

1. What is the licensed bed designation and number of inpatient admission for this fiscal year at your facility?

In fiscal year 2009, St. Mary's Hospital's licensed bed designation was as follows:

Medical/Surgical Acute	66
Pediatric Acute	6
Acute Psychiatric – Adult	12
Obstetric	12
Intensive Care	<u>12</u>
Total Acute Care Bed Capacity	108
Newborn Nursery Bassinets	16

Total admissions in fiscal year 2009 was 9,861. The number of deliveries for the fiscal year was 1,093.

2. Describe the community your organization serves.

St. Mary's Hospital is located in Leonardtown, Maryland and is part of St. Mary's County, which has the second fastest growth rate in Maryland.

Contributing to the growth in St. Mary's County is the Patuxent River Naval Air Station. Base Realignment and Closure has created significant expansion at the Naval Air Station. Defense contractor presence equates for 10,697 civilian contractors. Each direct Navy job equates to 1.5 – 2 additional local jobs.

Members of the community are scaling back on medical care due to unemployment as well as being underinsured or uninsured. These people are skipping doctor appointments, going without necessary prescription medications, and postponing or entirely skipping diagnostic testing to prevent any incurred cost(s) to themselves. St. Mary's Hospital is the only acute care hospital in the County thus playing a vital role in the healthcare of the community members and visitors to the area.

In addition to our charity care policy which will be described in Appendix 1, St. Mary's Hospital partners with physicians in St. Mary's County, the St. Mary's County Health Department and the St. Mary's County Department of Social Services in a program called Health Share of St. Mary's.

Health Share of St. Mary's was developed to serve those who cannot afford the full cost of medical services, but do not qualify for Medical Assistance. The goal of the program is to service those above the Medical Assistance level but below the Federal Poverty Level. The non-profit program provides physician care, subsidized prescriptions, diagnostic services, hospital sliding scale payments and advocacy for those who qualify. The cost of services provided to patients is tailored to the individual circumstances of each patient.

3. Identification of Community Needs.

a. Describe the process(s) your hospital used for identifying the health needs in your community, including when it was most recently done.

St. Mary's Hospital identifies community needs by reviewing information provided thru several different sources. These sources include the following:

Maryland Rural Health Plan

The most recent year of the Maryland Rural Health Plan, dated June 2007.

Community Advisory Committees

Members of St. Mary's Hospital's staff regularly participate in the following community advisory committees. Healthcare needs of the community and answers on how the needs will be addressed are discussed at each committee's meetings.

- St. Mary's County Health Advisory Council (staffed by St. Mary's Hospital and the St. Mary's County Health Department)
- Human Services Council
- Tri-County Council VA Subcommittee

b. In seeking information about community health needs, did you consult with the local health department.

In addition to collaborating on the Health Share of St. Mary's program and the St. Mary's County Health Advisory Council, St. Mary's Hospital and the St. Mary's County Department of Health continually work together to address the needs of those in the community. The hospital and the Department of Health work together to provide diagnostic testing and various community outreach classes and workshops.

4. Please list the major needs identified through the process explained in question #3.

- Low cost primary care service
- Diabetes Education and Self-Management
- Living with Heart Failure
- Dealing with Cancer

5. Who was involved in the decision making process of determining which needs in the community would be addressed through community benefits activities of your hospital.

In addition to St. Mary's Hospital's Board of Directors, associates in the following areas participate in various community and hospital committees which identify the areas that will best benefit from community benefits activities:

- Administrative Team
- Health Connections (Coordinates St. Mary's Hospital's community outreach programs)
- Performance Measurement/Clinical Resource Management

6. Do any major Community Benefit program initiatives address the needs listed in #4, and if so, how?

Low Cost Primary Care Service

St. Mary's Hospital's Health Connections department sponsors a program called Get Connected to Health. The program was developed in the fall of 2008 and utilizes the hospital's Mobile Outreach Center. The Mobile Outreach center is equipped with two exam rooms, a wheelchair lift and a cardiac monitor. Traveling care providers include a registered nurse, a volunteer physician and other St. Mary's Hospital associates.

In addition to primary care services, the following are also offered thru the Get Connected to Health program:

- Flu shots for patients over the age of 18 when vaccines are available
- Laboratory testing for the following
 - Urine
 - Rapid Strep
 - Occult Blood
 - Whole Blood Glucose
 - Pregnancy
 - Blood Sugar Testing

Diabetes Education and Self Management

St. Mary's Hospital's diabetes education program is recognized by the American Diabetes Associates and covers the following areas for individuals diagnosed with the disease:

- Treatment options
- Meal planning
- Activity and exercise
- Medications
- Monitoring

- High and low blood sugar
- Chronic complications, detection, treatment and prevention
- Goal setting and problem solving for daily living
- Coping and resources
- Insulin pump use education

Heart Failure

St. Mary's Hospital's heart failure program is staffed by a registered nurse who meets with patients while they are admitted to the hospital. After a patient is discharged, the nurse contacts him/her on a periodic basis in order to provide education and advice. Patients, their family members and caregivers are invited to attend quarterly meetings sponsored by the hospital called Living Well with Heart Failure.

