

Community Benefit Report 2013-2014

Report of St. Andrews Health Center's Commitment to its Community

St. Andrew's Health Center has been a part of the community since 1913; our mission is to provide services to all who come to us for care; this is something that we are very proud of. Our ability to better the lives of those most in need is the core of our beliefs and knowing that we can make a difference in the lives of those we serve. In addition, we believe that through our leadership and presence in the community that we have been and will continue to be an essential part of the healthcare delivery team.

St. Andrew's Health Center is designated as a Critical Access hospital and has had the designation since July 2001. We continue to utilize "The Guide for Planning and Reporting Community Benefit" book that was prepared by the Catholic Health Care Association to help determine what qualifies as a community benefit and participate on webcasts as offered. We attend a variety of educational opportunities throughout the year to provide direction in reporting on our benefits to the community.

Charity Care (Caring Program):

During the past year, we provided \$70,167 for 34 people of free care (cost to provide the service only). We budget to provide the caring program on an annual basis. St. Andrew's Health Center utilizes the federal poverty guideline and we go up to 200% of those guidelines and use a sliding scale that provides a greater opportunity for patients/clients to qualify for free or reduced care ranging from 20% to 100%. Our caring program is made available to all patients and may be viewed on our website: www.standrewshealth.com. Upon completion of an application we review three months of income history and/or annual income tax filing to determine where they qualify within the program guidelines. Once the patient qualifies, the program is in force for the next six months as well as the prior six months. Each participant must then reapply every six months. We also provide the patient(s) with an insurance card to present at the time they are at the registration desk for the service/visit. This has provided a means for the patient(s) to know their coverage dates and what family members are eligible to receive the services free or at a discounted rate. This program was implemented in the health center as well as our rural health clinic. In May of 2009, we enhanced this program to afford individuals with medical expenses in excess of 30% of their gross income who would otherwise not qualify for the Caring Program based on their earnings to qualify for catastrophic charity care and receive a reduction in the cost of their medical services. We have seen changes in the charity care. In January 2014 the State of North Dakota added Medicaid Expansion, more patients are qualifying for this insurance coverage.

We continue to maintain the Community Resource Coordinator (CRC); this person offers assistance to those in need. The CRC offers an array of services in searching for medical/dental coverage for those that are underinsured or uninsured; contacting services to apply for social security disability, prescription assistance, and medical assistance; coordinating with the local Cancer Support and church groups in the community of Bottineau.

In total the CRC provides resources to approximately 500 people in our community and service area; without the resource many of these individuals would have gone with needs unmet.

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We continue to maintain this position within the health center and in the Bottineau County service area. We are seeing an increase in the individual's out of pocket costs that remain following payments provided by their insurance carriers. With the rise in health care premiums and aging population; families have to make some difficult decisions. The lack of insurance or underinsured has a devastating effect on the people of our community. We are committed to the Catholic Healthcare Initiative on working towards insurance coverage issues for the uninsured and underinsured.

Throughout the year we have held food pantry drives, the food or money that is collected during the drive is given to the local food pantry. We also have an angle tree within the facility that has a range of ages of boys and girls that are in need of receiving some gifts at Christmas. We do this in coordination with a service group in our community. For the first time this year, we held a drive for school supplies to be given to the school for them to distribute to children in need.

St. Andrews Health Center started working on our community needs assessment in March, 2012 and implemented an action plan in the winter of 2012. We continue to utilize the report and work towards meeting needs as identified within the report. All of the meetings and data collection was completed by UND Center for Rural Health employees (UNDCRH) located in Grand Forks, ND. The final report and our annual updates are posted on our website, www.standrewshealth.com.

In December 2012, UNDCRH provided a complete report on the needs of the community identified by the survey results. We provided communication back to the leadership group, presented the results at the annual Bottineau EDC, Chamber group, posted it out on our website, original copies to the EDC and public health office and to all department managers and board members for the health center. At the local board level for the health center, we focused in on the greater needs of the community needs assessment that we identified and our plan was to work on those items first. We continue to utilize the report and have made the workflow as part of our strategic plan.

The Department Managers completed a review of the needs identified. Some service offerings were suggested for consideration. SAHC discontinued obstetric in the late 1990's and our evaluation suggested bringing the service back. Due to the staffing needs and patient's risk, this is a service that will not be added back in to our facility. We also evaluated home health and kidney dialysis; our corporation had a home health and due to financial viability, closed it about 11 years ago. We have explored kidney dialysis in the past and the start up costs and regulations present challenges and financial viability concerns and will not be bringing that service in to the facility.

