



ANSWERING THE CALL



COMMUNITY IMPACT REPORT
FISCAL YEAR 2020



Med Center Health®





ANSWERING THE CALL



Med Center Health has always been Southcentral Kentucky's most trusted source of advanced, compassionate healthcare. As a not-for-profit, community-based hospital system, the well-being of our patients and their families is our highest priority.

The COVID-19 pandemic is no exception, and we answered the call to keep our patients, visitors and staff safe. We established COVID units in our hospitals and maintained a supply of personal protective equipment even when other parts of the country faced severe shortages. We will continue doing everything we can to offer the highest level of care in this and all that we do.

As part of our commitment, we have:

- **Given more than \$116.6 million back to our communities in fiscal year 2020, including \$8.6 million in charity care**
- **Provided services, such as open heart surgery, other area hospitals do not offer**
- **Invested in the latest technology and procedures, including a hybrid operating room and robotic-assisted spinal surgery**
- **Addressed the physician shortage through the UK College of Medicine-Bowling Green Campus and by expanding our Graduate Medical Education Program**

We are dedicated to earning the trust placed in us—because behind all of our advances in technology and investments in medical education, is our commitment to you. We will always answer the call to keep you healthy and keep you safe.

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

In Fiscal Year 2020, we continued to impact our community in many outstanding ways. More than \$116.6 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

CASH AND
IN-KIND
CONTRIBUTIONS



UNPAID COST OF MEDICAID/ MEDICARE

\$67,332,369

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

\$21,767,406

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

HEALTH PROFESSIONALS EDUCATION

\$8,687,911

The future of healthcare in our area depends on attracting and retaining the best doctors, nurses, therapists and techs. Our Graduate Medical Education Program offers five residency programs and three fellowship programs with 67 residents and fellows 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

\$8,607,271

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

COMMUNITY HEALTH IMPROVEMENT

\$5,133,315

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

\$4,080,730

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

\$845,139

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.

CASH AND IN-KIND CONTRIBUTIONS

\$155,097

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.

MORE THAN
\$116.6 MILLION



ROBOTIC-ASSISTED SPINE SURGERY

With the latest advancement in robotic guidance, spine surgery is safer than ever before. The Medical Center at Bowling Green has invested in the ExcelsiusGPS® Robotic System, which allows surgeons the precision to place spinal implants in more accurate positions during minimally-invasive, complex surgery. Smaller incisions mean less blood loss, less radiation, faster recovery time and shorter hospital stays.

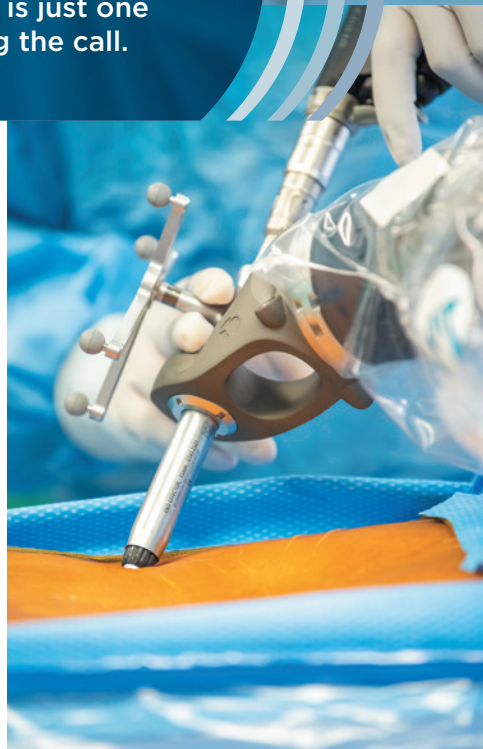
TECHNOLOGICAL ADVANCES


Our patients expect and receive the highest quality healthcare in this region. We improve care by meeting the growing patient demand for new services and technologies. Investment in robotic technology is just one example of how Med Center Health is answering the call.

HYBRID OPERATING ROOM

The Medical Center at Bowling Green has expanded and enhanced its surgical facilities with a hybrid OR, the first of its kind in Southcentral Kentucky. The new surgery suite combines an operating room with state-of-the-art imaging equipment, including an ARTIS pheno robotic imaging system by Siemens.

Hybrid operating rooms help to improve patient outcomes and decrease patient recovery time and length of stay. In most hospitals, imaging is done in one area, the patient is transported to the OR, then back to diagnostics for follow-up imaging. In a hybrid OR, all three steps can take place in the same room, saving precious time. When a life is on the line, the hybrid OR will make all the difference.





One of the most critical health needs confronting Kentucky is a shortage of physicians. Med Center Health has made an impact by becoming a teaching hospital. Physicians tend to practice close to the community where they trained. Today, nearly 70 physicians are completing their residency or fellowship training in Southcentral Kentucky through Med Center Health's Graduate Medical Education program. In addition, 94 students are pursuing their medical degrees at the University of Kentucky College of Medicine-Bowling Green Campus, a partnership between Med Center Health, University of Kentucky and Western Kentucky University.



**MEDICAL
EDUCATION**

CERTIFICATIONS & ACCREDITATIONS

Accreditation by The Joint Commission

Accreditation in Radiation Oncology

American College of Radiology

Accredited Cancer Program

American College of Surgeons Commission on Cancer

Accredited Chest Pain Center with Primary PCI

American College of Cardiology

Accredited Mammography, MRI, CT, Nuclear Medicine and PET

American College of Radiology

Accredited Sleep Center

American Academy of Sleep Medicine

Advanced Certification as a Primary Stroke Center

The Joint Commission

Center of Excellence in Metabolic and Bariatric Surgery

Surgical Review Corporation

Certified Cardiopulmonary Rehabilitation Program

American Association of Cardiovascular and Pulmonary Rehabilitation

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

Blue Distinction Centers+ Designation for Cardiac Care

Anthem Blue Cross and Blue Shield

EMS for Children Pediatric Recognition

Kentucky Board of Emergency Medical Services

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

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 training 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
- Community Pharmacy
- 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 Based 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:

- UK HealthCare/Norton Healthcare Stroke Network
- UK HealthCare Orthopaedic Surgery & Sports Medicine
- UK Markey Cancer Center Affiliate Network
- UK Organ Failure and Transplant 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



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