



Carle Foundation Hospital

2007 COMMUNITY BENEFIT REPORT

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EVERYONE. EVERYWHERE. EVERY WAY.

When it comes to Carle Foundation Hospital's commitment to our community and to improving health care in our region, everyone matters. To us, this commitment means not only providing world class health care for everyone, but also seeking out opportunities to reach people everywhere through education, advocacy and research. It is a steadfast dedication to improving access to the best health care possible, regardless of patients' ability to pay.

As a tax-exempt organization, we are pleased to provide this report highlighting the community benefit provided by The Carle Foundation during the last year.

While the facts and figures are important, what truly resonate and endure are the stories of those we touch through our Community Benefit Plan, including our clinical services, Community Care Discount Program, and education and research initiatives. And, as you will read in this report, The Carle Foundation provided charity care and community benefit to more east central Illinois residents than ever before.

A large part of reaching out to our community is educating our staff and patients about our Community Care Discount Program. We realize that a strong financial support program is only effective if residents know about the resources available to them. During recent years, we made a conscious effort to increase the awareness of the Community Care Discount Program in a variety of ways. Those efforts paid off, with the amount of charity care increasing significantly from the previous year.

There is no denying that the percentage of the uninsured and underinsured is on the rise, forcing people to make difficult decisions affecting their health and financial security. To help combat this troubling trend, Carle is focused not only on direct financial support for our patients, but also on supporting community-wide efforts to improve access to healthcare services. It is in those cases that Carle Foundation Hospital truly shines. In this report, you'll learn about people whose lives were touched this year through Carle Foundation Hospital's \$100,000 donation to the Champaign-Urbana Public Health District (CUPHD). By supporting CUPHD and its dental and vision care programs, as well as Central Illinois Dental Education and Services in Rantoul, Carle is helping provide preventive care and treatment that has a positive impact on individuals' overall health.

We are very proud of our community benefit efforts. Despite continued scrutiny of our tax-exempt status by local and state agencies and continued uncertainty about the definitions of community benefit within the healthcare industry, Carle Foundation Hospital and hospitals like us are forging ahead with innovative and inclusive charitable programs that confirm our commitment to health care now and in the future.

For more than 75 years, Carle Foundation Hospital has been a leader and innovator in east central Illinois. Today that position is reinforced every day as we provide quality, compassionate care to our patients and everyone we can possibly reach in every way. Thank you for allowing Carle Foundation Hospital to remain part of your life and your community. We are honored to have your trust in caring for your family and community.

James C. Leonard, M.D.
President and Chief Executive Officer
The Carle Foundation



Everyone. Everywhere. Every way. This captures our promise to provide care to **Everyone** we touch, regardless of ability to pay. To care for people **Everywhere**. We do not simply care for those who come to us, but we look for ways to improve the lives of others whether they are in Illinois or across the country. And we will find ways to positively impact health care in **Every way** we can. From AirLife to our donations to community health organizations, we look for ways to enhance the health care of our community. The mark to the left denotes the socially responsible programs, partnerships and research provided by Carle Foundation Hospital to the community in which we live, work and play. **Everyone. Everywhere. Every way.**

On the cover: Children like Poem Vannarath receive free dental care at the Head Start Dental Clinic in Rantoul through Carle Foundation Hospital's \$7,000 gift to Central Illinois Dental Education and Services.

GRANT FROM CARLE PRODUCES HEALTHY SMILES AND CLEAR VISION

Every day, uninsured people come to hospital emergency departments with dental needs. Without insurance, these people have no dentist to address their problems and no way to prevent them from happening again.

That's why Carle Foundation Hospital committed a major portion of its \$100,000 grant to the Champaign-Urbana Public Health District (CUPHD) for the Adult Dental Access Partnership, which provides dental services for people of all ages with Medicaid, children with limited ability to pay and adults referred through participating agencies.

"Until you deal with the tooth's structural problem, it's just going to keep re-occurring," Julie Pryde, interim administrator at CUPHD, said.

"Previously, there were no dental services for adults with Medicaid in the community," said Julie. "People are absolutely grateful for these services."

Carle's donation paid for a 40-foot RV to serve as a mobile unit, portable dental equipment and equipment for two dental treatment rooms at CUPHD.



