



## Froedtert Health Community Memorial Hospital Community Benefit Fact Sheet

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 enhances the health status of the communities we serve. In 2011, 11 local health-related initiatives were supported by 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 – \$27,000 – was awarded to the Community Outreach Health Clinic.
- The Community Outreach Health Clinic at Community Memorial Hospital serves those who are without health insurance in our community and surrounding areas. In 2011, the clinic had 2,315 visits and more than 6,000 hours donated by volunteers.
- The hospital offers a variety of free health-related screenings, including blood pressure, sports injury, prostate and skin cancer. About 568 people participated in screenings in 2011.
- The Subsidized Medical Transportation Program at Community Memorial Hospital provides transportation to and from the hospital for eligible individuals who have difficulty arranging their own transportation and lack the financial resources to purchase transportation. In 2011, Community Memorial provided 817 free or subsidized rides to more than 500 people who needed transportation to receive their health care.
- Nearly 400 local residents received flu shots in 2011 from Community Memorial Hospital. Community Memorial Foundation provided funding for free immunizations to another 100 residents at St. Boniface Food Pantry, Community Outreach Health Clinic, Menomonee Falls Food Pantry and Sussex Area Outreach Services.
- Area residents were provided a safe, efficient way of disposing of unwanted and expired prescription and over-the-counter medications at a drug collection event May 14, 2011, at Community Memorial Hospital, which partnered with the Menomonee Falls Police Department and local businesses DDN, Dohmen and Walgreens. Nearly 700 pounds of medications from 444 households were collected for proper disposal, keeping them out of the environment and the hands of children.
- As a convenience to the community, the hospital provides Careconnection – a Community Health Information Service that offers assistance to callers. More than 2,600 calls came into Careconnection to register for community health education classes.
- Froedtert Health and the Community Memorial Emergency Department offer a quarterly education program to area EMS providers. These presentations have ranged from medical to trauma to geriatric care. The presentations are taped and given to the departments for review. As medical control for Germantown, Lannon, Lisbon, Menomonee Falls and Richfield, the hospital offer a Skills Enhancement Program. Each EMS department is able to send members monthly to develop their patient skills and to get a closer view of how the ED operates. EMTs are also able to observe in the Cardiac Catheterization Lab.

Community Memorial Hospital continues to find new and meaningful ways to extend our reach to improve the health and quality of life for people in our communities. Visit our website, [communitymemorial.com](http://communitymemorial.com), to learn how we are addressing health care needs.

## COMMUNITY MEMORIAL HOSPITAL

**Financial Assistance and Billing Highlights Policy:** Froedtert Health is committed to providing the community with quality health care 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 Froedtert Health related entities.

### Communication

Froedtert Health will communicate to patients the availability of financial assistance. They will provide uninsured patients information to ensure each patient understands the financial obligations s/he is incurring by receiving health care services.

Brochures, available to all patients at registration, explain the hospital policy for billing and payment of services. Also, information is available on the 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 patients may be eligible. Froedtert Health will also take steps to address any special needs of the applicant such as hearing or visual impairment or language interpretation.

### Eligibility

Froedtert Health 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. Collection of income and asset information is required for eligibility for financial assistance programs.

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 percent of the current year's poverty guidelines may qualify for a financial assistance discount.

Patients with an annual gross income equal to or less than 400 percent of the current year's poverty guidelines will not pay more than 15 percent of their annual gross income on any single account during the approved eligibility timeframe.

Patients with household income below 200percent of the poverty level may receive free care. Those with household income between 200 percent and 400 percent may be eligible for assistance on a sliding scale.

### Discounts

Froedtert Health recognizes that patients without any insurance coverage are billed at full charges, and as the hospital offers discounts to other payers, several options for discounted billing are in place for these "self-pay" patients.

Total charges to self-pay patients will be discounted 20 percent before any bill is submitted for payment. This discount will be noted on each patient's bill.

Additional discounts for advance payment and/or prompt payment may also be applied.



## Our Contributions in 2011

<b>Community Health Improvement Services</b>	
Community Health Education.....	\$770,000
Community Based Clinical Services.....	\$937,172
Health Care Support Services.....	\$270,565
<b>Health Professions Education</b>	
Nurses/Nursing Students.....	\$589,091
Other Health Professional Education.....	\$235,746
Scholarships for Professional Education.....	\$ 90,240
<b>Financial and In-Kind Contributions</b>	
Cash Donations.....	\$ 10,000
Grants.....	\$ 63,784
In-Kind Donations.....	\$277,625
<b>Community Building Activities</b>	
Economic Development.....	\$ 2,847
Community Support.....	\$ 13,526
Coalition Building.....	\$ 32,035
Community Health Improve. Advocacy....	\$ 2,688
Workforce Development.....	\$ 83,639
<b>Community Benefit Operations</b>	
Assigned Staff.....	\$118,240
Community Health Needs Assessment....	\$ 25,668
Other Resources.....	\$ 9,715
Charity Care.....	\$1,184,023
<b>Government-Sponsored Healthcare</b>	
Unpaid Cost of Medicaid & Medicare...	\$25,119,821
Bad Debt.....	\$2,283,044
<b>Total Value Added to the Community.....</b>	<b>\$32,119,469</b>

Financial data, while unique to Community Memorial Hospital, is based on reporting methodology similar to that used by Catholic Health Association of the United States and VHA Guide for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care, not hospital charges.

For the complete Community Benefit Report, visit [www.communitymemorial.com/about\\_us/benefit](http://www.communitymemorial.com/about_us/benefit)