



2010 Froedtert Hospital Community Benefit Fact Sheet

OUR CONTRIBUTIONS IN 2010

Total Value Added to the Community..... \$214,166,897

Uncompensated Care \$30,260,081

Government Sponsored Healthcare \$122,492,823

Community Benefit Programs \$61,413,993

Health Professions Education \$53,235,051

- Physicians, medical students
- Nurses, nursing students
- Other health professionals
- Scholarships, professional education

Research \$5,115,881

Financial and In-kind Contributions \$544,831

Community Health Improvement Services \$1,159,096

- Screenings
- Support Groups
- Health Education Classes

Community Building \$1,103,030

- Economic and Workforce development
- Community support
- Physical improvements and housing

Community Benefit Operations \$256,104

Financial data are based on reporting methodology similar to Catholic Health Association of the U.S. (CHA) and VHA Guide for Planning and Reporting Community Benefit. These figures also include Medicare underpayment and bad debt as recommended by the American Hospital Association. All patient care figures reflect the actual cost of care, not hospital charges.

MISSION

Froedtert Hospital will advance the health status of the individuals and communities we serve through high-quality patient care, teaching the next generation of health professionals, and advancing scientific discovery and technology.

COMMUNITY BENEFIT FRAMEWORK

Froedtert Hospital will improve the quality of life in the communities we serve through healthcare programs and services that are measurable, accessible and culturally appropriate; recognizing the greatest opportunity for impact is in Milwaukee's underserved, urban population.

FAST FACTS

- Each year, the Level I Trauma Center treats over 2,500 patients who are critically injured in motor vehicle crashes, falls, acts of violence or other events. Traumatic injury is the number one cause of death for Americans under the age of 44. It is also the leading cause of disability for every age group, causing more lost productivity than heart disease and cancer combined.
- As a major training and research facility, every year Froedtert Hospital provides clinical experience to over 1,300 medical, nursing and allied health students. Annually, we invest over \$50 million in education and research, teaching the next generation of physicians, nurses, pharmacists, therapists, technologists, dietitians and other healthcare professionals.
- 2010 marked Froedtert Hospital's eighth year of focus on the Westside/Washington Park Neighborhood. Efforts target improvements in health disparities for low-income, racial and ethnic minority populations. Two important neighborhood partners are: Westside Healthcare Association, Inc. (WHA), a federally qualified health center that provides primary care and dental services, and the Westside Academies, a Milwaukee Public Schools charter school serving Head Start through eighth grade students in one of Milwaukee's poorest and underserved neighborhoods.

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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 Web site.

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% 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% of the current year's poverty guidelines will not pay more than 15% of their annual gross income on any single account during the approved eligibility time frame.

Patients with household income below 200% of the poverty level may receive free care. Those with household income between 200% and 400% 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% 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.

IN 2010

- 20% of the patients cared for in the Emergency Department had no insurance.
- Close to 5% of inpatients had no insurance coverage for their stay.
- Over 19,000 patients were assessed for financial assistance programs by Froedtert financial counselors.
- 4,309 patient accounts were adjusted for charity care.

FAST FACTS *Continued...*

- Froedtert Hospital provided nearly 200 community education sessions and health screenings to over 8,500 individuals covering a wide array of health improvement or disease prevention topics such as nutrition, tobacco/smoking cessation, CPR and weight management.
- In 2010, Froedtert Hospital continued its Community Services Program. This initiative encourages staff to become involved in the community by offering up to eight hours of pay per year for community service and health improvement activities. Staff may choose from nearly 100 approved partner organizations to support.
- Froedtert & The Medical College of Wisconsin ranked in the highest tier in the equity measure for providing care that was equitable regardless of gender, race or socioeconomic status, in the University HealthSystem Consortium (UHC)'s annual quality and accountability scorecard.
- Froedtert Hospital employs more than 4,800 staff members, and as the region's only academic medical center, its economic impact is estimated at over \$800 million a year. Additionally, Froedtert reimburses Milwaukee County for services including law enforcement and public works, and under a land lease agreement reached in 1995, the hospital makes a significant annual payment to county government.
- Froedtert 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. An example is the "Pearls of Prevention" blog on our website, which focuses on injury prevention. Visit froedtert.com, to learn how we are addressing the community's healthcare needs.