Carle's \$100,000 gift to the Champaign-Urbana Public Health District helped fund this 40-foot mobile medical unit, used primarily for dental and vision screenings.

"Even more than the money was the commitment Carle Foundation Hospital was making to the issue," Julie said. "CUPHD can only do so much. Without community partners, we cannot hope to make a significant dent in this problem."

The mobile unit is also being used to provide vision screenings. Carle's donation paid for eye exam and eyeglass fitting equipment for both the mobile unit and CUPHD's main location. The Champaign-Urbana Vision Cooperative, launched in April 2007, is accessible to adults and children on Medicaid.

To ensure dental services are available to low-income children, Carle Foundation Hospital also donated \$7,000 to Central Illinois Dental Education and Services (CIDES) to fund the Head Start Dental Clinic in Rantoul, which provides preventative and restorative care for Head Start students and their family members.

CIDES provides dental referrals for low-income children and operates mobile clinics. The need for support of the Head Start program is so great that Carle Foundation Hospital provided an additional \$14,000 in 2008. ■■



Becky Black, a member of the CUPHD Vision Cooperative Team, properly fits Niasa Nash for glasses.



Dr. James Wahl discusses treatment options with dental patient Sarah Henkel.

FIXING THE ROOT OF THE PROBLEM

A bad accident followed by a serious illness put 61-year-old Sarah Henkel in financial straits and on disability. Isolated at home trying to recover, Sarah had yet another setback when she discovered a problem with a tooth. Its root was hitting her sinuses. She was in so much pain that she said, "Sometimes I felt like I was disconnected from my body."

She needed help, but was unsure where to turn. Her options: "Either let it go until I couldn't stand it, or go deep, deep into debt," she said.

Yet Sarah discovered another option – the Adult Dental Access Partnership. The alliance between the Champaign-Urbana Public Health District (CUPHD) and Carle Foundation Hospital receives referrals, manages volunteer physicians and case manages clients who receive the services. Care is available for people of all ages with Medicaid, for children with limited ability to pay and adults referred through participating agencies. However, the need greatly outpaces the services that the staff and volunteer physicians can currently provide.

"We're trying to screen those who need emergency dental care. Hopefully, we're making a start," said James Wahl, D.D.S., who splits his time between the CUPHD Dental Clinic on Kenyon Road in Champaign and the Urbana School Health Center on Race Street.

"It really saved me. I couldn't have afforded it, but it just had to be done," Sarah said.

She joined the waiting list and had an appointment with Dr. Wahl, who then referred her to an oral surgeon who removed the ailing tooth.

"When you have a bad tooth it affects your whole body," she said. She now feels like she's finally making progress in her recovery and hopes to go back to work part time in 2008.

"It's been a miracle," she said. "I don't feel good not working."

Dr. Wahl hopes the program will grow to help reach more in need. The Partnership helped 93 patients receive dental services in just its first seven months of service.

"If we can solve the emergency problems, keep people out of the emergency departments and without pain, then we're doing something good," said Dr. Wahl. ■■



Dr. Roger Ewald and nursing assistant, Jannia Valencia, perform a procedure on Victor Hernandez.

PUTTING THE FUTURE IN FOCUS

Sarah Swinford of Tolono knew she needed new glasses. Her good pair was broken, so she was using glasses from a previous prescription. For this full-time Parkland College student and mother of a two-year-old, a \$250 pair of new glasses was out of reach.

“It’s hard enough to buy diapers when you’re trying to raise a family,” Sarah said.

Sarah received a brand new pair of specs thanks to the Champaign-Urbana Vision Cooperative, a program of the Champaign-Urbana Public Health District (CUPHD), supported in part by Carle Foundation Hospital’s \$100,000 donation.

“Carle’s donation allowed us to take this program to this level,” Tamie Nagrodski, CUPHD’s mobile program manager, said.

The Cooperative, which started in April 2007, has provided 276 adults and 213 children on Medicaid with eye care and glasses in just its first six months. CUPHD hopes the addition of more volunteer opticians and ophthalmologists to the program will enable them to serve even more children and adults in the future – both at CUPHD’s main location and at local schools. CUPHD also needs volunteers who are willing to answer the hundreds of phone calls about the program and schedule appointments.

