

 Carle
Carle Foundation Hospital
611 West Park Street
Urbana, IL 61801

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ANNUAL REPORT 09

At Carle, it's about
excellence. Every
day. We invite you
to learn more about
our community
benefit program at
CARLE.ORG/2009

it's about
EXCELLENCE

AR09

2009 Annual Report to Our Community | carle.org/2009
Carle Foundation Hospital

AR09 carle.org/2009

Carle is committed to delivering excellence every day. This past year has been no exception.

In 2009, Carle received national recognition for nursing excellence and elevated our performance in other quality of care benchmarks. In addition, our community benefit programs provided and funded a number of services to our community, including free or discounted care and safety programs for children.

Thank you for supporting Carle in our mission. We hope you take a few minutes to learn how we're focused on providing excellence to our community – now and in years to come.

AR09

\$79
MILLION
in community benefit

COMMUNITY
BENEFIT

CHARITY
CARE

MORTALITY
RATES

NURSING
RECOGNITION

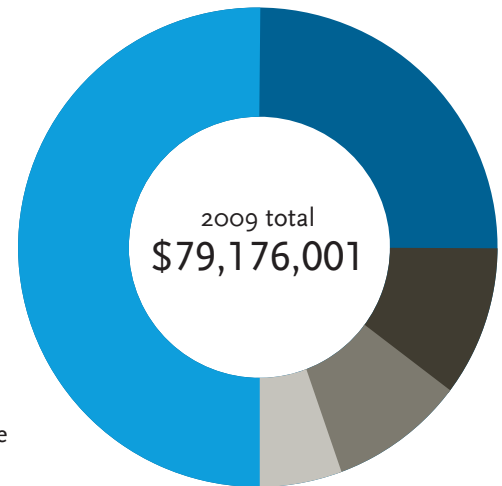
INJURY
PREVENTION

INFECTION
CONTROL

EXCELLENCE IN CARING FOR OUR COMMUNITY

Nothing is more important than building a strong and healthy community. That's why Carle annually invests millions into programs and initiatives that strengthen the people who live and work in our region.

In 2009, Carle provided \$79 million in services to east central Illinois through programs like charity care, AirLife transport, parish nursing and many others. In particular, one area of focus is injury prevention initiatives for children, through programs like Risk Watch, Playing It Safe and Center for Rural Health and Farm Safety. We plan to continue building our programs – and building a stronger community.



\$39,620,302
Medicaid & Medicare
Unpaid Cost



\$19,771,421
Community Health



\$9,043,695
Community Care/
Charity Care



\$7,684,303
Uncompensated Care/
Bad Debt



\$3,056,280
Corporate
Contributions

nine million
DOLLARS
— in charity care —

AR09

COMMUNITY
BENEFIT

CHARITY
CARE

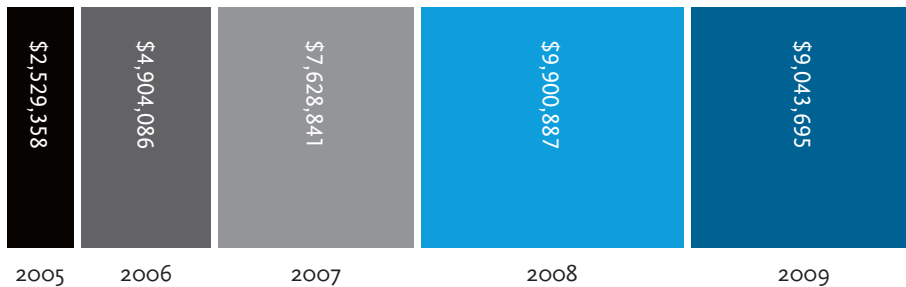
MORTALITY
RATES

NURSING
RECOGNITION

INJURY
PREVENTION

INFECTION
CONTROL

GETTING CARE TO THOSE WHO NEED IT



left: In 2009, 4,970 individuals were registered in the community care discount program. From that, 4,463 patients received financial assistance from Carle Foundation Hospital.

We believe high quality care should be available to everyone. That's why Carle Foundation Hospital is committed to offering free or discounted care to people who apply and qualify. Last year, nearly 4,500 people benefited from the Community Care Discount Program (charity care). It's our way of making sure that no one goes without hospital care.

In addition to help with hospital bills, Carle also works to ease financial worries before a hospital visit. The Hospital's registration and patient accounts staff talk to patients about financial challenges and establish a plan ahead of hospitalization.

By providing a helping hand to those who need it, Carle is working to keep our community healthy.

CARLE
RANKS IN THE TOP

quartile

in low mortality

AR09

COMMUNITY
BENEFIT

CHARITY
CARE

MORTALITY
RATES

NURSING
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INJURY
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Proportional
representation of
people who survived
when they weren't
expected to



EXCELLENCE IN LOW MORTALITY RATES

Carle's low mortality is ranked in the top quartile when compared to the 150-plus hospitals that participate in Premier health alliance's Quest initiative. Carle's mortality rate shows fewer actual deaths than expected based on clinical outcomes. That means for every 164 patients, 63 lived when they weren't expected to, according to a study of 4,811 eligible discharges.

