



**Our Contribution in 2009**

<b>Uncompensated Care</b> .....	\$3,805,780
• Charity	
• Bad Debt	
<b>Government-Sponsored Healthcare</b> .....	\$35,940,845
• Medicare	
• Medicaid	
<b>Community Health Education</b> .....	\$418,090
• General programs	
• Support groups	
<b>Community-Based Clinical Services</b> .....	\$1,116,453
• Non-bill/reduced fee clinic	
• Screenings	
• Community flu clinics	
<b>Healthcare Support Services</b> .....	\$278,824
• Family support services	
• Free or discounted prescriptions/supplies	
• Transportation services	
• Careconnection	
<b>Research</b> .....	\$14,804
• Nursing Governance	
<b>Health Professions Education</b> .....	\$540,974
• Nurses, nursing students	
• Other health professionals	
• Healthcare Career Academy	
• Job shadows	
• Scholarships	
<b>Financial &amp; In-Kind Contributions</b> .....	\$350,699
• Cash donations	
• Grants	
• In-kind donations	
<b>Community Building</b> .....	\$99,907
• Economic development	
• Community support	
• Environmental improvements	
• Leadership development	
• Coalition building	
• Community improvement health advocate	
• Workforce development	
<b>Community Benefit Operations</b> .....	\$557,687
• Dedicated staff	
• Training	
<b>Total Value Added to the Community</b> ...	<b>\$43,124,063</b>

*At the heart of our mission is the compassionate delivery of quality health care. No patient is turned away because of inability to pay for needed health services.*

**Fast Facts**

■ Community Memorial Hospital’s commitment to the community includes grants to organizations that support the hospital’s mission and enhance the health status of the communities we serve. In 2009, 12 local non-profit organizations received grants totaling \$50,000 from the Community Outreach Steering Committee, which is comprised of volunteers representing northern Waukesha County and Washington County. The largest grant – \$23,604 – was awarded to the Community Outreach Health Clinic, which serves more than 2,040 patients per year.

■ We are dedicated to offering education and self-help programs to the community covering health and wellness topics for all ages. Some examples of the education sessions include diabetes, hormone replacement, complementary medicine, prevention and various maternal/child/family topics. In fiscal 2009, nearly 175 education sessions were provided to the public. This includes many programs conducted outside of our campus – at schools, health fairs and other civic organizations.

■ We offer a variety of free or low cost health-related screenings including blood pressure, cholesterol, sports injury, prostate and skin cancer. We estimate that 535 people participated in screenings during 2009.

■ Community Memorial Hospital encourages its employees and executives to be active in the community. The value of this contribution was nearly \$98,000. In addition, Community Memorial receives tremendous support from community volunteers who donated 52,115 hours of time amounting to a contribution of \$1,055,329. This contribution is given back to the community through lower cost patient services.

■ As a convenience to the community, the hospital provides Careconnection – a Community Health Information Service which offers assistance to callers. Approximately 4,600 people called Careconnection to receive health information or register for community education classes.

## COMMUNITY MEMORIAL HOSPITAL

### Financial Assistance and Billing Highlights

Policy: Community Memorial Hospital is committed to providing the community with quality healthcare without regard to economic status, race, color, sex, faith or national origin of the recipient. Patients with insufficient resources to meet their financial responsibilities may be given a Financial Assistance discount to relieve all or a portion of the obligation to make payment for services rendered at Community Memorial Hospital.

### Communication

Community Memorial Hospital will communicate to patients the availability of Financial Assistance. They will provide uninsured patients information to ensure each patient understands the financial obligations he/she is incurring by receiving healthcare services.

Brochures, available to all patients at registration, explain the hospital policy for billing and payment of services. Also information is available on each hospital's website. Patients also have the opportunity to speak with a financial counselor and the hospital will assist patients in identifying and applying for government assistance programs for which the patient may be eligible.

### Eligibility

Community Memorial Hospital reserves the right to review each application for financial assistance on its own merits and to consider other extenuating circumstances in the decision to approve or deny a patient's application for financial assistance. The applicant's gross family income will be compared to the annual Federal Poverty guidelines set forth by the U.S. Department of Health and Human Services. Applicants whose gross family income is equal to or less than 400% of the current year's poverty guidelines will not pay for more than 15% of their annual gross income on any single account during the approved eligibility time frame.

### Discounts

Community Memorial Hospital recognizes that patients without any insurance coverage are billed at full charges, and as the hospitals offer discounts to other payers, several options for discounted billing are in place for these self-pay patients.

## FAST FACTS *continued*

- In 2009, Community Memorial donated a first aid vehicle to the Menomonee Falls Police and Fire Department to serve as their new Emergency Services Command Center. The value of the donation was \$85,000.
- As part of its commitment to keep the community healthy, Community Memorial Hospital offered a new program to the public in fiscal 2009 – a series of flu clinics sponsored by the hospital's Outpatient Pharmacy and Community Outreach Departments. About 230 people were immunized at the six clinics, amounting to a community benefit of \$14,950.
- The Subsidized Medical Transportation Program at Community Memorial Hospital provides transportation to and from the hospital service locations for eligible persons who have difficulty arranging their own transportation and lack the financial resources to purchase transportation. In 2009, Community Memorial provided 860 free or subsidized rides to 510 people who needed transportation to receive their health care.
- Community Memorial prepared more than 6,800 meals for elderly and other vulnerable individuals through the Meals on Wheels program.
- Community Memorial recognizes that ongoing support for patients and their families is essential to their well-being and recovery. We offer support groups for people who are concerned about alcohol use, bariatric surgery, cancer, caregiving, Continuous Positive Airway Pressure (CPAP), depression, diabetes, multiple sclerosis, pulmonary disorders and stroke. Support groups offered at Community Memorial are facilitated by hospital staff and community members. Nearly 400 hours of support group sessions were offered in 2009, reaching a community benefit value of about \$18,000.
- Community Memorial Hospital continues to find new and meaningful ways to extend our reach to improve the health and quality of life of people in our communities. Visit our website, [communitymemorial.com](http://communitymemorial.com), to learn how we are addressing healthcare needs.

**Community  
Memorial**  
HOSPITAL

Froedtert & Community Health

W180 N8085 Town Hall Road

Menomonee Falls, WI 53051 [communitymemorial.com](http://communitymemorial.com)