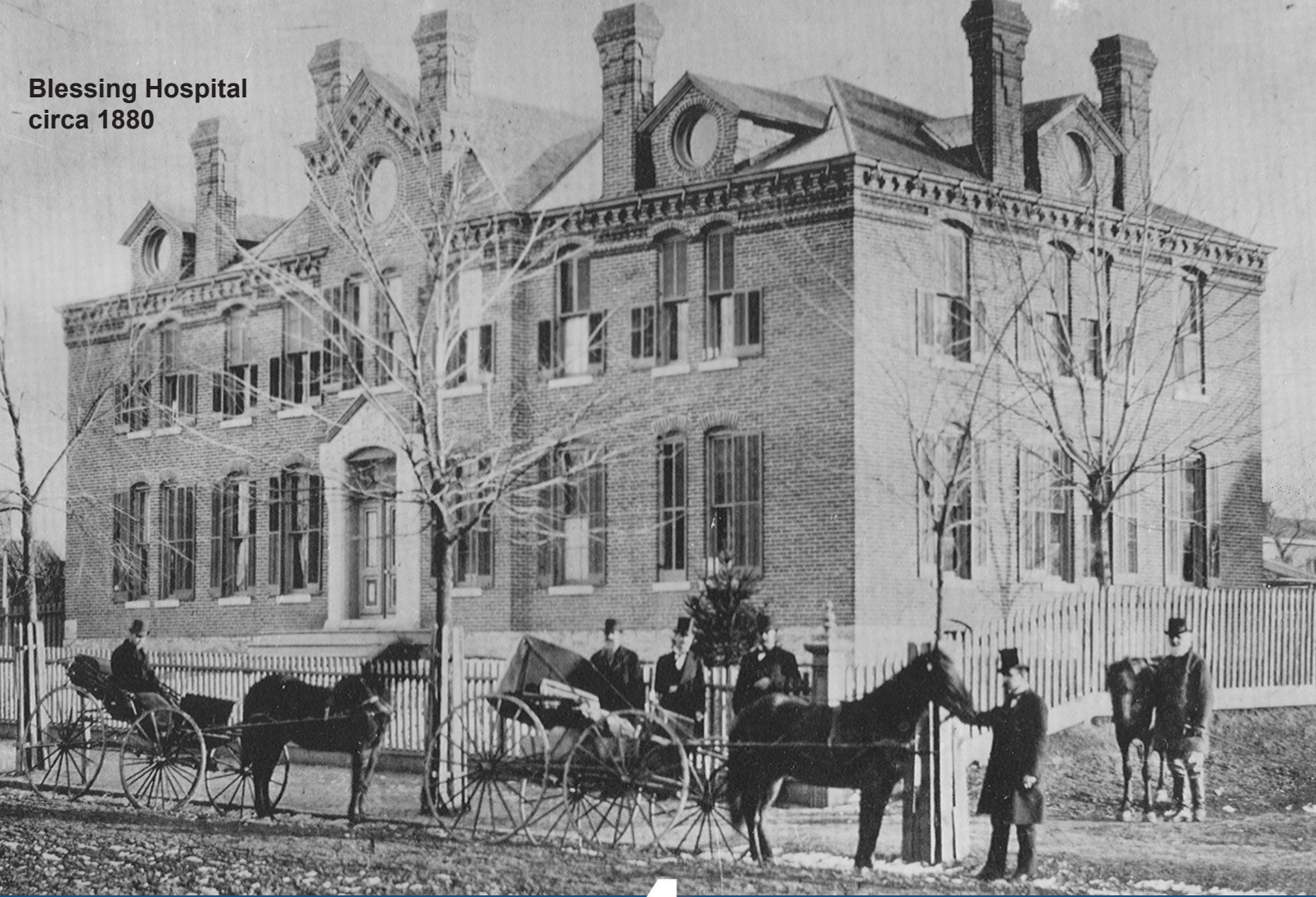


Blessing Hospital  
circa 1880



**B** BLESSING  
HOSPITAL

140  
*Years*

COMMUNITY  
BENEFIT REPORT

For Fiscal Year 2014: October 1, 2013  
through September 30, 2014

Blessing Hospital 2015



# The “benefit” of *your* not-for-profit community hospital

Instead of receiving property and sales taxes from not-for-profit healthcare providers, the federal, state and local governments expect those organizations to invest funds remaining after paying operating expenses to improve the health of the communities they serve.

