

All of us. *Together.*

COMMUNITY IMPACT REPORT 2023



Med Center Health®



ALL OF US, TOGETHER



For 97 years, Med Center Health has been caring for the health and well-being of Southcentral Kentucky. Our foundation is built on our mission to care for people and improve quality of life in the communities we serve. For an organization like Med Center Health to grow and flourish for the benefit of the community, it requires people to build on that foundation.

More than 3,800 employees strong, the Med Center Health team works together to meet the healthcare needs of communities across our region. Our team is our strength, combining their experiences, vast knowledge and unique perspectives as they care for our patients. This engagement gives us the ability to meet our patients where they are in their healthcare journey.

In these pages, you will learn how we deploy the latest in technology, enhance and expand our service offerings, and invest millions of dollars back in the community. And to support our employees, you will see how we focus on workforce development to enable our employees to do what they do best — to provide you with exceptional care and service as we improve health and save lives.

To earn your trust, it takes all of us, together.

Connie Smith

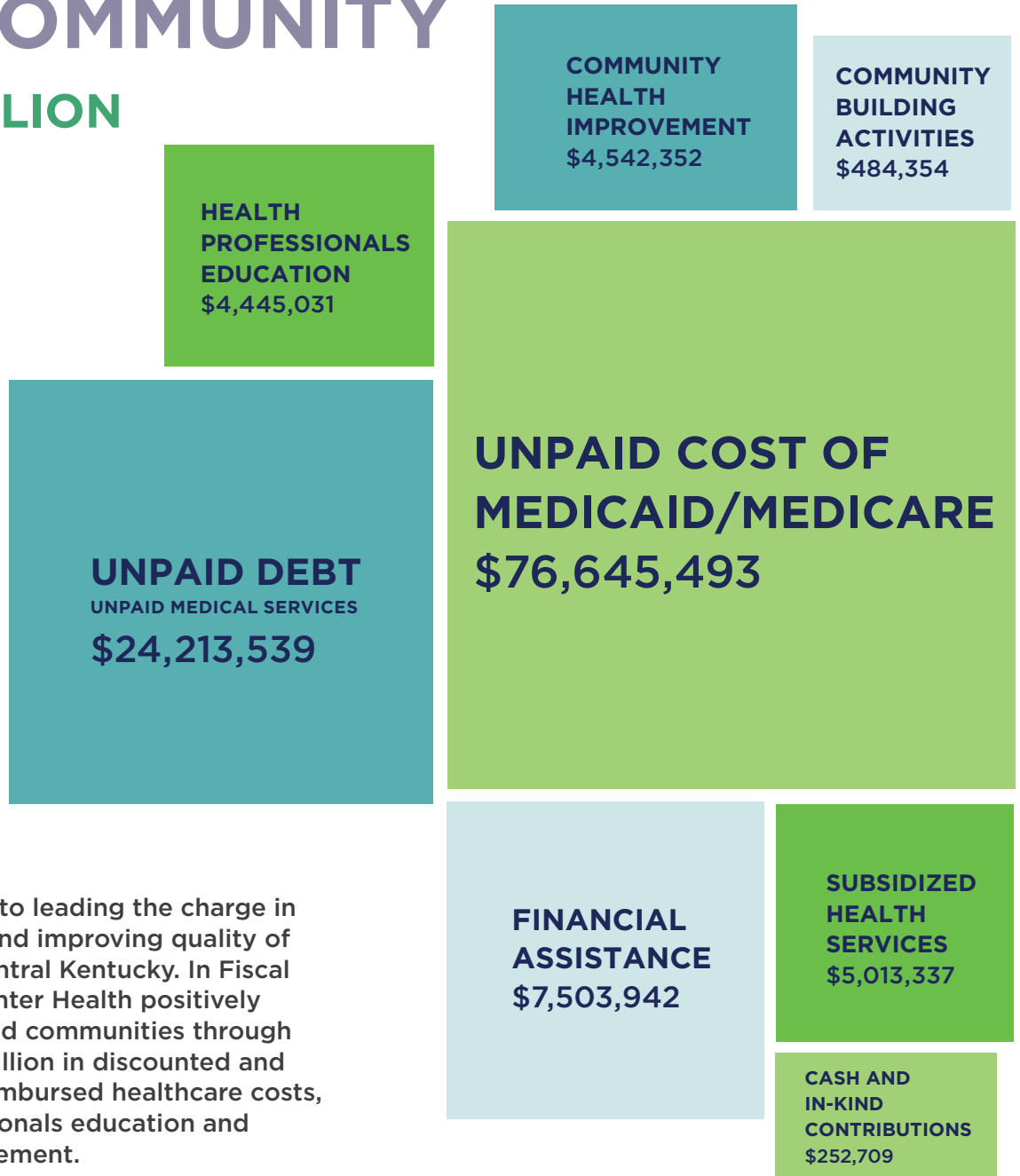
A handwritten signature in blue ink that reads "Connie Smith".