A number of areas were identified on a need to know about illness and wellness/prevention. We are seeking opportunities and ways to provide more public presentation on a variety of medical education such as stroke and cardiac rehab program, decontamination process for the health center and to expand our blood pressure clinics internally and externally. In October, 2013 a presentation was made by a physician on the importance of pap smears and what tests need to be performed for age groups. We have also provided a wide range of educational material in the local news paper through our weekly "Healthbeat" feature. The topics have ranged from what tests to receive at what age (example prostate exams needed at what age for males and mammography guidelines for females) to types of cancer symptoms. These are just a few of the ways we are getting our information out to the public. Two of our employees joined a community group, Bottineau Prevention Coalition. Some of the statistical data that was collected shows that our county has a high rate of alcohol use; we will provide support to the group as they move their projects forward.

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Beyond Charity Care

In addition to our free charity care, SAHC has provided many other services to meet the needs of those in Bottineau County and service area: we provide access to clinical practice to the Bottineau and Minot region.

A number of students job shadow in various departments as part of their education requirements. Over the past year we have had students job shadowing or completing internship hours for Physical Therapy Assistant, Nursing, Physicians Assistant and Nurse Practitioner. We also have the school of nursing students from Dakota College Bottineau at the facility completing practicals during the college school year. We also have a number of nursing students from other college campus's completing their internships/rotations at our facility. We are happy to be a clinical site to Dakota College-Bottineau for the ADN/PN nursing program, we have a number of students that utilize St. Andrews Health Center for their clinicals on a day to day basis.

We have conducted presentations to members of our community and the surrounding areas/groups to educate them about the health and wellness issues. We have a weekly Healthbeat article that is printed in our local newspaper; the articles are about the importance of receiving medical testing and signs of symptoms of various diseases. We held our 3rd annual Women's Wellness Event; we are very pleased with the turnout of roughly 75 women. A physician presented on the importance of pap smears and what ages should received what tests. We also had a presentation from a behavioral health nurse practitioner on depression in women.

Office space and a liaison are provided to the Rural Mental Health Consortium so that we can continue to offer mental health services to the community on an outpatient basis. The demand for behavioral health services in the State of North Dakota has grown substantially. We are very pleased to be offering this service at the local level.

Offer support from Physical Therapy to adapt equipment to meet the needs of the patient. SAHC's physical therapy department has donated time to give physical assessments of local high school and college athletes. They also attend sporting functions, which allows for a medically trained skilled person to be readily available in the event of an injury at the home scheduled sporting events.

St. Andrews Health Center participates in a number of community events/activities that pertain to healthcare and our direct relations to our community; including wellness committee, bio terrorism group, co sponsor a blood drive, blood pressures are offered during a variety of community events such as North Central's annual meeting held in June, Hospital week function and Senior Citizens group just to name a few. We offer a free blood pressure screening day, every Tuesday. This helps monitor the vascular health of 20 to 30 patients each week. Annually we impact about 1100 people.

St. Andrews Health Center provides conference rooms for local non-profit organizations for meeting use.

St. Andrews Health Center's provides maintenance for up keep of the volunteer ambulance grounds and parking lot (i.e. snow removal) and linen services.

St. Andrews Health Center is committed to eye and tissue donations. We have an employee that is qualified to do inoculations and we also follow protocol for the end of life for patients that elect to have tissue donations and work with Life Source. We did receive notification that the process has changed and we will not be certified in 2014-2015 to provider this service.

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St. Andrew's Health Center allows for time to educate high school students about potential career opportunities in health care and provides job shadowing opportunities for those interested. We work closely with the Health and Sciences Instructor from the local high school to provide health career access to the students. We also participate in a Scrubs Camp program for junior high students. This is also coordinated through the school system and provides opportunities for students exploring health care options.

Actively participate in Hospital preparedness issues/events in the State of North Dakota via BTWAN.

Community Leadership

St. Andrew's Health Center and its team of co-workers strive to increase their level of community involvement. Many of the employees of St. Andrew's Health Center serve on several local and regional committees working to improve the health and lives of the members of Bottineau County. A comprehensive list of committee memberships is attached to this document, so the community can take advantage of our expertise and involvements of the SAHC employees.

Summary

Mission Statement

St. Andrew's Health Center, in union with the Sisters of Mary of the Presentation, works for the glory of God by bringing the Word and Healing of Jesus Christ to all, with a special concern for the poor and elderly. Through the shared ministry with the laity, St. Andrew's Health Center participates in the health care mission in the work of healing which is the work of God. Our individual inspiration is Jesus and His Gospel message. Permeated with the Charism of the Sister of Mary of the Presentation, we minister to one another and all who come to us for care.