Dealing with Cancer

St. Mary's Hospital teams together with the American Cancer Society and the National Cosmetology Association to host a Look Good, Feel Better program which provides support to cancer patients in all stages of diagnosis or treatment of the disease.

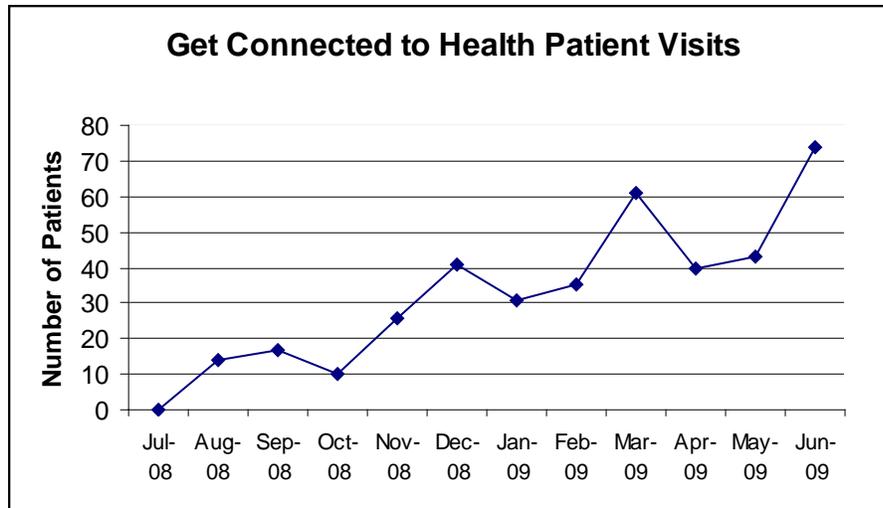
Female patients learn to improve their physical appearance and self-image via hands on beauty techniques. The goal of this hands on program is to help women deal with the side effects they may get from chemotherapy and/or radiation treatments.

St. Mary's Hospital also sponsors a free Cancer Support Group which is open to all cancer patients as well as their families and friends.

Patients of St. Mary's Hospital's Cancer Care and Infusion Services Department are offered free services from our Patient Navigator Program. Through this program, patients are navigated through all phases of diagnosis and treatment.

7. Please provide a description of any efforts taken to evaluate or assess the effectiveness of major Community Benefit program initiatives.

- a. **Name of initiative:** Get Connected to Health
- b. **Year of evaluation:** FY 2009
- c. **Nature of the evaluation:** (i.e., what output or outcome measures were used):
Increase participation: Average # patients seen: 1st quarter -10, 2nd quarter 26, 3rd quarter 42, and 4th quarter 52



d. Result of the evaluation (was the program changed, discontinued, etc)
 Program continued and plans to investigate a community health center planned for FY 2010

e. If no evaluation has been done, does the hospital intend to undertake any evaluations in the future and if so, when? N/A

a. Name of initiative: Congestive Heart Failure (CHF) Team (Living with Heart Failure)

b. Year of evaluation: FY 2009

c. Nature of the evaluation: (i.e., what output or outcome measures were used):
 Inpatient re-admissions rate for Heart Failure patients met MHA benchmark within 31 days for Heart failure (HF) patients for three quarters.

d. Result of the evaluation (was the program changed, discontinued, etc):
 Goal not met. Continue to implement improvements in inpatient care, education, and discharge instructions. Continue outpatient follow up and quarterly education programs. Continue to work with Home Health Agencies. Include local nursing homes on the HF team to increase awareness & care of heart failure patients.

e. If no evaluation has been done, does the hospital intend to undertake any evaluations in the future and if so, when? N/A

a. Name of initiative: Outpatient Diabetes Education

b. Year of evaluation: FY 2009

c. Nature of the evaluation: (i.e., what output or outcome measures were used):
 Outcome: Average reduction of A1c value three months post Diabetes Education. Goal > 1.0 percentage point reduction.

d. Result of the evaluation (was the program changed, discontinued, etc);
 FY 2009 average A1c reduction 2.28 percentage points

e. If no evaluation has been done, does the hospital intend to undertake any evaluations in the future and if so, when? N/A

8. Provide a written description of gaps in the availability of specialist providers, including outpatient specialty care, to serve the uninsured cared for by the hospital.

