

# Resilience

**COMMUNITY  
IMPACT REPORT**  
FISCAL YEAR 2021







# Resilience



Med Center Health stands firmly behind our mission to care for people and improve the quality of life in the communities we serve. In our 95-year history, we have embraced change, welcomed opportunities and met challenges head on, keeping the well-being of our patients and our staff at the forefront.

While the COVID-19 pandemic continues to be a challenge like none we have faced in our history of delivering care, our staff has demonstrated their resilience in the face of adversity. And when Southcentral Kentucky was devastated by the December 2021 tornadoes, our staff came together once

again for our community. They rise to challenges every day to offer the highest level of care, and with each new dawn, they envision brighter days ahead.

We are dedicated to serving our communities, keeping you healthy and earning your trust. As part of our commitment, we have:

- **Given nearly \$100.3 million back to our communities in fiscal year 2021, including \$11.6 million in financial assistance**
- **Led the COVID-19 vaccine efforts in Southcentral Kentucky, providing more than 100,000 life-saving doses as of year-end 2021**
- **Expanded access to care with more providers, specialties and telemedicine opportunities**
- **Addressed the critical need for physicians through our Graduate Medical Education Program and the UK College of Medicine-Bowling Green Campus**

As a not-for-profit, community-based hospital system, we place you—our patients and staff—as our highest priority. We strive to be Southcentral Kentucky's most trusted source of advanced, compassionate healthcare, continuing to be here for our families, friends and neighbors no matter the challenges that may come.

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

Connie Smith  
President and Chief Executive Officer  
Med Center Health

**UNPAID COST OF MEDICAID/MEDICARE** \$52,191,297

**UNPAID DEBT** \$16,260,485

**FINANCIAL ASSISTANCE** \$11,612,150

**HEALTH PROFESSIONALS EDUCATION** \$9,477,263

**COMMUNITY HEALTH IMPROVEMENT** \$5,187,361

**SUBSIDIZED HEALTH SERVICES** \$4,756,873

**COMMUNITY BUILDING ACTIVITIES** \$641,892

**CASH AND IN-KIND CONTRIBUTIONS** \$135,005

In Fiscal Year 2021, we continued to impact our community in many outstanding ways. Nearly \$100.3 million covered discounted and free services, unreimbursed healthcare costs, healthcare professionals' education and community improvement.



**NEARLY**  
**\$100.3**  
**MILLION**

**UNPAID COST OF MEDICAID/MEDICARE**  
**\$52,191,297**

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**  
**\$16,260,485**

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

**FINANCIAL ASSISTANCE**  
**\$11,612,150**

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

**HEALTH PROFESSIONALS EDUCATION**  
**\$9,477,263**

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 six residency programs and three fellowship programs with 72 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.

**COMMUNITY HEALTH IMPROVEMENT**  
**\$5,187,361**

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.

**SUBSIDIZED HEALTH SERVICES**  
**\$4,756,873**

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 BUILDING ACTIVITIES**  
**\$641,892**

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**  
**\$135,005**

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 more than 40 years.