Thanks to the dedication of our physicians and clinical staff and to our efforts to improve quality at every level – from adherence to the Core Measures to practicing medication reconciliation – we are helping our patients enjoy the best outcomes.



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TOP
6%

of U.S. hospitals for
NURSING EXCELLENCE

COMMUNITY
BENEFIT

CHARITY
CARE

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NURSING
RECOGNITION

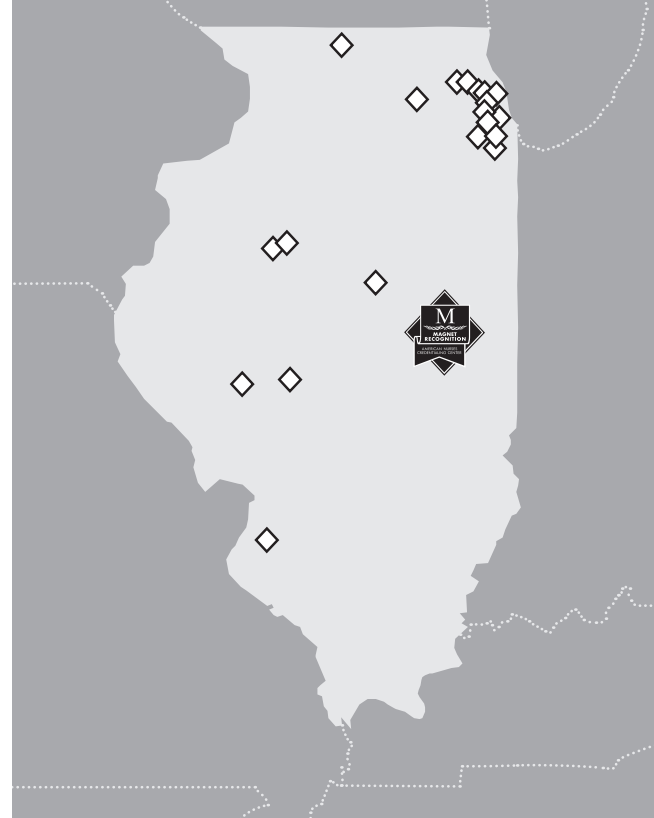
INJURY
PREVENTION

INFECTION
CONTROL

BEING MAGNET® GOOD

Carle Foundation Hospital was proud to be named a Magnet hospital in 2009, placing us among an elite 6 percent of U.S. hospitals by the American Nurses Credentialing Center. Magnet is a national recognition that honors nursing excellence and is only awarded to select hospitals that provide the very best nursing care.

Magnet hospitals offer many benefits, including better outcomes, shorter lengths of stay, lower mortality rates and higher patient satisfaction rates.



Magnet hospitals in Illinois



Carle Foundation Hospital

AR09

36,600 CHILDREN
are playing it safer

COMMUNITY
BENEFIT

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MORTALITY
RATES

NURSING
RECOGNITION

**INJURY
PREVENTION**

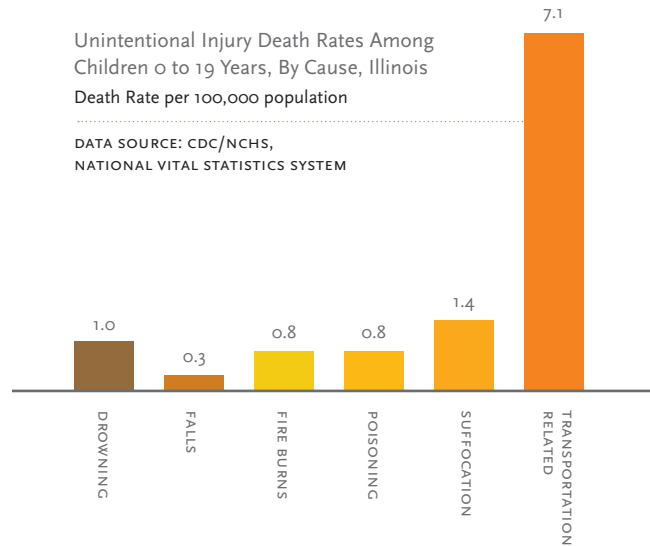
INFECTION
CONTROL

EXCELLENCE IN INJURY PREVENTION

Carle's long-term goal is not only to treat illness and injury but also to prevent it. In 2009, Carle helped thousands of kids in Champaign County and beyond to avoid injuries and stay healthy.

Last year more than 36,600 children learned about everything from ATV to water safety through Risk Watch, Playing It Safe and the Carle Center for Rural Health and Farm Safety programs. The initiatives targeted children in both rural and urban areas and used interactive activities to drive the message home.

Injury prevention will remain a focus in 2010 and beyond.



AR09

CARLE'S COMPLIANCE RATE FOR HAND HYGIENE IS

eighty
three
percent
as compared to the national average of 48%

COMMUNITY
BENEFIT

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**INFECTION
CONTROL**

EXCELLENCE IN INFECTION CONTROL

Carle's goal is to provide our patients with the safest hospital experience. That's why we aggressively pursue the best infection control practices.

A focus area has been hand hygiene, which is the single best way to protect against the spread of infections. At 83 percent, our compliance rates have consistently improved over the past year and far exceed the national average of 48 percent.



Compliance Rate for Hand Hygiene