President and Chief Executive Officer
Med Center Health



GIVING BACK TO THE COMMUNITY

\$123+ MILLION



We are committed to leading the charge in caring for people and improving quality of life across Southcentral Kentucky. In Fiscal Year 2023, Med Center Health positively impacted our served communities through giving over \$123 million in discounted and free services, unreimbursed healthcare costs, healthcare professionals education and community improvement.

As a not-for-profit healthcare system, Med Center Health is focused on people, not profit — ensuring that healthcare is available, affordable and accessible for all. Financial status should not determine an individual's access to care - we offer financial assistance, including charity care, if individuals cannot afford to pay for their healthcare. And, we do not exclude people or treat them differently because of race, color, national origin, age, disability or sex.



UNPAID COST OF MEDICAID/MEDICARE

\$76,645,493

Medicaid and Medicare, and other government programs, do not always reimburse hospitals and doctors for the full cost of care. We absorb much of these costs so they do not burden our patients.

UNPAID DEBT

\$24,213,539

Unpaid debt includes services we provided but expected payment was not received.

FINANCIAL ASSISTANCE

\$7,503,942

Financial assistance is free or discounted care provided to those without insurance and whose incomes meet certain poverty guidelines.

SUBSIDIZED HEALTH SERVICES

\$5,013,337

We know government and insurance reimbursements may not cover the full cost of Emergency Medical Services (EMS) and mental health services. We help qualifying patients with the cost of healthcare so unexpected financial burdens do not interfere with the process of healing.

COMMUNITY HEALTH IMPROVEMENT

\$4,542,352

We are dedicated to providing the resources people need to lead healthy, productive lives. We offer basic medical and dental services through The Community Clinic and The Dental Clinic to thousands of Southcentral Kentuckians who have nowhere else to turn. We help patients who are struggling with financial challenges find solutions. And, we provide free screenings and wellness classes to the public throughout the year.

HEALTH PROFESSIONALS EDUCATION

\$4,445,031

The future of healthcare in our area depends on attracting and retaining the best doctors, nurses, therapists and technologists. Our Graduate Medical Education program offers residency and fellowship training programs for physicians. We also provide nursing scholarships and sponsor medical seminars and other continuing education opportunities. In addition, The Medical Center at Bowling Green campus hosts the first four-year regional medical school in Kentucky—the UK College of Medicine-Bowling Green Campus.

COMMUNITY BUILDING ACTIVITIES

\$484,354

As members of area Chambers of Commerce and other development organizations, we listen closely to leaders and residents to understand the needs of communities we serve. We conduct a physician manpower study every three years to determine if healthcare demands are being met and recruit accordingly.

CASH AND IN-KIND CONTRIBUTIONS

\$252,709

Med Center Health believes in partnering with local organizations to improve our communities. We constantly work with organizations such as the American Cancer Society and sponsor fundraising events to promote wellness in our area. We are the title sponsor of the Med Center Health 10K Classic, a Bowling Green tradition for more than 40 years.

