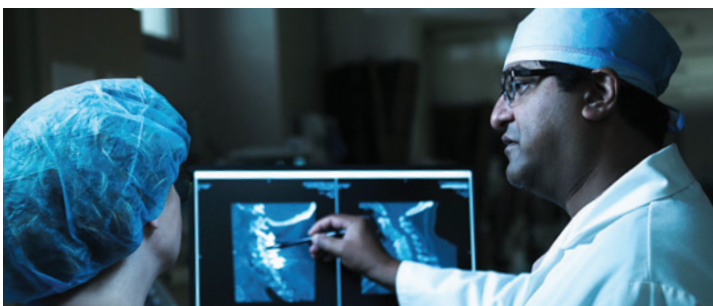




Med Center Health

Shining brighter.
Right here.

FISCAL YEAR 2018
COMMUNITY IMPACT REPORT





Growing.
Right here.

FISCAL YEAR 2018
COMMUNITY IMPACT REPORT



Today, Med Center Health is shining brighter than ever before. We constantly push ourselves to be bigger and bolder for one reason — to care for people and improve the quality of life in the communities we serve. As a result, more people have access to more high-quality services.

Over the last year, one of the most visible ways we've grown is with the construction of the first four-year regional medical school in the state — the University of Kentucky College of Medicine-Bowling Green Campus. We're also offering more comprehensive care by expanding our services and bringing on even more specialists in areas like neurosurgery, women's health and orthopaedic surgery. This breadth of care is growing with our footprint as we open new programs and clinics across the region.

Providing better, more advanced care also means investing in technology. We've implemented telemedicine and virtual visits to give our patients even more ways to connect with our doctors and stay on top of their health. In addition, we have some of the most sophisticated imaging and surgical technology to ensure we can offer the best possible preventive, diagnostic and surgical care to our communities.

While we're investing in some of the greatest technology, education and services available, our investment in our people is the most valuable. The level of quality and care Med Center Health offers wouldn't be possible without the most passionate, knowledgeable and kind-hearted healthcare professionals. Every day, they pour their hearts into keeping our neighbors, friends and families well.

I'm so proud of everyone in our entire organization for the dedication that helps us invest millions of dollars back into improving the quality of life in Southcentral Kentucky — and for shining brighter, every day.

A handwritten signature in black ink that reads "Connie D. Smith". The signature is fluid and cursive.

Connie D. Smith
President and Chief Executive Officer
Med Center Health

Med Center Health

6 Hospitals

400+ Doctors

564 Beds, Systemwide

Regional Medical School & Graduate Medical Education

Largest Not-for-Profit Healthcare Provider in the Region

OUR SERVICES

Med Center Health services are always growing. From adding more physician specialists to opening new locations, our goal is to get the most complete and highest quality care to as many people as possible. The major service lines we offer include:

- Heart & Vascular
- Neurosurgery
- Medical & Radiation Oncology
- Orthopaedic Surgery & Sports Medicine
- Women's Services, including Neonatal Intensive Care
- Behavioral Health
- Bariatric Surgery

SUPPORT SERVICES

To provide comprehensive care, we offer support services to keep our community physically and emotionally well. Our support services include:

- Ambulance Service
- Community Paramedicine
- Comprehensive Rehabilitation & Therapy
- Emergency Care
- Home Care
- Mastectomy Supply and Wig Boutique
- Urgent Care
- Outpatient Diagnostics/Imaging
- Physician Network for Primary & Specialty Care
- Vein Clinic



Capabilities

OUTREACH PROGRAMS

Going out in our communities physically and virtually helps more people get quality care. This year, we've expanded and started new outreach programs, including:

- Occupational Health
- Regional Specialty Clinics
- School Health Clinics
- Sports Medicine
- Telemedicine

COMMUNITY SERVICES

As the largest not-for-profit healthcare provider in the region, we provide community services that support our values and mission, including:

- Community Clinic
- Hospitality House
- The Dental Clinic
- Wellness Programs

OUR PARTNERSHIPS

By combining our knowledge with other medical leaders, we're able to elevate care for each person. Our partners include:

