

Growing

COMMUNITY IMPACT REPORT
FISCAL YEAR 2022



OUTREACH



SERVICES



TECHNOLOGY



PROVIDERS



Med Center Health®



GROWING



Med Center Health's mission to care for people and improve the quality of life in the communities we serve is at the heart of what we do. Like a seed planted in the ground, our mission cannot thrive without being planted in nutrient-rich soil and nurtured. For a plant to truly thrive, it needs a firm foundation that is made possible by strong roots.

At Med Center Health, our roots are our employees. They anchor us with their dedication to serving others and providing the very best patient care and service. They nourish us with their perspectives, ideas and talents. And like branches reaching toward the sun, they empower and challenge us to reach higher – to do more and to do better.

Year after year, Med Center Health continues to grow in its breadth and quality of services. And it is our communities that reap the harvest. In fiscal year 2022 we invested in new technology, expanded services and recruited new physicians to better meet the changing and diverse healthcare needs of area residents. As a not-for-profit, community-based healthcare system, we ensure that all residents have access to healthcare regardless of financial or social standing. We gave nearly \$102.5 million back to our communities – significantly absorbing the cost of unreimbursed services by government programs and providing financial assistance.

It is a privilege and honor to serve our fellow neighbors. As our communities grow, we pledge to grow with them to continue being the most trusted source of advanced, compassionate healthcare in Southcentral Kentucky.

Connie Smith

President and Chief Executive Officer
Med Center Health

\$102.5 MILLION

HEALTH
PROFESSIONALS
EDUCATION
\$3,773,703

UNPAID DEBT
\$19,149,968

UNPAID COST OF
MEDICAID/MEDICARE
\$62,893,855

COMMUNITY
HEALTH
IMPROVEMENT
\$4,859,429

FINANCIAL
ASSISTANCE
\$7,698,071

SUBSIDIZED
HEALTH
SERVICES
\$3,607,705

COMMUNITY BUILDING
ACTIVITIES \$381,926

CASH AND IN-KIND
CONTRIBUTIONS \$151,683

In Fiscal Year 2022, we continued to impact our community in many outstanding ways. Nearly \$102.5 million covered discounted and free services, unreimbursed healthcare costs, healthcare professionals' education and community improvement.

UNPAID COST OF MEDICAID/MEDICARE

\$62,893,855

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

\$19,149,968

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

FINANCIAL ASSISTANCE

\$7,698,071

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

COMMUNITY HEALTH IMPROVEMENT

\$4,859,429

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

\$3,773,703

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 five residency programs and three fellowship programs with 75 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.

SUBSIDIZED HEALTH SERVICES

\$3,607,705

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

\$381,926

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

\$151,683

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.

EXPANSION IN SERVICES

While Med Center Health continually expands services throughout its healthcare system, it is most evident in the area of cancer care in 2022.

Med Center Health Hematology & Oncology introduced the Breast Clinic to streamline the diagnosis and treatment of breast cancer. A partnership with the University of Louisville, Med Center Health Surgical Oncology opened to provide access to specialized surgical care, allowing patients to be seen locally for consultation and pre-op and post-op appointments. Women's Health Specialists expanded its obstetrics & gynecology team with the addition of UK HealthCare gynecologic oncologists who diagnose and treat cancers in women including cervical, endometrial (uterine), ovarian, vaginal, and vulvar.

A member of the UK Markey Cancer Center Affiliate Network since 2016, The Medical Center at Bowling Green expanded its relationship by joining the UK Markey Cancer Center Research Network, allowing the hospital to offer clinical trial studies for cancer patients. This exciting partnership allows patients to participate in leading-edge care without the need of traveling outside of Bowling Green. The first clinical trial approved in late 2022 involves precision medicine personalized for lung cancer patients based on cancer-causing mutations found in the blood or tumor.



ADVANCES IN TECHNOLOGY

Med Center Health continues to bring new technology to the area to raise the bar in orthopaedic surgery and improve patient outcomes. In July 2022, The Medical Center at Bowling Green became the first in Kentucky to offer shoulder arthroplasty with the assistance of a new mixed reality technology platform, Stryker's Blueprint Mixed Reality™. Shoulder joint replacement procedures can now be tailored to the unique needs and anatomy of patients. This software solution allows shoulder arthroplasty surgeons to reference and interact with a holographic representation of their pre-operative blueprint plan, in real-time, intra-operatively.

The Medical Center at Bowling Green now offers a new minimally-invasive lung valve treatment to help patients with severe COPD/emphysema breathe easier without major surgery. Done through a simple bronchoscopy, the Zephyr Endobronchial Valve treatment improves patients' quality of life by allowing them to breathe easier, be less short of breath, and be more active and energetic.