Roger Ewald, M.D., a retired Carle Clinic ophthalmologist, agrees. Dr. Ewald volunteers his time to care for eye patients at the Frances Nelson Health Center in Champaign, a Federally Qualified Health Center. He thinks the Cooperative is a great program that he hopes will be a success.

“This could actually be a model to get this started in other fields,” he said.

“This has really opened my eyes to people who have suffered without vision care for a long time,” Tamie said. For students, she says eye care is “a matter that impacts their current and future success or failure.”

Sarah, who lost her vision insurance when her employer relocated in 2003, says the glasses will help her focus on her studies. The Cooperative provided both Sarah and her husband with eye exams and free glasses. Sarah has been on the dean’s list for the past two semesters – even without adequate glasses – so there’s no telling what this hospitality management student can accomplish now.

“They had a lot of very nice glasses to choose from,” she said. “I went with something sturdy so they would last for a while.”

Tamie said new glasses are helping students succeed in the classroom, drivers stay safe on the roads and workers avoid injuries on the job. ■



“Carle’s donation allowed us to take this program to this level.”

Tamie Nagrodski, CUPHD’s mobile program manager

CARLE EXPANDS REACH TO PEOPLE IN NEED THROUGH PARTNERSHIPS

Champaign-Urbana Public Health District

- Received \$100,000 for mobile unit and equipment.
- Offers dental and vision services for people of all ages with Medicaid. Dental services are also provided for children with limited ability to pay and adults referred through participating agencies.
- CUPHD helped more than 1,000 people using the donated vehicle and equipment in 2007.

Central Illinois Dental Education and Services

- Received \$7,000 for the Head Start Dental Clinic in Rantoul.
- Provides dental referrals and services to qualifying low-income children and their families in Champaign County.
- The Head Start Dental Clinic served more than 600 children and their family members in 2007.



AirLife pilot John Lally uses this helicopter to transport critically injured or ill patients to Carle Foundation Hospital for treatment.

AIRLIFE STATISTICS AT A GLANCE.

\$372,619 – Carle’s AirLife funding in 2007

11 – average patients per month flown in 2003

66 – average patients per month flown in 2007

600 – percentage increase in patients in four years

569 – number of patients flown by air in 2007

5.3 – percentage of flights transporting patients away from accident scenes

A FLYING EMERGENCY ROOM

The driver of the rig needed help fast. He was stuck in a ditch after driving his tractor trailer off a rural Champaign County road in spring 2007. Just getting to him was a challenge – the trailer was so precariously perched that rescue workers had to use the trailer’s flatbed as a makeshift bridge. Fortunately for him, help was on the way in the form of the AirLife helicopter.

“That’s definitely one [accident] you remember,” said AirLife Pilot John Lally, who was on duty at the time.

The helicopter arrived within minutes of the accident carrying a flight nurse and a paramedic – both specially trained to handle extensive traumas. To reach the truck’s cab, the medical staff climbed across the truck’s flatbed before going down the ravine, across the pipes that spilled into the creek, and back up the other side of the creek.

Once there, they went to work, providing care even before rescue crews were able to extricate the driver from the truck. Although the extent of the driver’s injuries was unknown at the time, the flight nurse and paramedic knew he had lost a lot of blood and that they had to do whatever

they could to keep his airway open. After about 45 minutes, the driver was free and John and his crew took off with their patient – on their way to Carle Foundation Hospital’s Level I Trauma Center.

“We can cut transport time in half or even a third,” said John. “That golden hour [right after a trauma] is very important.”

Not only is the helicopter’s speed (140 miles per hour) much faster than a ground ambulance, but the helicopter is designed as a flying emergency room – stocked with medications and equipment needed to help those on the brink of death.

“When it’s between life and death,” John said, “AirLife makes a huge difference.”

AirLife is a service of Carle Foundation Hospital and St. Louis-based ARCH Air Medical Services, Inc. ARCH provides the helicopter and pilots, while Carle Foundation Hospital provides the medical staff. In 2007, the Hospital funded AirLife at a cost of \$372,619. Without the Hospital’s willingness to supplement the cost, helicopter service would not be readily available in east central Illinois.