MED CENTER HEALTH AT A GLANCE

- More than 3,800 employees
- 6 Hospitals
- 564 beds systemwide
- 60+ outpatient and specialty clinic locations
- 580+ medical staff representing more than 50 specialties

Patient Care for FYE 2023*

18,600	Patient Admissions
68,600	ER Visits
184,000	Outpatient Visits
3,100	Babies Delivered
4,800	Inpatient Surgeries
10,300	Outpatient Surgeries
257,200	Diagnostic Imaging Procedures
26,800	EMS Runs
2,400	Dental Clinic patient visits

*systemwide, rounded to nearest hundred

HOSPITALS

Our six-hospital system spans Southcentral Kentucky to meet the healthcare needs across the region.

- The Medical Center at Bowling Green
- The Medical Center at Albany
- The Medical Center at Caverna
- The Medical Center at Franklin
- The Medical Center at Scottsville
- Commonwealth Regional Specialty Hospital



CLINICAL SERVICES

Our goal is to offer the best healthcare close to home so patients don't have to travel miles away for the care they need.

- Behavioral Health & Psychiatry
- Ear, Nose & Throat
- General and Bariatric Surgery
- Heart, Lung & Vascular Surgery
- Infectious Disease & Travel Medicine
- Inpatient (Hospitalist) Medicine
- Medical, Radiation, Surgical and Gynecologic Oncology
- Neurology
- Neurosurgery
- Ophthalmology & Optometry
- Orthopaedic Surgery & Sports Medicine
- Pediatrics
- Plastic & Reconstructive Surgery
- Post-Acute Inpatient Care and Rehabilitation
- Primary Care / Urgentcare
- Urology
- Women's Services, including Obstetrics and Neonatal Intensive Care

SUPPORT SERVICES

As a complete, integrated care system, we provide a variety of support services to improve the health and well-being of our communities:

- Ambulance Service
- Community Paramedicine Program
- Community Pharmacy
- Diagnostic Imaging
- Emergency Care
- Expansive Physician Network
- Home Medical Equipment, including Accredited Post-Mastectomy Supply
- Nursing and Rehabilitation Home Health Care
- Physical, Occupational and Speech/Language Rehabilitation



OUTREACH PROGRAMS

We offer several preventative care outreach programs, particularly in our rural communities:

- Occupational Healthcare
- Regional Specialty Clinics
- School-Based Clinics
- Sports Medicine

COMMUNITY SERVICES

We live up to our values and mission by offering the following free or discounted services:

- The Community Clinic
- The Dental Clinic
- Guardian Angel Children Services
- Hospitality House
- Wellness Programs



HOSPITALITY HOUSE FYE 2023

- 371 unique patient families served; 650 unique guests
- 2,080 nights of stay
- Guests from 87 of 120 Kentucky counties
- Guests from 49 states and 7 countries

FOSTERING AN INCLUSIVE CULTURE



Med Center Health
Diversity Video

In 2023, Med Center Health formed the first-ever committee dedicated to enhancing diversity, equity and inclusion efforts across the organization. Made up of staff from across the system, the Equity and Connection Committee’s mission is to “provide guidance and recommendations to the senior leadership of Med Center Health on matters related to diversity, equity, and inclusion.”

The committee works together to find ways for Med Center Health to provide educational and recognition opportunities for all employees so that we best serve our patients.

To learn more, visit medcenterhealth.org/equity.

INVESTING IN WORKFORCE DEVELOPMENT

Our employees are our most valuable resource. We strive to recruit and retain the very best and develop opportunities for professional growth and development. We continually invest in training and provide educational support to enable our employees to learn new skills, advance their education and elevate the quality of their practice through advanced degrees and certifications.

This past year, to support our employees who are not fluent in English, we offered free English as Second Language (ESL) courses to improve their communication skills.



SECONDARY EDUCATION

To spark interest in healthcare careers and increase the future talent pool, Med Center Health has focused outreach efforts to middle and high school students for education and mentoring opportunities. Med Center Health participates annually in the SCK LAUNCH Experience, a hands-on career expo for eighth graders. Through the **SCK LAUNCH Educator Externship program**, we expose educators to the most recent advancements in healthcare technology and procedures, allowing them to bring valuable knowledge of how science and math concepts are utilized in the medical field back to the classroom. Our **High School Pathway Collaborative** educates representatives from ten high school medical arts programs on opportunities we have to transition their students into the workforce. And our **Patient Ambassador program**, in partnership with KY HealthCorps and Family Scholar House, provides high school students training at Med Center Health while being paid through KY HealthCorps.