Investments in diagnostic imaging services has provided patients convenient access to more advanced technology throughout Med Center Health's system of hospitals. In 2022, The Medical Center at Franklin enhanced its services with the addition of 3D mammography, and The Medical Center at Scottsville invested in a new 64-slice CT scanner. Patients are benefitting from quicker and more accurate diagnoses due to better quality imaging.

GROWTH IN PHYSICIAN SERVICES

Med Center Health continues to grow its physician services with the recruitment of providers in a variety of specialties including Cardiothoracic Surgery, Vascular Surgery, Orthopaedic Surgery & Sports Medicine, Obstetrics & Gynecology, Primary Care and Inpatient Medicine (Hospitalists). In 2022, Med Center Health added its third cardiothoracic surgeon, expanded into foot and ankle orthopaedic surgery, and partnered with UK HealthCare to offer gynecologic oncology services and the University of Louisville to offer surgical oncology services.

Access to care is vital to the health of residents in communities across Southcentral Kentucky. Specialty clinics at The Medical Centers at Albany, Caverna, Franklin and Scottsville bring physicians and nurse practitioners based in Bowling Green to their respective cities to allow patients to be seen locally for specialized care.

With its flagship hospital, The Medical Center at Bowling Green, as a teaching hospital, Med Center Health is beginning to see the fruits of its labor in addressing the physician shortage in Southcentral Kentucky. The UK College of Medicine-Bowling Green Campus graduated its inaugural class in 2022, and four physicians chose to continue their residency training through The Medical Center's Graduate Medical Education program. Further, one 2022 graduate of the Internal Medicine Residency Program, Dr. Laiken Hayes, now practices at Med Center Health StayWell Clinic in Bowling Green and serves as a faculty member of the UK College of Medicine-Bowling Green Campus.

CERTIFICATIONS & ACCREDITATIONS

Accreditation by The Joint Commission MCBG MCF MCS

Accredited Breast MRI MCBG

Breast Ultrasound MCBG

CT MCA MCBG MCC MCF MCS

Mammography MCA MCBG MCC MCF MCS

MRI MCBG MCF MCS

Nuclear Medicine MCBG MCF MCS

PET MCBG

Ultrasound MCS

American College of Radiology

Accredited Cancer Program MCBG

American College of Surgeons Commission on Cancer

Accredited Chest Pain Center with Primary PCI MCBG

American College of Cardiology

Accredited Laboratory MCBG

College of American Pathologists

Accredited Radiation Oncology MCBG

American College of Radiology

Accredited Sleep Center MCBG

American Academy of Sleep Medicine

Acute Stroke Ready Hospital Certification MCF

The Joint Commission

**Advanced Certification as
a Primary Stroke Center** MCBG

The Joint Commission

Breast Imaging Center of Excellence MCBG

American College of Radiology

**Center of Excellence in Metabolic and
Bariatric Surgery** MCBG

Surgical Review Corporation

**Certified Cardiac and Pulmonary
Rehabilitation Programs** MCBG

American Association of Cardiovascular and
Pulmonary Rehabilitation

Certified Diabetes Education Program MCBG

American Diabetes Association

Designated Lung Cancer Screening Center MCA MCBG MCC MCF MCS

American College of Radiology

EMS Dispatch Accredited Center of Excellence EMS

The International Academies of Emergency Dispatch

AWARDS

**Blue Distinction Centers+
Designation for Cardiac Care** MCBG

Anthem Blue Cross and Blue Shield

EMS for Children Pediatric Recognition EMS

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** MCBG

American Heart Association/American Stroke
Association

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

American Heart Association

Mission: Lifeline® EMS Gold Plus Award EMS

American Heart Association

MCA The Medical Center at Albany

MCBG The Medical Center at Bowling Green

MCC The Medical Center at Caverna

MCF The Medical Center at Franklin

MCS The Medical Center at Scottsville

EMS Medical Center EMS

OUR SERVICES

CAPABILITIES

- Largest not-for-profit healthcare provider in the region
- 6 hospitals, 564 beds, systemwide
- Approximately 500 medical staff members 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

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. 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 & 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
- 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
- Guardian Angel Children Services
- 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 Markey Cancer Center Research Network
- UK Organ Failure and Transplant Network
- University of Kentucky College of Medicine-Bowling Green Campus
- University of Louisville Surgical Oncology
- Western Kentucky University School of Nursing and Allied Health
- Western Kentucky University Doctor of Physical Therapy Program
- Western Kentucky University Athletics
- WKU Health Services
- Norton Children's Hospital Outpatient Clinic

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