

2017

Community Benefit Report

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Introduction

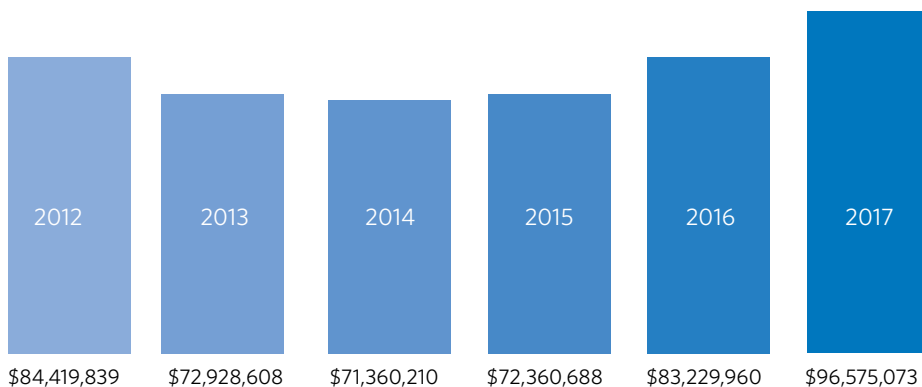
Saint Thomas Health is Middle Tennessee's faith-based, not-for-profit healthcare system united as one healing community.

Since its founding in 1898, Saint Thomas Health has been caring for Middle Tennesseans with a special focus on the poor and vulnerable in our communities. Our commitment is to Healthcare That Works, Healthcare That Is Safe, Healthcare That Leaves No One Behind, for Life. This goes beyond delivering the highest-quality care and medicine in our facilities: it is a commitment to improving health both inside and outside hospital walls. This means working closely with each community we serve to identify and address local needs that affect the health of the individuals who live there.

Our community health improvement work is driven by our Community Health Needs Assessments, which are completed every three years in each county where we have a hospital. Through this process, we review pertinent data and work with local health departments, community leaders, and vulnerable populations to understand the unique health needs in each community.

Working with community members, we prioritize top health needs, then align our work to address those needs. We do this through our own programs that are open to the broad community, and through partnering with strong local nonprofits. Two key examples of Saint Thomas Health programs designed to serve the vulnerable are the Dispensary of Hope pharmacies and Family Health centers. Although we offer care to all patients regardless of their ability to pay, our Family Health Centers are primary care clinics located in communities with high need that specialize in caring for the vulnerable by offering extra resources to meet patients' medical and nonmedical needs. In addition, since 2006, Dispensary of Hope pharmacies have provided medication assistance for uninsured and underinsured individuals who are experiencing financial hardship. The pages that follow detail more of the ways we've acted to address priority health needs in each community we serve in FY17.

Saint Thomas Health Community health investment annual trend



By the numbers

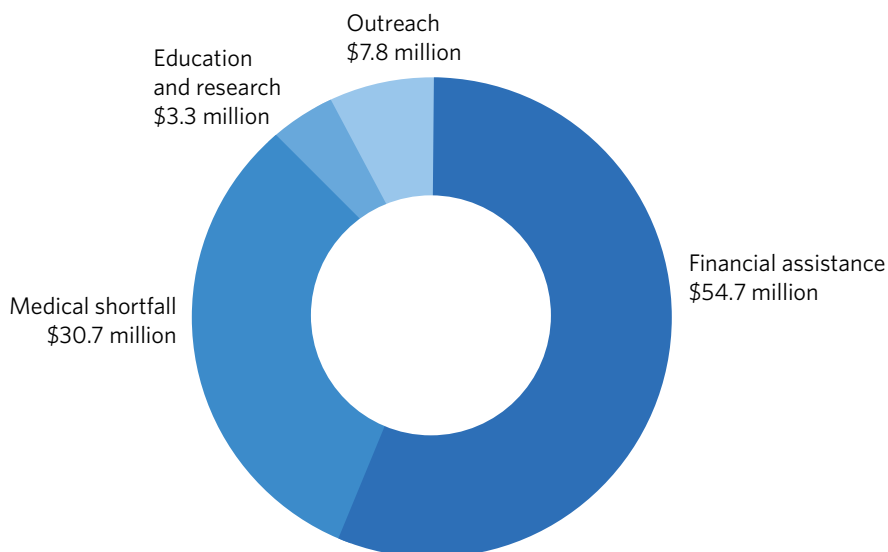
In fiscal year 2017, Saint Thomas Health invested \$96.57 million in the health of the communities we serve.

Financial assistance (charity care) and subsidized health services – We are committed to serving all who need care, regardless of their ability to pay. Financial assistance is given based on a patient’s income, and a number of necessary services are offered to patients at a free or discounted cost.

Medicaid shortfall – Often, the reimbursement we receive from the government for TennCare (Medicaid) patients’ treatment is not enough to cover the actual cost of providing care to them. This loss is part of our community benefit.

Education and research – Training up the next generation of healthcare providers is an important part of the work we do. Each year, we host medical residents, nursing students, and other allied health students, who spend thousands of hours on our campuses learning from our clinicians. We also conduct research that helps advance health outcomes for all.