“Without the helicopter, the smaller hospitals would have great difficulty in getting their critically ill patients to the higher level of care that Carle’s Level I Trauma Center offers,” said Lynn Clutts, R.N., and AirLife’s manager.

The program has grown from 11 patients flown per month at AirLife’s start in February 2003

to 66 patients flown in April 2007. The program transported 569 patients by air in 2007. Most of the flights are inter-hospital, but about 5 percent come from accident scenes.

“I’ve seen them [flight nurse and paramedic] do pretty amazing stuff in ditches or on the side of the road,” John said.

The driver survived his accident and spent more than two weeks at Carle Foundation Hospital. Now he is home and has a good prognosis.

This story is just one of AirLife’s many successes. Crew members are often stopped in Carle’s hallways by people thanking them for saving their lives or the lives of family members.

“We are always thrilled to hear of a good outcome and appreciate a ‘thank you,’” said Lynn. ■■



After learning about the Community Care Discount Program through Land of Lincoln Legal Assistance Foundation, Tiffany Wells was able to shift her focus away from mounting medical bills to the safe delivery of her son.

COMMUNITY CARE DISCOUNT PROGRAM

Tiffany Wells never asked to be a passenger in a car that would spin out of control, landing upside down. She never asked for a broken neck, to be airlifted to the hospital or for the overwhelming medical debt that followed. But, that's exactly what she faced.

On a snow-covered road, Tiffany was a passenger in a car that took a corner too fast and went over a ravine. Though the other passengers walked away with minor injuries, Tiffany was transported to Saint Anthony's Memorial Hospital in Effingham. Two days later, when the weather cleared, she was flown by helicopter to Carle Foundation Hospital for surgery to place a plate in the back of her neck.

As Tiffany recovered, she was presented with bad news. She faced nearly \$100,000 in medical bills from two different hospitals, as well as a dizzying array of additional providers associated with her stay at St. Anthony's and the bills for ground and air ambulances.

Fortunately, she was introduced to Carle Foundation Hospital's Community Care Discount Program, which helps qualified patients with their medical bills by offering no-cost and discounted health care.

"The driver of the car I was in didn't have insurance, so I didn't know how I was going to pay for all these bills. I consulted some lawyers, but was told I'd have to declare bankruptcy," explained Tiffany. "The social worker at Carle told me she thought I might qualify for the Community Care program. She referred me to Land of Lincoln Legal Assistance Foundation's Law and Health Project to get the help I needed."

Carle Foundation Hospital works with Land of Lincoln Legal Assistance Foundation (LOLLAF) to lighten the financial burden their patients carry. LOLLAF provides free civil legal services to low-income persons and senior citizens in 65 counties in central and southern Illinois.

The Law and Health Project is a pilot program staffed by an AmeriCorps*VISTA volunteer and a staff attorney. Carle Foundation Hospital provides the funding for the AmeriCorps*VISTA volunteer. The goal of the project is to provide legal assistance to medically and financially vulnerable persons who are seeking medical care at Carle Foundation Hospital and other local medical providers. The program is designed to improve patients' health by assisting them with their legal needs. In its pilot phase, the Law and Health project's primary focus has been to assist clients with Medicaid and Social Security disability applications.

At LOLLAF, Tiffany was provided with financial aid assistance forms and a legal advocate. After Tiffany brought in her medical bills, LOLLAF called all the providers to determine if they had financial assistance programs. To date, LOLLAF has been able to mitigate about 75 percent of Tiffany's bills and is still working to obtain additional debt relief.

"Here she was an innocent passenger in this car and she was left with all these bills," said

Gina Sabbia, AmeriCorps*VISTA volunteer and coordinator of The Law and Health Project at LOLLAF. "We were able to relieve her of a lot of debt by working with all of the different providers."

Carle Foundation Hospital waived the entire amount owed to them, which was more than \$40,000 of Tiffany's medical bills.

"Carle administrators understand that bad debt prevents people from things like owning a home or buying a car. The Hospital doesn't get paid either way," explained Valerie McWilliams, managing attorney of LOLLAF. "Carle has embraced the notion of community care – if a patient can't pay the bill, they need to forgive that obligation."

