

THE **IMPACT** OF *Compassion*



Med Center Health[®]

We *care* for *people* and
improve the *quality of life* in
the *communities* we *serve*.

THE **IMPACT** OF *Compassion*



Each year, Med Center Health invests in the communities we serve as we fulfill our mission to care for people and improve quality of life. We commit resources to new technology and bring medical advancements to Southcentral Kentucky to allow people to stay close to home for high quality healthcare. We ensure the health services that people need are available and accessible to all. And, we engage in workforce development, educating future healthcare professionals and creating opportunities for people to join Med Center Health and serve this growing region.

All the investments you will read about in this report greatly impact the people and the communities we serve. But, the impact that you can't measure in numbers or in dollars is the healing impact of compassion.

Visit one of our hospitals, physician practices or numerous other Med Center Health facilities and you will see and feel it. You will experience healing of body and spirit through steadiness and comfort, heartfelt gestures and compassionate care.

At the heart of Med Center Health are our employees, medical staff, board members, volunteers and student learners. They invest their time and talents and let their compassion guide them as they elevate the level of care you have come to trust from Med Center Health.

Connie Smith

A handwritten signature of Connie Smith in black ink.

President and Chief Executive Officer
Med Center Health

Financial **IMPACT**

\$126+ Million

As we fulfill our mission to care for people and improve quality of life in the communities we serve, we positively impact Southcentral Kentucky in many ways, including financially. In Fiscal Year 2024, Med Center Health gave back over \$126 million in discounted and free services, unreimbursed healthcare costs, healthcare professionals education and community improvement.

We take our role as a not-for-profit healthcare system seriously. We are committed to ensuring that healthcare is available, affordable and accessible for all who choose Med Center Health for their healthcare needs. 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 \$73,714,598

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.

FINANCIAL ASSISTANCE

\$8,145,005

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

HEALTH PROFESSIONALS EDUCATION

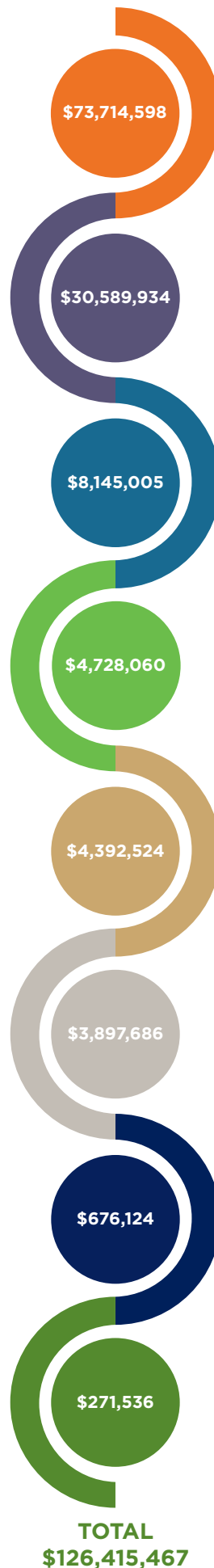
\$4,392,524

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

\$676,124

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.



UNPAID DEBT

\$30,589,934

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

COMMUNITY HEALTH IMPROVEMENT

\$4,728,060

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 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.

SUBSIDIZED HEALTH SERVICES

\$3,897,686

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.

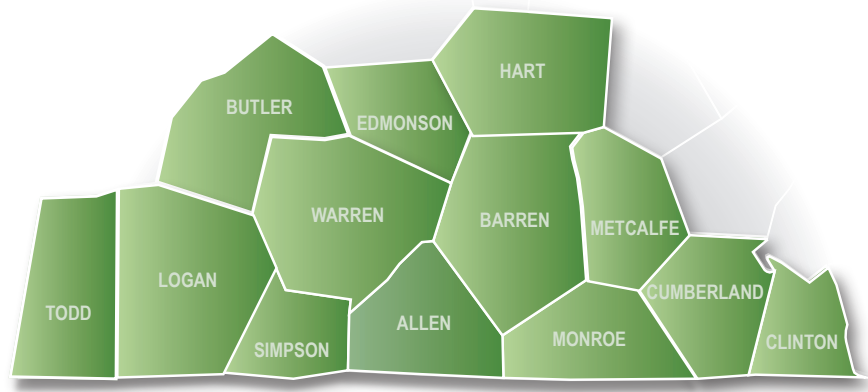
CASH AND IN-KIND CONTRIBUTIONS

\$271,536

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.

