



RAISING THE BAR

FISCAL YEAR 2019 | COMMUNITY IMPACT REPORT



Med Center Health





RAISING THE BAR OF HEALTHCARE RIGHT HERE

Med Center Health is Southcentral Kentucky's largest and most trusted not-for-profit healthcare provider. Our system of hospitals, clinics, rehabilitation professionals and medical support services represents more than 3,700 employees and nearly 500 doctors and nurse practitioners in a variety of specialties. All of us are determined to provide the best care to our patients, right here.

With The Medical Center at Bowling Green as a teaching hospital — including the UK College of Medicine-Bowling Green Campus and our Graduate Medical Education Program — the future of healthcare here is brighter than ever. Local education helps retain physicians dedicated to patient care in Southcentral Kentucky. And our role in mentoring these physician-students pushes us to provide even more of the latest technology and advanced procedures.

During the past year, we have been honored with awards, accreditations and certifications. They are a result of the dedication and compassion each member of the Med Center Health family brings to our patients every single day. But while our awards are many, they are not the goal. Our goal is to improve lives. We heal the sick and injured and help guide our communities toward healthier living. And now, we inspire the next generation of doctors, nurses, therapists and technologists with a passion for caring that will influence their careers and benefit their patients.


In this report are the benefits that Med Center Health brings to our communities — not only as our area's premier healthcare provider, but through the millions of dollars we return to local economies. As we continue to grow throughout our region, the communities we invest in become healthier and stronger.

We are proud of the work we have done. And we look forward to continuing to raise the bar of healthcare for many generations to come.

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



NEARLY
\$117 MILLION



In Fiscal Year 2019, we continued to impact our community in many outstanding ways. Nearly \$117 million covered discounted and free services, unreimbursable healthcare costs, healthcare professionals' education and community improvement.

UNPAID COST OF MEDICAID/MEDICARE

UNPAID DEBT

HEALTH PROFESSIONALS EDUCATION

FINANCIAL ASSISTANCE

COMMUNITY HEALTH IMPROVEMENT

SUBSIDIZED HEALTH SERVICES

COMMUNITY BUILDING ACTIVITIES

FINANCIAL AND IN-KIND CONTRIBUTIONS

UNPAID COST OF MEDICAID/MEDICARE \$73,981,780

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 \$16,641,699

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

HEALTH PROFESSIONALS EDUCATION \$7,725,066

The future of healthcare in our area depends on attracting and retaining the best doctors, nurses, therapists and techs. With that in mind, we have expanded our Graduate Medical Education Program to a total of five residency programs and three fellowship programs. Almost 60 residents and fellows are currently enrolled in the programs. 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.

FINANCIAL ASSISTANCE \$7,260,511

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

COMMUNITY HEALTH IMPROVEMENT \$5,612,800

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, health fairs and wellness classes to the public throughout the year.

SUBSIDIZED HEALTH SERVICES \$4,907,699

We know government and insurance reimbursements may not cover the full cost of 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 BUILDING ACTIVITIES \$664,722

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 whether or not healthcare demands are being met and recruit accordingly.

FINANCIAL AND IN-KIND CONTRIBUTIONS \$154,082

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 American Heart Association 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 40 years.

CAPABILITIES

- Largest not-for-profit healthcare provider in the Region
- 6 Hospitals, 564 Beds, systemwide
- Approximately 500 Doctors and Nurse Practitioners representing more than 50 specialties
- Regional Medical School & Graduate Medical Education

OUR SERVICES

Our goal is to offer the best healthcare close to home so patients don't have to travel to Nashville or Louisville. During the past year, we have expanded our services, recruited numerous physician specialists systemwide and increased the number of residents and fellows studying at The Medical Center at Bowling Green.

Med Center Health services include:

- **Heart, Lung & Vascular Surgery**
- **Neurology & Neurosurgery**
- **Medical & Radiation Oncology**
- **Orthopaedic Surgery & Sports Medicine**
- **General and Bariatric Surgery**
- **Women's Services, including Neonatal Intensive Care**
- **Behavioral Health**
- **Post-Acute Inpatient Care and Rehabilitation**

SUPPORT SERVICES

Med Center Health is a complete, integrated care system. In addition to our hospitals, we offer a variety of services to improve the health and well-being of our communities:

- **Ambulance Service**
- **Community Paramedicine Program**
- **Physical, Occupational and Speech/Language Rehabilitation**
- **Emergency Care**
- **Nursing and Rehabilitation Home Health Care**
- **Home Medical Equipment, including Accredited Post-Mastectomy Supply**
- **Walk-in and Primary Care Clinics**
- **Expansive Physician Network**