"Carle Hospital has the best community care program in the state, not just because of the generous guidelines but also because of the procedural improvements they have implemented over the last three or four years," Valerie added.

Subsequent to the accident, Tiffany became pregnant with her first child. Though she was on bed rest for four months of her pregnancy, she feels fortunate.

"I know breaking my neck was a bad thing, but the doctor told me my pregnancy probably helped me heal better," said Tiffany.

She added, "Carle's program helped me so much. I couldn't say thanks enough to show how appreciative I am." ■■

COMMUNITY BENEFIT PLAN OVERVIEW

Carle Foundation Hospital is proud of our role as a healthcare and community leader and we work diligently to earn our tax exempt status through a comprehensive Community Benefit Plan. Through the Community Care Discount Program, the Community Health and Wellness Program, emergency preparedness, and research and education initiatives, The Carle Foundation provided \$57.5 million in community benefit during the 2007 fiscal year.

Following is a snapshot of our community benefit investment that enhances the health care of everyone, everywhere and in every way:

COMMUNITY CARE DISCOUNT PROGRAM

Carle provides low-cost or no-cost care to qualifying patients. For the second year in a row, the Hospital and other Foundation services significantly increased their charity care, providing \$7.6 million in 2007, up from \$4.9 million in 2006 and \$2.5 million in 2005. More than 4,500 patients were served by this program in 2007. **Investment: \$7.6 million**

CLINICAL SUPPORT AND SUBSIDIZED HEALTH SERVICES

We offer many services that operate at a loss to significantly improve access to health care. These programs include AirLife, the Pediatric Hematology and Oncology program, Low Vision Center, the Breastfeeding Clinic, ECHO (Expanding Children's Hearing Opportunities) and Palliative Medicine. **Investment: \$2.8 million**

RESEARCH

Groundwork was further laid in the development of Carle Foundation Hospital's translational research program, as we funded and collaboratively searched for medical advances through more than 20 translational research projects. **Investment: \$862,000**

COMMUNITY CONTRIBUTIONS

Champaign-Urbana Public Health District, Frances Nelson Health Center, Family Service of Champaign County, Center for Women in

Transition, Developmental Services Center, and Central Illinois Dental Education and Services in Rantoul are among the 128 organizations that received donations from Carle in 2007. We also set aside several thousand dollars earmarked for funding services to the low-income seniors in our community in 2008. **Investment: \$3 million**

Through a variety of community benefit programs, such as the examples below, Carle increases access to health care and provides much-needed medical services for our community. **Carle's program expenses are an investment of \$9.5 million.**

CARLE AUXILIARY GUEST HOUSE

We welcomed 1,460 family members in the Carle Auxiliary Guest House last year. The Guest House, staffed by volunteers, provides a free place for families to stay and rest while their seriously ill loved ones receive intensive care.

COMMUNITY EDUCATION

These initiatives primarily include Risk Watch, a safety curriculum taught in local schools by Carle Foundation Hospital staff members and area public safety representatives; Playing it Safe, our annual safety fair; a myriad of Farm Safety programs; prenatal and therapy services classes; and the Community Medical School, a partnership with the University of Illinois College of Medicine at Urbana.



Elizabeth Easley (left) gets assistance managing her medications from Community Parish Nurse Linda Morgan.

COMMUNITY PARISH NURSE PROGRAM

This nationally-acclaimed program trains nurses from local churches to educate congregants and advocate for their healthcare interests. The tuition costs to nurses and churches are minimal for this course, underwritten by The Carle Development Foundation, which is offered elsewhere for \$400. In the 2007 fiscal year, the program trained 20 additional nurses, and all parish nurses logged 12,069 hours of volunteer services to their congregations. This program is one of the largest in the nation, with 399 nurses from 210 congregations in 29 counties in three states. Through the program, we distributed more than 2,000 Vial of Life kits during the 2007 fiscal year, and more than 15,000 to date.

COMMUNITY PRENATAL CARE

We partner with Planned Parenthood of East Central Illinois and the United Way to provide low-cost, high-quality prenatal care and birthing options to expectant parents.

