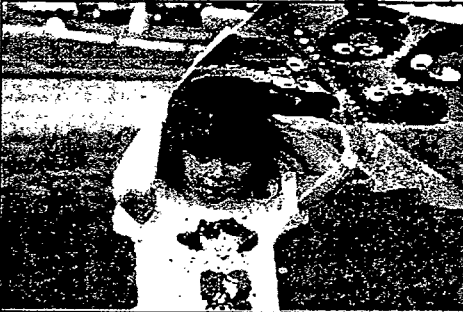


# Beaumont Hospitals Community Benefit Report

Together...



...with Our  
Community

# 2002

**Beaumont Hospitals, 2002  
Community Benefit**

**\$81,074,945**

I.	Charity Care and Unpaid Costs of Public Programs	\$50,511,000
II.	Free Programs and Services for the Community	11,823,470
III.	Unreimbursed Cost of Medical Education and Research	18,135,475
IV.	Community Donations and Foundation Sponsorships	605,000
	<b>TOTAL</b>	<b><u>\$81,074,945</u></b>
V.	2002 Bad Debt Expense at Cost	\$14,970,000
	<b>GRAND TOTAL</b>	<b><u>\$96,044,945</u></b>

## **Beaumont Hospitals: Working together with our communities to provide an essential patient-care “safety net”**

Beaumont Hospitals in Royal Oak and Troy, Michigan serve the community health through the delivery of quality health care services. The hospitals work to achieve sustainable results that benefit the health of individuals, families, and our society to achieve the Beaumont mission:

**“We will provide the highest quality health care services to all patients, regardless of their financial circumstances. We will provide these services efficiently, effectively and compassionately.”**

To serve our communities and our patients, regardless of where they live, we have developed programs and community outreach efforts, many targeted to help vulnerable populations. We enhanced efforts for some existing programs and ambulatory locations. We continue to explore collaborative opportunities to provide the nationally recognized high-quality health care for which Beaumont has become known.

### **A description of Beaumont Hospitals**

Beaumont, Royal Oak is a 997-bed tertiary care, teaching, research and referral center, and is the busiest hospital in the United States for inpatient admissions and outpatient surgeries. Beaumont, Royal Oak ranks first in Michigan for inpatient hospital admissions, for surgeries, for births, for emergency visits, and for open-heart surgeries. Beaumont, Royal Oak is the only hospital in Oakland and Macomb counties with Level 1 trauma designation by the American College of Surgeons for emergency services. *U.S. News and World Report's* “America’s Best Hospitals” listing – which ranks U.S. hospitals based on reputation, mortality rate, staffing ratios, technology and number of discharges – includes Beaumont among the nation’s top 50 hospitals in 10 medical specialties. Beaumont’s cardiology/cardiovascular surgery and neurology/neurosurgery programs were rated 14<sup>th</sup> in the nation in 2003. Beaumont’s gastroenterology department was listed for the eighth consecutive year as one of the nation’s 50 top centers for digestive disorders.

Beaumont, Troy is a 226-bed acute care community teaching hospital, and is among the nation’s busiest community hospitals. Beaumont, Troy ranks first among hospitals its size in metropolitan Detroit for inpatient admissions and first in the United States for outpatient surgeries. Its Emergency Center is fourth busiest in 2002 among all hospitals in metropolitan Detroit. Beaumont, Troy’s scores for patient satisfaction for ambulatory surgery are in the 96<sup>th</sup> percentile nationally. It has ranked in the 96<sup>th</sup> percentile nationally the past three years for outpatient testing, therapies and services, while its emergency services ranks in the 90<sup>th</sup> percentile nationally.

Together, the Beaumont hospitals have been recognized for the past five years by *Crain's Detroit Business* as among the region’s “Best Places to Work”, and by *Modern Healthcare* as among the region’s “Top 100 Integrated Healthcare Networks.”

Beaumont offers major teaching programs, with a total of 347 resident physicians and fellows in 18 accredited residencies and 21 fellowships. Through affiliations with the University of Michigan School of Medicine, Wayne State University School of Medicine and Oakland University, Beaumont continues to develop skilled professionals in fields such as medicine, nursing and nurse anesthesia, pharmacy, respiratory care, nuclear medicine, radiation oncology, and medical technology. The nurse anesthesia school, run together by Beaumont and Oakland University, has been rated 6<sup>th</sup> in the United States among all such graduate education programs by *U.S. News and World Report*.

In addition to the hospitals, Beaumont facilities and services include:

- A comprehensive home care service that includes home infusion services, hospice, and home medical equipment
- Five medical buildings located in Rochester Hills, Royal Oak, Sterling Heights, Troy and West Bloomfield
- Five nursing centers located in Bloomfield Hills, Shelby Township, Sterling Heights, West Bloomfield and Southfield
- The Beaumont Research Institute
- The school-based health clinic at the Newton School in Detroit.