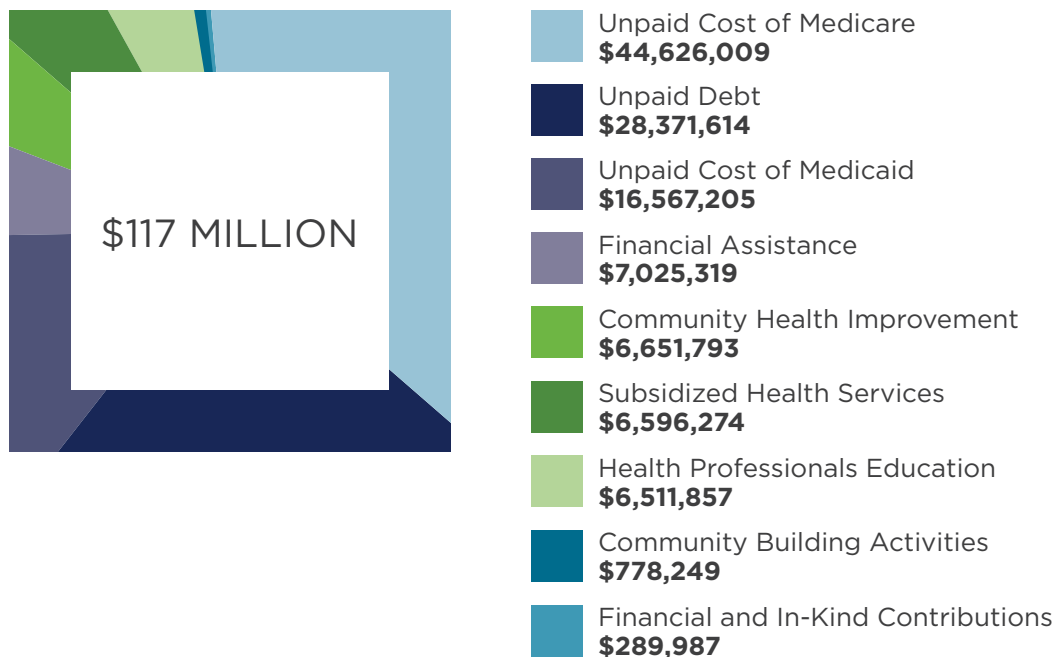
- Norton Healthcare/UK HealthCare Stroke Care Network
- University of Pikeville-Kentucky College of Osteopathic Medicine
- UK HealthCare Orthopaedic Surgery & Sports Medicine
- UK Markey Cancer Center Affiliate Network
- University of Kentucky College of Medicine-Bowling Green Campus
- Western Kentucky University School of Nursing
- Western Kentucky University Doctor of Physical Therapy



nationally
recognized
AMBULANCE SERVICE
PROVIDER IN WARREN COUNTY



In Fiscal Year 2018, we exceeded last year's impact by 16%. More than \$117 million covered unreimbursable healthcare costs, high-quality care, and discounted and free services. This graph shows how the \$117 million we provided is distributed back to our communities.



UNPAID COST OF MEDICAID/MEDICARE \$61,193,214

Government programs, including Medicaid and Medicare, provide health coverage for thousands in Southcentral Kentucky. However, these programs don't reimburse hospitals and doctors for the full cost to provide services. We help absorb those costs for patients.

UNPAID DEBT \$28,371,614

Unpaid debt encompasses services provided in which payment is expected, but isn't received.

FINANCIAL ASSISTANCE (STATED AT COST) \$7,025,319

Financial assistance is free care provided to the uninsured and people whose incomes meet certain poverty guidelines. This support gives people in our community the care they need without the financial worry.



New, innovative
imaging technology.
Right here.

O-arm™ Surgical Imaging System
Stereotactic Radiosurgery
da Vinci® Surgical System
Mako™ Robotic-Arm Assisted Surgery



300,000
PEOPLE THROUGHOUT
SOUTHCENTRAL
KENTUCKY ARE
SERVED BY
MED CENTER HEALTH.



COMMUNITY HEALTH IMPROVEMENT

\$6,651,793

Many resources contribute to helping people get the care they need so they can continue working to provide for their families. We provide social workers as well as a team of professionals to enroll patients in Medicaid. Our financial counselors provide guidance to support and prevent financial challenges. Our Community Clinic and The Dental Clinic offer income-adjusted rates for services provided. We also invest in health fairs, educational classes and screenings to help keep our community healthy.

SUBSIDIZED HEALTH SERVICES

\$6,596,274

Often, reimbursements don't cover the full cost of emergency and behavioral care. Med Center Health works to help people heal without the burden of unexpected care costs.

HEALTH PROFESSIONALS EDUCATION

\$6,511,857

By investing in educating health professionals, we're investing in the people in our community, healthcare advancements and, ultimately, the overall health of the region. In addition to the completion of the first four-year regional medical school in Kentucky, we offer multiple training programs in our graduate medical education department. We're also providing nursing scholarships to support our next generation of skilled nurses. These investments attract and keep talented healthcare professionals in our community, and elevate the quality of care.



The first four-year regional
medical school in the state.
Right here.