Blessing Hospital is a not-for-profit community healthcare provider. During Fiscal Year 2014 (*October 1, 2013 through September 30, 2014*), Blessing invested nearly \$62 million in community benefit programs and services, a far greater amount than would have been paid in property and sales taxes for the year.

In addition to nearly \$4 million invested to subsidize the delivery of vital community health programs including hospice, home care and care coordination; Blessing’s community benefit total includes nearly \$13 million to provide healthcare to those in need regardless of their ability to pay (*Charity Care and Bad Debt*); and nearly \$40 million because reimbursement from Medicare and Medicaid was less than the cost to deliver care to those patients.

A large portion of our Community Benefit investment is made in Health Professions Education; more than \$6 million to help ensure that the best and brightest will be providing care in the years to come. As Baby Boomers retire that task is becoming increasingly important and challenging. We are trying something new to help in 2015. Please read about it on page four of this report.

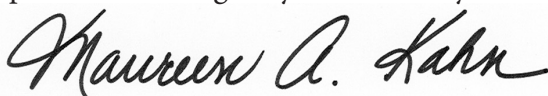
All of Blessing Hospital’s Community Benefit investments are detailed on the following page, as allowed and recognized by American Hospital Association guidelines.

In addition, the federal government mandates hospitals to conduct community health assessments every three years to identify the community’s needs and ensure they are being addressed. Blessing works with the United Way of Adams County, Adams County Health Department and the Alliance for Building Community to complete the assessment that identifies Adams County’s top five health needs. The second assessment is being completed. The first assessment identified the following health needs:

1. Access to healthcare
2. Heart disease and stroke
3. Mental health
4. Nutrition/weight status
5. Environmental health

Some of the actions Blessing took in response to the survey included expanding its Care Coordination service to help more residents identify and access the type of care and services that best met their needs. Care Coordination improves the efficiency and effectiveness of the healthcare system for all patients. Blessing has also expanded its behavioral services medical staff to nine members, as of this August, to address the community’s mental health needs and improve access to care.

Blessing Hospital proudly celebrates its 140<sup>th</sup> anniversary of improving the health of our community during 2015. On behalf of the Blessing Hospital Board of Trustees, Medical Staff, Administration and staff, it is a pleasure working for you and with you to fulfill our Mission.



Maureen A. Kahn, RN, MHA, MSN  
President/Chief Executive Officer, Blessing Health System



# 2014 Community Benefit

## \$61,882,005

### CHARITY CARE \$8,530,528

Uncompensated healthcare to patients who stated *before receiving care* that they had no ability to pay.

### BAD DEBT \$4,350,141

Uncompensated healthcare to patients who stated *after receiving care* that they had no ability to pay.

### MEDICARE/MEDICAID FUNDING SHORTFALLS \$37,903,449

The difference between what Medicare and Medicaid paid for patients covered by the programs and what it cost Blessing Hospital to provide their care.