The State of Maryland has a growing shortage of physicians in clinical practice. Recruiting specialist in the Southern Maryland region has proven to be quite a challenging task, however, St. Mary's Hospital continues in its efforts to recruit specialists in the following much needed areas:

- Endocrinology
- General Surgery
- Gastroenterology
- Orthopaedic Surgery
- Ophthalmology
- Hospitalists
- Intensivists

Additionally, primary care physicians are also needed.

Due to the small number of specialists on staff at St. Mary's Hospital, physicians are required to provide an exorbitant amount of emergency call coverage to the hospital's Emergency Department.

1. **Describe your Charity Care policy (taken from IRS Schedule H, Part V, Question 3:**
 - a. **Describe how the hospital informs patients and persons who would otherwise be billed for services about their eligibility for assistance under federal, state, or local government programs or under the hospital's charity care policy.**

St. Mary's Hospital offers a payment assistance program to patients who are deemed eligible upon completion of a Payment Assistance/Reduced Charges application form. The application forms help to determine a patient's eligibility based on income, amount of the bill and the ability to pay. The Reduced Charges Program is for patients whose religious beliefs prohibit them from participation in any type of payment assistance programs and/or insurance coverage. The Payment Assistance Program applies to all other applicants.

Information on the hospital's Payment Assistance Program is posted at every point of service for patients. Point of service areas includes all registration/admission areas, Emergency Department, and all other inpatient and outpatient service areas. Informational cards are available for patients in English and Spanish.

Patient Registrars as well as nursing and other staff involved in patient care will refer patients to the hospital's Financial Assistance Counselor when they are made aware of a patient's inability to pay for medical care. The Financial Assistance Counselor will visit the patient in his/her patient care area in order to inform them of available options for payment assistance. Patients who are being discharged or are leaving after receiving an outpatient service and have not met with the Financial Assistance Counselor are given contact information to call at a later time.

The Financial Assistance Counselor provides patients with information on the hospital's Financial Assistance and Reduced Charges programs. Additionally, the Financial Assistance Counselor, when necessary, refers patients to the St. Mary's County Department of Social Services for assistance in applying for Medical Assistance and Health Share of St. Mary's. Health Share of St. Mary's is a non-profit program that assists individuals and families who cannot afford the cost of medical service but do not qualify for Medical Assistance. The goal of Health Share of St. Mary's is to serve people who are above the Medical Assistance Level but are below the Federal Poverty Level.



St. Mary's Hospital

Administrative Policy and Procedure Manual

SUBJECT: PAYMENT ASSISTANCE PROGRAM AND HEALTH SHARE;
MATCHING PROCESS FOR AFFILIATED PHYSICIAN GROUPS

DATE: July 2009

SUPERSEDES: November 2007

MANUAL CODE: 10-L

REFERENCE: LD.3.20, LD.3.90; RI.1.10

I. POLICY

St. Mary's Hospital (SMH) will provide financial aid for hospital care that is determined to be medically necessary by the Hospital. In determining eligibility for financial aid options, the Hospital will consider the patients' income, the size of the bill, and the ability to pay. The program will be known as "Reduced Charge Program" for those patients whose religious beliefs prohibit participation in such programs and as "Payment Assistance Program" for all others. The amount of financial aid provided will be within Hospital budgetary constraints. The purpose of this policy is to describe the St. Mary's Hospital Payment Assistance/Reduced Charge Program and establish criteria to determine those patients who would be eligible under the program.

II. PROCEDURE

A. Guidelines

Write-offs will be based on the guidelines for financial aid indicated in the "Payment Assistance Program," or "Reduced Charge Program". The Hospital may consider assets on a case-by-case basis.

B. Requests

Patient Accounting employees who staff the Credit Office will initiate the process for financial aid. The form entitled "Application for Reduced Charge Program" will be used for those patients whose religious beliefs prohibit participation in charity programs. Patient Accounting employees will have the patient complete an Application for Payment Assistance (or an Application for Reduced Charges, if applicable) and a Statement of Assets, and then request proof of income. All potential cases will be reviewed to determine if they are eligible to have payment made on their behalf by another source or program.

C. Payment Assistance Program ("Charity")

There is no funding for this charity service. The program is based upon the Federal Poverty Guidelines published in the Federal Register. Once it has been determined from the hospital-based Department of Social Services (DSS) Caseworker that a customer does not qualify for any State programs, they refer him/her to the SMH Financial Assistance Counselor. The customer is required to complete a payment assistance application, and include a copy of a Federal 1040 tax form, 3 current paychecks, or an SSDI/SSI letter showing annual or monthly income. If the customer is not currently working, we require a letter of circumstance. Once all is received, the documents are reviewed by the Financial Assistance Counselor, then it is given to the Patient Accounts Supervisor to determine final eligibility. Applications are good from July 1 thru June 30 of the following year, with reviews conducted every 3 months, depending on the customer's usage of the facility. All customer applications are reviewed with the DSS Caseworker at each review. Each customer is informed that they must contact the physician billing group for the service(s) he/she received and inform them that they are in the process of filing for Payment Assistance with SMH.