OUTREACH PROGRAMS

Preventive care is at the heart of successful healthcare. With this in mind, we have several outreach programs throughout our system, particularly in our rural communities:

- **Occupational Healthcare**
- **Regional Specialty Clinics**
- **School Health Clinics**
- **Sports Medicine**
- **Telemedicine/Virtual Visits**

COMMUNITY SERVICES

We believe no one should go without the care they need. As the largest not-for-profit healthcare provider in the region, we live up to our values and mission by offering the following:

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

OUR PARTNERSHIPS

To better serve our community, we have brought large, metropolitan health resources home to Southcentral Kentucky. Through these partnerships, we improve lives one patient at a time:

- **Norton Healthcare/UK HealthCare Stroke 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 and Allied Health**
- **Western Kentucky University Doctor of Physical Therapy Program**
- **Norton Children's Hospital Outpatient Clinic**

DAISY AWARD

Med Center Health is proud of our nurses. This year, we began presenting the DAISY Award For Extraordinary Nurses, an internationally-recognized award to say “thank you” for nurses who go above and beyond for their patients.



OUR EMPLOYEES

Our employees demonstrate unstoppable, selfless dedication to our patients every day. Through the Employees Contributing to Help Others (ECHO) program, employees have donated more than \$2 million to support initiatives such as the Community Clinic, The Dental Clinic, Hospitality House and to help cancer patients afford transportation and medication.



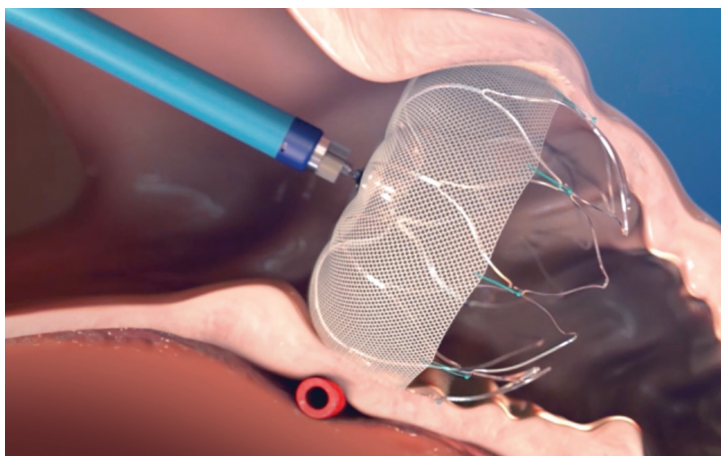


OASIS™

Hitachi Oasis™ High-Field Open MRI System offers an open design for greater patient comfort and the most advanced diagnostic imaging technology currently available.

LEADING-EDGE TECHNOLOGY. RIGHT HERE.

HIGH-FIELD OPEN MRI SYSTEM
O-ARM™ SURGICAL IMAGING SYSTEM
STEREOTACTIC RADIOSURGERY
DA VINCI® SURGICAL SYSTEM
MAKO™ ROBOTIC-ARM ASSISTED SURGERY
WATCHMAN™ LAA CLOSURE DEVICE



WATCHMAN™ Left Atrial Appendage Closure Device is a life-changing, minimally-invasive way for patients with Atrial Fibrillation (AFib) to get off blood thinners without increasing their risk of stroke.

CERTIFICATIONS & ACCREDITATIONS

Advanced Certification as a Primary Stroke Center
The Joint Commission

Accredited Chest Pain Center with Primary PCI
American College of Cardiology

Accredited Cancer Program
American College of Surgeons Commission on Cancer

Certified Diabetes Education Program
American Diabetes Association

EMS Accreditation
Commission on Accreditation of Ambulance Services

EMS Dispatch Accredited Center of Excellence
The International Academies of Emergency Dispatch

AWARDS

**Get With The Guidelines®-Stroke Gold Plus and
Target: Stroke Honor Roll Elite Plus Quality Awards**
American Heart Association/American Stroke Association

**Get With The Guidelines®-Heart Failure Silver Plus and
Target: Heart Failure Honor Roll Awards**
American Heart Association

Mission: Lifeline® EMS Gold Plus Award
American Heart Association

EMS for Children Pediatric Recognition
Kentucky Board of Emergency Medical Services

Blue Distinction Centers+ Designation for Cardiac Care
Anthem Blue Cross and Blue Shield

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