EMERGENCY PREPAREDNESS

Carle works with officials and public safety agencies in the region providing leadership for community-wide emergency preparedness to strengthen the area's skills in the face of a disaster. Federal grant monies have also helped purchase equipment for use throughout the region.

HEALTH SCREENINGS

The Carle Mobile Clinic partners with the Champaign-Urbana Public Health District Wellness on Wheels program to screen for sexually transmitted diseases, HIV and other health conditions.

HOUSING AND NEIGHBORHOOD ENHANCEMENTS

We own approximately 40 houses in the area north of our medical campus. We rent these homes below market value, collectively saving our renters about \$20,000 annually, and maintain the lawns at no charge to the tenants. Carle ensures the neighborhood is safer through patrols by Carle's Security Department. Additionally,

Carle installed a designated bike path alongside Crystal Lake Park.

TELEMEDICINE

These initiatives provide greater access to health care for rural residents. Currently, 10 Carle physicians communicate with patients and other healthcare providers via telemedicine at 15 sites throughout Illinois and Missouri in eight areas of specialty. These include neurology, certified sleep specialists, gastroenterology, cardiology, cardiovascular services, oncology, colon/rectal surgery, and child and adolescent psychiatry.



Robert Cranston, M.D., participates in a patient consult session at one of Carle's 15 telemedicine sites.

WORKFORCE DEVELOPMENT

We want to make an impact on tomorrow's healthcare workforce. We do that by supporting the Medical Scholar's program at the U of I College of Medicine at Urbana, the Carle Scholars program at Parkland College and through various graduate medical education programs for physicians. Newest among our residency programs is the Geriatrics Residency Program. We also support various nursing education programs, as well as provide educational opportunities for regional providers who are not members of the Carle Foundation Hospital staff through our longstanding Carle Foundation Day. ■■

2007 STATISTICS

COMMUNITY BENEFIT REPORT

CARLE FOUNDATION HOSPITAL

Community Care at cost	\$6,874,446
Unreimbursed care/ Medicare losses at cost	\$17,713,657
Uncompensated care/Bad debt	\$4,522,569
Subtotal	\$29,110,672

CORPORATE CONTRIBUTIONS

Cash donations	\$2,163,269
Community service	\$426,578
In-kind gifts	\$447,974
Subtotal	\$3,037,821

COMMUNITY HEALTH

Program expenses	\$8,325,705
Research	\$862,550
Subtotal	\$9,188,255

THE CARLE FOUNDATION

Community Care at cost	\$754,395
Unreimbursed care/ IPA losses at cost	\$5,936,386
Unreimbursed care/ Medicare losses at cost	\$6,954,046
Uncompensated care/Bad debt	\$963,841
Subtotal	\$14,608,668

ALL OTHER CARLE FOUNDATION BUSINESSES

Program expenses	\$1,219,324
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THE CARLE DEVELOPMENT FOUNDATION

Community Care	\$115,639
Education	\$100,804
Patient care/Hospice	\$6,432
Carle Auxiliary Guest House	\$87,253
Donations	\$6,723
Subtotal	\$316,851

GRAND TOTAL	\$57,481,591
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2007 OPERATING AND FINANCIAL STATISTICS

OPERATING STATISTICS FOR CARLE FOUNDATION HOSPITAL

Service area population	1.25 million
Average daily census	212
Inpatient admissions (with newborns)	18,895
Births	2,072
Neonatal intensive care patients	374
Emergency department patients treated	53,243
Trauma patients	826
Outpatient visits	30,209
Outpatient and inpatient surgical patients	12,087
Hospital employees	1,820
Total employees (The Carle Foundation)	2,809

FINANCIAL STATISTICS FOR THE CARLE FOUNDATION

Dollars spent with local vendors	\$46,906,242*
Payroll and benefits	\$151,952,728
Reinvestment in capital	\$53,277,000
Net patient service revenue	\$423,288,000

*Estimated

NOTE: This report includes bad debt, volunteer service hours and costs for language assistance services. Under the Illinois Community Benefit Act of 2003, these are now considered reportable community benefits.

For more information about this community benefit report, please call (217) 383-3016. For detailed information, please visit carle.com/hospital.





Carle Foundation Hospital

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carle.com/hospital

OUR MISSION

We serve people through high quality care, medical research and education.

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