleased to provide this report which outlines many of the community-focused programs and services that enable us to achieve our Mission and Vision, and to live our Values.

Mission

- Advancing Health with our Community

Vision

- Provide a Caring, Personal Experience for Each Patient
- Deliver Excellent Care Supported by Evidence-Based Medical Science
- Foster a Workplace Where All Can Thrive
- Lead in Promoting Health and Wellness with our Community
- Create Innovative Models of Care

Values

- Respect
- Quality
- Compassion
- Communication
- Teamwork

As a community not-for-profit organization, we take our responsibility to the community very seriously. We are committed to investing our resources and energies into understanding and meeting the diverse health care needs of all, and ensuring that everyone, regardless of their ability to pay, receives the care they need.

With the support of our entire staff of dedicated professionals and support staff, numbering over 700 people, and of our community partners, we contributed significantly to the health and well-being of our community. In 2016 we provided over \$265,933 in charity care. For example, we supported education and workforce development through Ridgewater College and other partners with a value of \$225,000. Our Cash and In-Kind donations totaled nearly \$120,000. This report offers a glimpse of how we touch and improve the health and the

lives of people throughout the Hutchinson area. It is a testimony to the commitment and leadership of our medical staff, board of trustees, employees, volunteers, and community partners, whose dedication to service touches many lives and makes our community a better place.

In September of 2017 we announced our intent to merge with HealthPartners, a large Twin City based organization. HealthPartners has a long history of innovation as provider of medical insurance as well as quality, cost-efficient health care. While maintaining a high degree of local independence, we will have access to a broad array of resources and expertise that will enable us to expand the breadth and depth of the services we provide. We expect this merger to be completed in 2018 and we are excited about the positive impact it will have on our Mission of *Advancing Health with our Community*.

We understand that your trust and support are critical to our mission, and we work hard to earn that trust and support every day.

Sincerely,

Steven Mulder, MD
President and CEO

David Maher, DPM
Chair, Board of Directors

Contributions

Below is a quick numeric reference to the total costs of Hutchinson Health's Community contributions along with the value of other contributions.

Community Benefit Snapshot (2016 Data)

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| Charity Care 265,933 | Community and Subsidized Health Services Costs 134,720 |
| Unreimbursed Medicaid Services and Medicaid Surcharge 3,868,260 | Education and Workforce Development and Research 224,933 |
| MinnesotaCare Tax 1,202,049 | Cash and In-Kind Donations 119,697 |

Total Cost Of Community Contributions **5,815,593**

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|-------------------------------------|--|
| Total Expenses 86,462,981 | Community Benefit as a Percent of Total Expenses 6.73% |
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Total Value of Other Community Contributions **8,189,905**

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|---|--|
| Community Building and Other Community Benefit Costs 31,324 | Costs in Excess of Medicare Payments 6,790,439 |
| Other Care Provided Without Compensation 1,368,142 | |

Meeting a Broad Spectrum of Health Care Needs

Meeting the health care needs of the Hutchinson region cannot be achieved through any one employee, department, or facility. All parts of Hutchinson Health work together so that we can better meet specific community needs and achieve our mission of improving the health and well-being of the region.

Hutchinson Health Hospital is a 66 licensed bed hospital providing a broad spectrum of inpatient and outpatient services including a 12 bed mental health unit.

Hutchinson Health Clinic is staffed by family physicians, pediatricians, OB/GYNs, general surgeons, internal medicine, podiatrist, urologists, ENT, nurse practitioners and physician assistants. These 35 providers, along with an array of other visiting specialists, provide a broad spectrum of medical care.

Hutchinson Health Mental Health Clinic is served by 6 psychiatrists, 10 mental health professionals and 2 addictions counselors providing extensive mental health services.

Hutchinson Health Orthopaedic and Rehab Clinic is served by board-certified orthopaedic surgeons and specially trained physician assistants and a nurse practitioner, along with a total of 27 physical, occupational, and speech therapists, RNs and support staff.

Hutchinson Health Cancer Clinic provides cancer care from diagnosis through treatment and after-care. Strengthened by our full time oncologist and experienced staff we join together to construct and implement the best treatment plans based on the most current research evidence and technology available.

Hutchinson Health Dassel Clinic serves the northern part of our service area with primary care provided by physician assistants and nurse practitioners along with a part-time family physician.

Harmony River Living Center is a 120 bed skilled nursing facility and 18 units of memory care assisted living. Operated in partnership with Presbyterian Homes, Harmony River offers a home like atmosphere for residents needing skilled or specialty care.

Community Needs Assessment

Every three years, we conduct a Community Health Needs Assessment and share that information with the public. Our most recent Community Health Needs Assessment was conducted in 2016 by collaborating with regional public health agencies, healthcare systems, schools, and other community businesses and groups. The results of the assessment help us determine our short- and long-term priorities as well as strategies for improving community health.

Hutchinson Health has prioritized two primary areas of focus for the 2016 Community Health Needs Assessment Action Plan:

- Mental Health
- Nutrition

More specifically, our efforts will target, but will not be limited to, breaking the stigma of mental health issues and helping create better access to healthy foods.

A complete copy of our Community Health Needs Assessment can be accessed through our website at www.hutchhealth.com.

Hutchinson Health Financial Assistance Programs

Hutchinson Health strives to provide quality, affordable care for all of its patients and is committed to providing financial assistance to uninsured and underinsured individuals in need of medically necessary and emergency care.

Our financial assistance program is available to anyone who receives care at any of our facilities.

- First, we provide a discount to all patients who are uninsured.
- Second, we provide assistance to patients whose financial situation makes it difficult to pay their bill—regardless of whether or not they are insured.
- Finally, we assist patients in seeking additional assistance programs for which they may qualify.

Financial assistance is provided when care is deemed medically necessary and after patients have been found to meet all financial criteria. Hutchinson Health offers both free care and discounted care, depending on individuals' family size, income and assets.

Patient Financial Advocates are available to assist patients with applying for financial assistance, billing questions, and referring to other community services they may be eligible for.

Billing and Collections

Hutchinson Health has clear and consistent guidelines for conducting billing and collections functions in a manner that promotes compliance, patient satisfaction, and efficiency. It is our goal to ensure that our medical bills are always accurate and easy to understand.

Every bill and statement includes information about how to contact Patient Financial Advocates and arrange payment plans. We are committed to finding ways to help every patient pay the portion of their bill they are responsible for without experiencing an overwhelming financial burden.

In addition to striving to make our billing process easy to understand and ensuring ready access financial assistance, we provide patient cost information in advance of services or treatment when requested.

Living our Mission of Advancing Health with our Community

We continue to respond to community health needs with programs that increase access to health care, advance knowledge and improve the health of our community. Below are some examples of community activities and services we provide at our own expense, in the interest of achieving our Mission.

- After hours prescription service for emergency patients
- Annual nursing conference
- Athletic training support for area schools
- Auxiliary donations
- Breast cancer support group

- Disaster preparedness
- Educational presentations
- Health fairs
- Health professional internships
- Heart of Hutch support
- Hutchinson Farmers Market Power of Produce program support
- Interpretation services for non-English speaking patients
- McLeod County Senior Expo support
- Meals on Wheels support
- Meeting space for community groups
- Mental health services 24-hour Help Line
- Relay for Life support

At Hutchinson Health, we are committed to our Mission of advancing health with our community. Our responsibility is to our community, and we take that responsibility very seriously. It is our privilege to serve the health care needs of our family, friends, and neighbors.