The Medical Center
at Bowling Green
received
ADVANCED
CERTIFICATION
AS A PRIMARY
STROKE
CENTER
(THE JOINT COMMISSION)

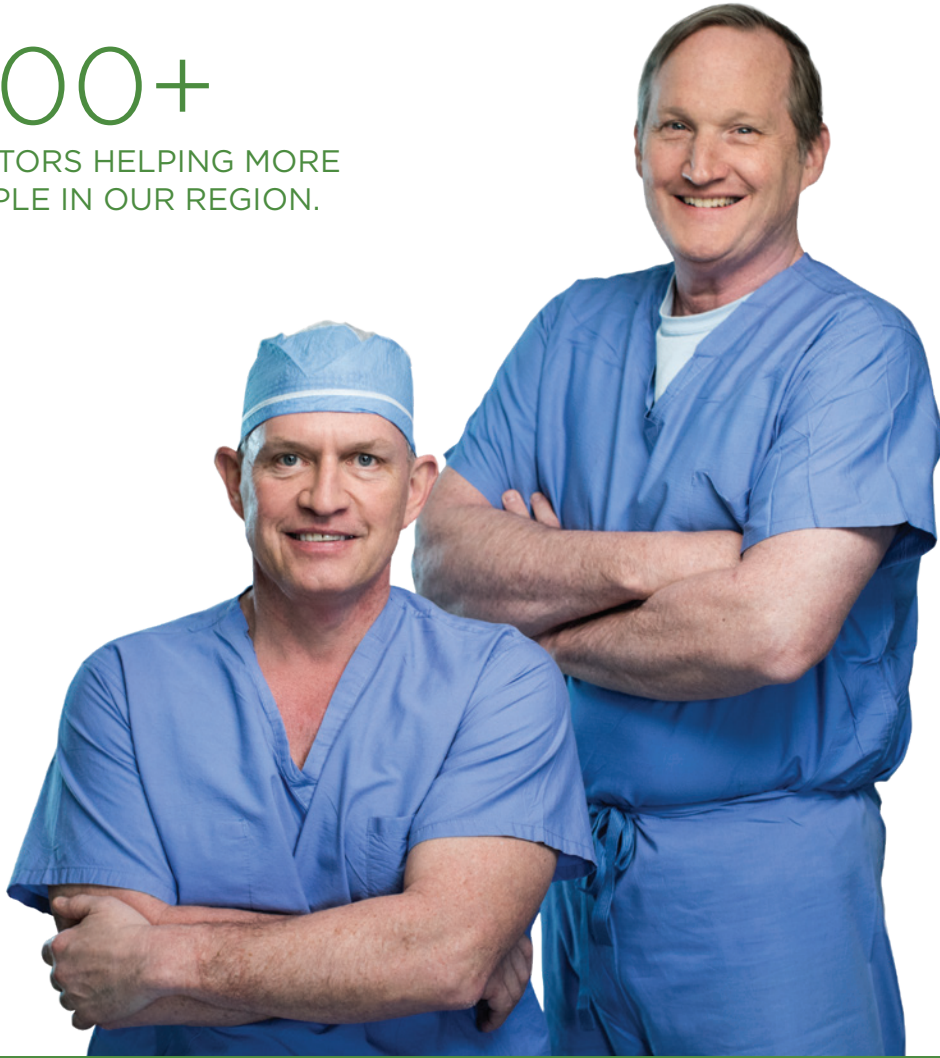


50+
SPECIALTIES



400+

DOCTORS HELPING MORE
PEOPLE IN OUR REGION.



COMMUNITY BUILDING ACTIVITIES

\$778,249

Community growth initiatives are a significant part of our giving. In addition to area Chambers of Commerce and memberships in development organizations, we're listening to the people in our region. Every three years, we conduct a physician manpower study to determine what the community's medical needs are so we can better serve our region.

FINANCIAL & IN-KIND CONTRIBUTIONS

\$289,987

Every year, we contribute to a variety of community programs and activities. One such organization is the American Cancer Society. In addition to several other contributions, we provided medical supplies and equipment to the Bowling Green High School Medical Arts Academy to inspire students to consider healthcare careers. We're also the Title Sponsor for the "Race for Everyone" — the Med Center Health 10K Classic.



The Medical Center at Bowling Green is an
**ACCREDITED
CANCER PROGRAM**

(AMERICAN COLLEGE OF SURGEONS
COMMISSION ON CANCER)



8 Orthopedics Plus
Physical Therapy locations.
Right here.

The Medical Center at Bowling Green is recognized as an
ACCREDITED CHEST PAIN CENTER WITH PRIMARY PCI

(AMERICAN COLLEGE OF CARDIOLOGY)

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