Service IMPACT

The Med Center Health footprint continues to grow as we enhance and expand services, extend our reach across Southcentral Kentucky and recruit healthcare professionals to meet the ever changing and growing demands from the communities we serve.



Hospitals

The Medical Center at Russellville, formerly Logan Memorial Hospital, joined Med Center Health in 2024 expanding our system to include seven hospitals.

- 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 Russellville
- The Medical Center at Scottsville
- Commonwealth Regional Specialty Hospital



Med Center Health acquired Logan Memorial Hospital in July 2024 which became The Medical Center at Russellville.

Primary Care

We are committed to helping people get healthy and stay healthy, and that begins with establishing with a primary care provider. Med Center Health offers 15 primary care locations across Southcentral Kentucky with providers specializing in Internal Medicine, Family Medicine and Pediatrics.

ALLEN COUNTY

Med Center Health Primary Care Scottsville

BARREN COUNTY

Med Center Health Glasgow

HART COUNTY

Med Center Health Primary Care Caverna
Med Center Health Primary Care Munfordville

LOGAN COUNTY

Med Center Health Primary Care Auburn
Med Center Health Primary Care Russellville

MONROE COUNTY

Med Center Health Primary Care Fountain Run

SIMPSON COUNTY

Med Center Health Primary Care Franklin

TODD COUNTY

Med Center Health Primary Care Elkton

WARREN COUNTY

Med Center Health Primary Care Bowling Green
Med Center Health Primary Care Smiths Grove
Medical Center Urgentcare
Med Center Health at WKU Health Services



Specialty Care

We are dedicated to providing our communities with the best healthcare close to home so patients don't have to travel miles away for the care they need.

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

Western Kentucky Heart & Lung joined Med Center Health in July 2024.



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 Therapy

Outreach Programs

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

- Occupational Health
- 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
- Robert & Mary Tincher Guardian Angel Children's Services
- Hospitality House
- Wellness Programs

Megan McDavitt, APRN speaking with participant in the 2024 Health and Wellness Expo.



Human IMPACT

At the heart of Med Center Health are the thousands of people who work hand-in-hand to fulfill our mission and impact the health of our community. They are our employees, medical staff, medical students, board members and volunteers. They each play a unique role in helping us deliver top-notch healthcare to keep people close to home.

- 4000+ employees, including 200 employed providers
- 600+ on-staff physicians and advanced practice providers in more than 50 specialties
- 120 medical students pursuing their medical degrees at the UK College of Medicine-Bowling Green Campus
- 74 physicians completing their residency or fellowship programs through our Graduate Medical Education Program

Residency Programs:

- General Surgery, Internal Medicine, Obstetrics & Gynecology, Pharmacy, Transitional Year

Fellowship Programs:

- Cardiology, Interventional Cardiology, Pulmonary Disease & Critical Care



Future IMPACT

Southcentral Kentucky continues to experience tremendous growth in economic development which brings more business and industry and subsequently more people and jobs to the region. To keep pace with the growth, Med Center Health keeps its eye on the future and the impact we can make on the increasing and ever-changing healthcare needs of the communities we serve. With a footprint that spans multiple counties, we are positioned to meet those needs.

With an anticipated \$145 million investment, Med Center Health broke ground in 2024 on the construction of two facilities that will provide additional primary and specialty care services in the region, as well as expand labor and delivery services.

A 5-story patient care tower on The Medical Center at Bowling Green's campus will provide two floors dedicated to Women & Children's services, which includes the 4th largest OB program in the state. Other floors will allow for future expansion of the Emergency Department, Surgery, Endoscopy, and additional Medical/Surgical beds.

As more Barren County residents look to Med Center Health for advanced health care, Med Center Health Glasgow opened in April 2025 and features primary care, specialty clinics, outpatient diagnostic testing and lab services.

Med Center Health will open the region's first hybrid freestanding emergency department and urgent care in Spring of 2026 at The Hub off Lovers Lane. In partnership with Intuitive Health, this innovative model of healthcare delivery allows patients to receive emergency department services or urgent care services, depending upon the patient's needs, under one roof. This unique model will increase access to care while improving the patient experience by delivering the right level of care at a reduced cost. The facility will operate 24/7 and feature onsite ancillary services such as X-ray, CT, lab, and ultrasound.



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