UNDERGRADUATE AND POST GRADUATE EDUCATION

Med Center Health participates in the **Education First program**, a new workforce development program in Kentucky, by providing tuition assistance, flexible schedules and mentorship for students of the Kentucky Community & Technical College System. This allows for a seamless transition from college to the workforce. **Med Center Health Career Academy** currently offers career pathways for nurses, medical laboratory technicians and surgical technologists.

Med Center Health partners with **Western Kentucky University's School of Nursing and Allied Health and Doctor of Physical Therapy Program** to provide hands-on education and training for students pursuing nursing degrees and physical therapy doctorate degrees.

Working with the University of Kentucky, Med Center Health offers education and training right here in Southcentral Kentucky for individuals pursuing medical degrees or advanced residency and fellowship training through the **UK College of Medicine - Bowling Green Campus** and our **Graduate Medical Education Program**.



UK College of Medicine-Bowling Green Campus

Partnership of Med Center
Health, University of Kentucky
and Western Kentucky
University

120 MEDICAL STUDENTS

6 Residency Programs

64 RESIDENTS

General Surgery
Internal Medicine
Obstetrics & Gynecology
Pharmacy
Psychiatry
Transitional Year

3 Fellowship Programs

15 FELLOWS

Cardiology
Interventional Cardiology
Pulmonary Disease & Critical Care

EXPANDING SERVICES, ENHANCING TECHNOLOGY

PRIMARY CARE

In 2023, Med Center Health began managing **WKU Health Services**, expanding its offering of primary care services. Now meeting the healthcare needs of WKU students, faculty, staff and the community at large, the clinic offers a full range of services including primary care, x-ray, lab, immunizations, screenings, mental health services, physical therapy and more.

With the addition of WKU Health Services, Med Center Health now offers primary care services at nine locations across Southcentral Kentucky.



LUNG CARE

Kentucky has the highest rate of new lung cancer diagnoses in the nation. To address the issue in Southcentral Kentucky, Med Center Health Heart, Lung & Vascular Surgeons, in collaboration with Western Kentucky Heart & Lung Associates, introduced the **Lung Nodule Program**. Cardiothoracic surgeons, medical and radiation oncologists, pulmonologists, therapists and patient navigators work together for the quick diagnosis and treatment of nodules found in the lungs to provide patients with the best possible outcome.

New technology at The Medical Center at Bowling Green helps pulmonologists be more accurate when taking biopsies of lung nodules. **The Ion Robotic Navigational Bronchoscopy** also allows them to biopsy smaller nodules than ever before.

Our cardiothoracic team is also able to biopsy or remove lung masses using the minimally invasive **da Vinci Surgical System** to provide greater precision and shorter healing time.



LOOKING AHEAD

To continue to meet the growing healthcare needs of Warren and surrounding counties well into the future, Med Center Health intends to invest \$145 million in capital projects, starting as early as spring 2024. The objective of these projects is to provide additional primary and specialty care services in the region, as well as to expand labor and delivery services.

5-STORY PATIENT CARE TOWER ON THE MEDICAL CENTER'S BOWLING GREEN CAMPUS

Constructed adjacent to the D Tower on High Street, this building will provide a new location for Women & Children's services, which includes the 4th largest OB program in the state. Two floors will feature expanded space for Ante-Partum, Labor and Delivery, C-Section suites, Post-Partum, the OB Emergency Department, and the region's first and only Level III Neonatal Intensive Care Unit. Other floors will allow for future expansion of the Emergency Department, Surgery, Endoscopy, and additional Medical/Surgical beds.

MEDICAL OFFICE BUILDING AND OUTPATIENT DIAGNOSTIC IMAGING CENTER IN GLASGOW

To be located on the 31-E Bypass in Glasgow, Med Center Health Glasgow will feature specialty clinics and outpatient diagnostic testing. As more Barren County residents look to Med Center Health for advanced health care services, this project will improve local access and offer more choices in a cost-effective, convenient setting.

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