St. Andrew's Value Statement reads: We show care and compassion through:

Commitment: We strive to provide excellent service to the people of our community by caring for each person's spiritual, physical and emotional needs.

Respect: Our goal is to protect the privacy and dignity of our patients and one another. We respect those we serve and each other by showing consideration for each person's values and spirituality.

Trust: We aim to develop trust with our patients by building their confidence in our ability to deliver quality healthcare in an honest and reliable manner.

Teamwork: Working together we create a team atmosphere by which we support one another, remembering we are all equal and all work to fulfill our mission.

As we continue to build upon our Mission Driven Healing Hospitality program; we will continue to strengthen the values, Mission and viability of our organization and meet the needs of our community and the people that we serve.

St. Andrew's Health Center
Bottineau, North Dakota

Managers Volunteer Activities and Community Involvement
2013-2014 Fiscal Year

Jodi Atkinson
Economic Development Corporation Board member
First Lutheran Church Service Group
ND Critical Access Quality Committee
Caring for Children Board
Lake Metigoshe Lions
Community Disaster Committee-Bottineau County
Bio-Terrorism Committee
Volunteer at Community Events

Brenda Aberle
St. Marks CCD Program Volunteer
St. Marks Greeter and Gift Bearer
Volunteer at Community Events

Brenda Arneson
First Lutheran Church Service Group
Volunteer at Community Events

Bill Dawson
Dakota College at Bottineau IT Committee member

Amy Gullett
Our Saviors Church work group
Our Saviors LWML
Our Saviors Board of Education
Dakota College Bottineau Foundation
PTO member
4H Leader
Volunteer at Community Events

Michelle Geffers
Bottineau Chamber of Commerce Board Member
Bottineau Community Alcohol and Tobacco Coalition

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Brandy Hahn
Girl Scouts

Linda Holisky
Family Crisis Center Board of Directors
Volunteer at Community Event

Dennis Lagasse
Knights of Columbus
St. Mark's Cemetery Grounds Committee
St. Mark's Greeter, Usher and Gift Bearer
Bottineau Country Club
Dakota College Bottineau Logrollers- President
Dakota College Bottineau Foundation
North Dakota Officials Association
Bio-Terrorism Committee
ND Hospital Safety Professionals
Local Emergency Planning Committee
Volunteer at Community Events

Jeanne McGuire
Volunteer at Community Events

Deb Orvedal
Volunteer at Community Events
Draw blood for Bottineau County Sheriff's Department
Inoculations for the Lions Eye Bank

Keith Pritchard
Bottineau Community Theater
Maintenance of Masonic Island-Lake Metigoshe
Bottineau High School hockey and football
Community Presentations-Health
Volunteer at Community Events

Sean Rinkenberger
DCB Foundation Board member
ND Telehealth Workgroup

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Karla Spence

Dakota College of Bottineau-Nursing Advisory Council

Bottineau FFA Advisory Council

Bottineau ambulance liaison-SAHC

Volunteer Blue Line Hockey Events

Bottineau Community Alcohol and Tobacco Coalition.

Volunteer at Community Events

St. Andrew's Health Center
Summary of Quantifiable Community Benefits

Reporting period October 1, 2013 through September 30, 2014

	Persons served	Total community benefit expense	Direct offsetting revenue	Net community benefit expense
Benefits for persons living in poverty				
Charity care at cost	34	\$ 70,167	\$ -	\$ 70,167
Unreimbursed costs of public programs				\$ -
Medicaid	16	\$ 915,980	\$ 857,363	\$ 58,617
Community health improvement services				\$ -
Health professions education				\$ -
Subsidized health services				\$ -
Cash and in-kind contributions to other community groups				\$ -
Community building activities				\$ -
Total quantifiable benefits for persons living in poverty	50	986,147	857,363	128,784
Benefits for the broader community				
Community health improvement services	3,207	\$ 13,571	\$ -	\$ 13,571
Health professions education	1,930	\$ 253,956	\$ 43,975	\$ 209,981
Subsidized health services				\$ -
Research				\$ -
Cash and in-kind contributions to other community groups	3,952	\$ 12,217		\$ 12,217
Community building activities				\$ -
Community benefit operations				\$ -
Total quantifiable benefits for the broader community	9,089	\$ 279,744	\$ 43,975	\$ 235,769
Total quantifiable community benefits	9,139	\$ 1,265,891	\$ 901,338	\$ 364,553