Basic principles that support community benefit plans of the hospitals include providing access to health care to meet the health needs of our communities, targeting the problems of the medically underserved with emphasis to populations at risk, impacting the health status of the community through awareness and education of behavioral risk factors, and building of community relationships.

### **Beaumont supports patient access to high-quality health care is supported through hospital contributions for unpaid costs of public programs**

Beaumont provides access to care to all patients regardless of their ability to pay. This includes patients who cannot pay any portion of their medical bills and patients who can pay only part of their bills.

More than 40 percent of the patients Beaumont serves are Medicare recipients – many frail and elderly, and many poor. In 2002, Beaumont provided \$41,311,000 of care to Medicare patients that was not paid by the Federal Medicare program. Beaumont, Royal Oak, in fact, is the second largest hospital in the United States for number of Medicare patients served each year, and serves almost twice as many Medicare patients as Michigan's next largest hospital. Beaumont also provided \$9,200,000 of care to Medicaid and uninsured patients that was not paid anyone.

Beaumont supports many community programs:

- Advantage 55 provides discounts for parking and meals for our seniors to encourage access to health care. Membership includes access to discount prescriptions and advocacy through a Senior Resource Line.

- Beaumont’s physician referral and information service provides access to services on line and through a toll-free telephone line. Callers choose physicians based on language, age, sex, location or other factors. Anyone seeking services can visit [www.beaumont-hospitals.com](http://www.beaumont-hospitals.com) for information on services and physicians.
- Beaumont provides \$1,639,070 of support for outreach facilities located in communities such as Detroit, Hamtramck, Warren and Southfield.
- Beaumont staff works to enroll eligible patients and families into programs such as MI Child and Medicaid.

**Targeting problems of medically underserved with emphasis to populations at greatest risk**

- Home Care Services include home infusion, hospice and access to home medical equipment
- Participation in activities to provide resources to seniors such as Troy Daze and the Macomb Senior Day
- The Outpatient Diabetes Programs offer dietary counseling and nutrition classes for people with diabetes
- Support for women is demonstrated through a Women’s Heart Center, Cervical and breast cancer screening programs, and programs addressing domestic violence
- Pediatric Hematology services, Pediatric Speech services, Special Care Nurseries, and the Pediatric after hours clinic provide access for infants and children
- Parenting programs provide support to new moms identified as “at risk”
- The Newton Schools Clinic provides health care to children at their school in Detroit with emphasis on immunizations, asthma care and health education with Beaumont contributing more than \$200,000
- Resources are available to address the needs of the diverse communities we serve through an interpreter phone line that translates over 100 languages and our own employee and physician resources that help translate for more than 20 languages
- Diversity training for employees provides them with skills needed to provide care and resources to the diverse populations served

**Impact the health status of the community through awareness and education of behavioral risk factors**

- Resources are provided to Healthy People, Healthy Oakland to address obesity in children and adults
- Support is provided to efforts to prevent substance abuse such as the Troy Community Coalition and Boys and Girls Clubs in our communities and Royal Oak schools partnership programs
- Speakers Bureau presentations promote stress management and healthy living
- Support groups for the cessation of smoking, overeating, alcohol abuse etc. are supported

**Beaumont promotes education and awareness to encourage healthy living and prevention of disease.**

- More than 12,000 people participate in community education, screenings and health promotion activities with more than \$1,065, 000 supporting these events
- Internet and Intranet offerings promote access to health information and support groups
- Education was provided to employees and our communities about emerging health issues such as West Nile Virus and Bioterrorism
- Efforts promoting employee health are evident at both Royal Oak and Troy through Employee Assistance programs, Employee Health Fairs, flu shots, Intervent Employee Health Assessments and Mentoring services, Lunch and Learns and educational activities throughout the year
- Leadership and emphasis to medical education and research supports our community
- Emphasis on patient safety promoted the role of patients and families in their care

**Building community relationships** involves employees, physicians, volunteers and organizations working together to create a healthier community and decrease health disparities.

- Membership on Boards of community groups such as the area Chambers of Commerce, the American Heart Association, American Cancer Society and participation in community and school events
- Beaumont collaborated with five other local hospitals and the Oakland County Health Department to conduct a Behavioral Risk Factor Surveillance telephone survey to obtain data about existing health trends in Oakland County
- Contributions and sponsorships to community events totaled more than \$605,000
- Collaboration with local hospitals and physicians improved response capabilities in our community. Local fire departments participate on hospital committees addressing fire safety and evacuation planning
- Special events addressing domestic violence, Martin Luther King Day, Hanukkah and Ramadan built relationships while providing information and resources to employees

Measuring community benefit supports Beaumont's not for profit tax status. More important, these community benefit numbers show Beaumont's impact on the lives of people – children demonstrating higher academic standings because of the Newton Health Center, a reduction in child abuse because of parental support programs, reduced infant mortality because of childbirth classes, improved quality of life because of programs and services for our aging populations.

When reviewing community benefit, consider the human lives touched, the suffering prevented, the health restored and the spirits renewed.