Once a customer is accepted in the Payment Assistance Program, the following steps are taken:

- a. Letter of Determination is sent to the customer.
- b. A form letter is sent to the appropriate physician billing company stating that the customer has been accepted in the Program. Every customer is informed that the affiliated physician billing groups are asked to match the write off for current charges. This is a professional courtesy. The hospital has no authority to require this decision.

There is no annual maximum allowance for this service.

D. Health Share

Health Share is a St. Mary's county-based charity program. Health Share is given to uninsured patients through the St. Mary's County DSS. There is no funding. Customers must apply at the main DSS office; they cannot apply through the hospital. Customers must present their Health Share eligibility letters at the time of registration. Each time a customer uses the facility, they must provide a copy of their letter. When a customer comes in for services and does not have his/her letter, they are classed as "Self Pay" until Health Share coverage is verified.

E. Reduction Program (Amish and Mennonite Community)

The Reduction Program services the Amish and Mennonite communities of St. Mary's County. There is no funding. The hospital has a Payment Reduction Program, and if applicants qualify, they receive a reduction for services provided by the hospital. The only requirement in addition to a completed application is a Federal 1040 form. Both the application form and the Federal 1040 form are submitted to the hospital's Financial Assistance Counselor. Upon approval, the

customer receives a determination letter from the hospital, and the appropriate affiliated physician group(s) are notified. The Financial Assistance Counselor will fax the reduction determination letter to the appropriate physician group(s).

F. Authorization of Payment

For those patients that meet the eligibility requirements established herein, the Director of Revenue Cycle Management or his/her designee will approve all write-offs.

G. Patient Registration and Patient Accounting

1. If at the time of admission, the registration clerk determines that the patient does not have insurance coverage, the patient will be directed to the Credit Office of the Patient Accounting Department.
2. Upon determination that the patient would not qualify for payment from other third party sources, and circumstances exist that make patient payment unrealistic; payment assistance/reduced charges may be considered.
3. The patient will be asked to complete an Application for the Payment Assistance (or an Application for Reduced Charges if applicable), an Asset Statement, and provide verification of household income.
4. Patient Accounting employees who staff the Credit Office will calculate income; and the amount of tentative write-off based on the payment assistance guidelines.
5. All documentation will be provided to the Credit Office/Patient Accounting Department Employee who will be responsible for review of the application, its approval or denial, and return of written determination of eligibility within two (5) working days of receiving the complete patient application. The Director of Revenue Cycle Management or their designee will credit the patient accounts for properly authorized charge write-offs under this program.
6. Patient Accounting employees who staff the Credit Office are responsible to set up a payment plan for any amount of disposable income, if applicable, to be applied to the hospital bill.

Christine R. Wray
President and Chief Executive Officer

Date

Original: 12/95
Revised: 03/98, 02/01, 02/04, 04/05, 11/07, 07/09

****PLEASE NOTE THAT A SIGNED COPY OF THIS POLICY IS ON FILE IN ST. MARY'S HOSPITAL'S ADMINISTRATIVE OFFICE****

2. Describe the hospital's mission, vision, and values statement(s) (label appendix 3).

St. Mary's Hospital's mission, vision and value statements reflect our commitment to providing patients with quality healthcare. Our associates provide our patients with outstanding medical care, rehabilitative therapy, community screenings and educational sessions. Meeting the growing needs of our community allow us to continue enhancing services that we provide.



St. Mary's Hospital

Our Mission: St. Mary's Hospital is a community hospital that upholds its tradition of caring by continuously promoting, maintaining and improving health through education and services while insuring fiscal integrity.

Our Vision: St. Mary's Hospital is an integral partner in the Southern Maryland healthcare continuum.

- ◆ SMH is recognized as the leader in healthcare
- ◆ SMH is proactive in furthering the health of all in the community
- ◆ The hospital provides excellence in care, service and education
- ◆ Our future is built on welcoming positive change and innovation
- ◆ We are valued and recognized as the employer of choice

Our Values: St. Mary's has adopted CARE with RESPECT as a framework of essential values to carry out its mission and vision.

Customer Service Regardless

Actions Speak Louder than Words

Respect is the Golden Rule

Excellence in All We Do

Responsibility

Education/Information

Safety

Pride

Empathy

Courtesy

Teamwork