Medicare Shortfalls	\$36,510,682
Medicaid Shortfalls	\$1,392,767

#### HEALTH PROFESSIONALS EDUCATION:

\$6,181,267

SIU Residency Program	\$2,878,201
Blessing-Rieman College of Nursing	\$1,978,331
Preceptors	\$989,047
Radiology School	\$271,035
Lab School	\$64,653

#### SUBSIDIZED HEALTH SERVICES: \$3,873,106

Blessing Home Care	\$2,027,795
Patient Care Coordination	\$1,230,741
Blessing Hospice & Palliative Care	\$381,554
Blessing FastCare	\$233,016

#### COMMUNITY HEALTH IMPROVEMENT SERVICES:

\$774,203

Community Outreach Clinic	\$299,679
SIU Patient Centered Medical Home	\$144,750
Adams County Health Department Dental Program	\$70,000
Medical supplies/Services for patients	\$62,688
Educational Programs	\$62,562
Patient Transportation	\$52,096
Charity Pharmacy Prescriptions	\$34,443
Support Groups	\$25,476
Health Screenings/Tests	\$17,080
Medical Interpreting Services	\$5,429

COMMUNITY BENEFIT OPERATIONS: Community Health Needs Assessment \$75,658

#### IN-KIND CONTRIBUTIONS/DONATIONS:

\$193,653

Adams County Ambulance Services	\$70,775
Donations/Sponsorships	\$65,522
Meeting Space	\$28,831
Community Outreach Clinic	\$28,525



# Working to keep the best and brightest at the bedside

Sometimes, on a hot, humid summer night, thunder rumbles in the distance. You know a storm is coming. You just don't know when.

That's been the case in the world of nursing for several years now. The recession of 2007-2009 delayed the expected storm of a national nursing shortage. Baby Boomer nurses saw their retirement nest eggs crack and delayed their retirement plans accordingly.

As the stock market rebounded to today's record highs, the thunder preceding the storm of a nursing shortage grew louder and now claps outside the window of every healthcare provider and community in America.

The Illinois Registered Nurse Workforce Study suggests one-third of all RNs 55 and older intend to retire within the next five years, which could leave potential voids across the health care industry.

Success in this new world requires not only finding and hiring new registered nurses to replace retirees, but keeping them on the job in the face of high demand and fierce competition from providers across the region and the country.

Recruiting and orienting a registered nurse costs a healthcare provider up to \$80,000. That investment is threatened by high turnover among first year nurses for reasons including feeling overwhelmed by their new responsibilities and feeling unsupported by their employer.

To better address those concerns, Blessing Hospital has joined a nationwide Nurse Residency Program.

"Healthcare is a fast-paced work environment," said Patty Loeffler, MSN, RN, Educational Services, Blessing Health System and co-coordinator of the Nurse Residency Program at Blessing. "This program creates a refuge of sorts for new nurses. For one day each month they step away from the work environment to focus on building their skills and becoming the best nurses they can be."

Nurses hired at Blessing with less than one year experience as of July 2015 participate in the year-long Nurse Residency Program.

"The Nurse Residency Program allows new RNs to come together once a month and talk about their experiences," said Penny Phillips, MSN, RN, co-coordinator, Nurse Residency Program at Blessing. "They discuss what has been working well for them on the job, what challenges they face and how they might overcome them. The program also offers a variety of professional development opportunities throughout the year."

"Our goal is to help new nurses be successful," Phillips continued. "This program will give them the foundation needed to grow and to feel supported by the organization."

Nurse Residency is in addition to months of orientation all registered nurses hired by Blessing undergo.

Blessing is one of some 200 providers nationwide using the same Nurse Residency Program, developed by experts from academic medical centers and schools of nursing across the country and considered the "Gold Standard."

"Providers using this program report satisfaction increases and turnover decreases among their new nurses," Phillips reports.

"Most patients and their families won't know about the Nurse Residency program," said Loeffler. "But it is a very important way that Blessing is investing in the future of quality healthcare for the region, by meeting the challenges of today to ensure the best and brightest nurses are at the bedside tomorrow, providing the highest quality care possible to Blessing patients."



**New Blessing Hospital caregivers learn the proper way to use a bedside patient lift during orientation. Beginning this summer, new registered nurses at Blessing will complete a year-long residency program, in addition to orientation. The residency program is designed to help the Hospital retain its RN workforce in the face of a nationwide nursing shortage.**