# Expanding CARE AND ACCESS

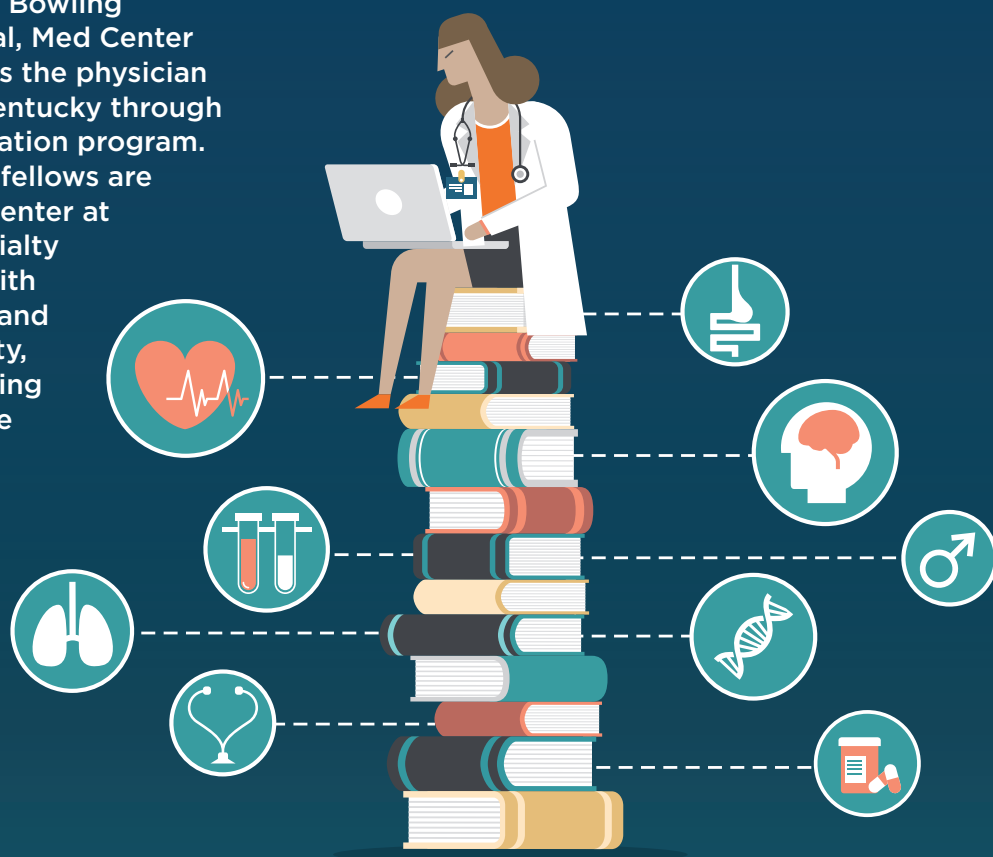
In fiscal year 2021, Med Center Health expanded its medical staff and increased access to care through the introduction of new specialties and the expansion of telemedicine—all to meet the growing demand for healthcare services in Southcentral Kentucky.



Med Center Health recruited 15 new providers to its growing network of physician practices and expanded into the specialties of Ophthalmology, Optometry and Urology.



With The Medical Center at Bowling Green as a teaching hospital, Med Center Health continued to address the physician shortage in Southcentral Kentucky through our Graduate Medical Education program. Currently, 72 residents and fellows are practicing at The Medical Center at Bowling Green in nine specialty programs. In conjunction with the University of Kentucky and Western Kentucky University, 122 students are now pursuing their medical degrees at the UK College of Medicine-Bowling Green Campus.



The COVID-19 pandemic presented unprecedented challenges. Through it all, Med Center Health provided lifesaving care to the growing numbers infected with the disease while meeting the healthcare needs of our other patients. All Med Center Health physician practices embraced the use of video conferencing for telemedicine, allowing patients to meet with their doctor without entering a healthcare facility. This advance in technology reduced disease exposure for both patients and staff.



## CERTIFICATIONS & ACCREDITATIONS

### Accreditation by The Joint Commission

**Accredited Breast MRI, Breast Ultrasound, CT, Mammography, MRI, Nuclear Medicine and PET**  
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 Laboratory

College of American Pathologists

### Accredited Radiation Oncology

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 Cardiac and Pulmonary Rehabilitation Programs

American Association of Cardiovascular and Pulmonary Rehabilitation

### Certified Diabetes Education Program

American Diabetes Association

### Designated Lung Cancer Screening Center

American College of Radiology

### 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, Target: Stroke Honor Roll Elite, and Target: Type 2 Diabetes Honor Roll Award

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





# OUR Services

## 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

## 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
- 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

## OUR 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. 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:

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





## 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:

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

## OUR PARTNERSHIPS

The partnerships we have established across the Commonwealth strengthen our services and enable us to provide enhanced care for our community:

- 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
- Western Kentucky University Athletics
- Norton Children's Hospital Outpatient Clinic



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