Outreach – Going beyond hospital walls and into the community, we operate programs open to the public designed to reach those who can’t normally access care. We also contribute financially to partner agencies who work to improve the health of our communities and strengthen our cities.



2017

Davidson County



As a whole, Saint Thomas Health invested \$96.5M in our communities. Specific investments by Saint Thomas Midtown Hospital, Saint Thomas West Hospital, and Saint Thomas Hospital for Specialty Surgery – Nashville, Tennessee include:

Priority health needs

- Access to care/care coordination
- Social determinants of health
- Mental and emotional health/substance abuse
- Wellness and disease prevention

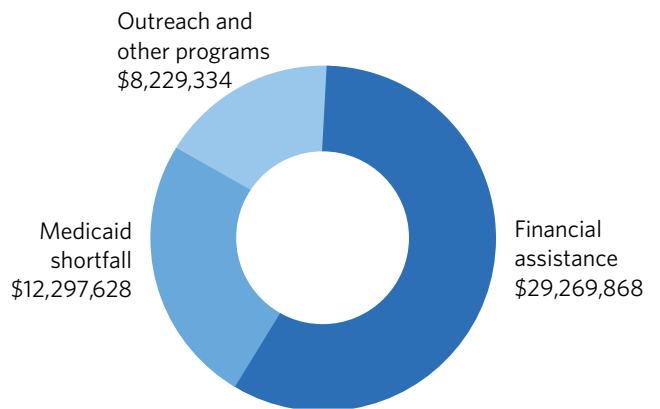
Program highlights

- 56,697 prescriptions filled through Dispensary of Hope
- 503 uninsured mammography screenings through Our Mission in Motion mobile coach
- 101 students mentored as Saint Thomas Health Scholars
- 776 patients seen at Medical Mission at Home

Program spotlight: Saint Thomas Health Scholars

In partnership with Metro Nashville Public Schools (MNPS), the PENCIL Foundation, and the Nashville Area Chamber of Commerce, Saint Thomas Health began the Saint Thomas Health Scholars program in FY17. Through this program, 101 MNPS seniors across nine public high schools were mentored by a Saint Thomas nurse educator. During their senior year, these scholars received in-depth training for the medical assistant certification examination so that they would be equipped with employment skills and certification upon graduation. The nurse educator traveled to all nine schools weekly to teach the exam preparation curriculum and mentor the scholars, and scholars came to Saint Thomas West and Midtown Hospitals for job shadowing and enrichment events throughout the school year. A number of scholars are now employed in the medical field, with a few joining Saint Thomas as associates in our own hospitals. The program is expected to expand to a cohort of 135 scholars in 2018.

Investment - Davidson County \$49.8 million



Davidson County

Community health investment by priority health need

Programs	Access to care and care coordination	Social determinants	Mental health and substance abuse	Wellness and disease prevention
Breastfeeding Outreach Clinic				X
Charity Care Post-Discharge	X			
Continuing Medical Education				X
Dispensary of Hope Charitable Pharmacy Programs ¹	X			
Faith Community Nursing				X
Health Professions Education	X			
Medical Missions Around the World	X			
Medical Missions at Home	X	X		
Metro Nashville Public Schools/Maplewood Academy		X		
Mobile Mammography (Our Mission in Motion)	X			
Research				X
Saint Thomas Health Scholars		X		
Family Health Centers ²	X		X	X
Nonprofit partners				
2nd Chances/Kids and Kites				X
AGAPE	X		X	
B-Cycle/Nashville Downtown Partnership				X
Begin Anew				
Building Lives Foundation		X	X	
Catholic Charities		X		
Catholic Media Productions			X	X
Corner to Corner		X		
Enroll America	X			
Faith Family Medical Center	X			X
Fannie Battle Day Home for Children		X		X
First Steps, Inc.			X	
Habitat for Humanity of Greater Nashville		X		
Heimerdinger Foundation				X
Hope Clinic for Women	X		X	
Hope Smiles	X			
Hospital Hospitality House of Nashville	X			
Interfaith Dental Clinic	X			
Insight Counseling Centers	X			
Lutheran Services in Tennessee			X	X
Middle Tennessee Oral Health Coalition	X			
Nashville Chamber Public Benefit Foundation		X		
Nashville Public Library Foundation				X
Nashville Symphony Association				X
New Beginnings				X
Nurses for Newborns		X		X
Open Table Nashville		X		
Preston Taylor Ministries		X		
Rooftop Foundation		X		
Room in the Inn	X			
Sexual Assault Center	X		X	
Tennessee Charitable Care Network	X			
The Contributor		X		
The Next Door			X	
Tennessee Justice Center	X			
YMCA of Middle Tennessee				X

1. Plaza at West, Saint Vincent at Midtown 2. Family Health Center West, UT Internal Medicine Clinic, UT OB-GYN Clinic, Holy Family Health Center, Maplewood Clinic

2017

Rutherford County

As a whole, Saint Thomas Health invested \$96.5M in our communities. Specific by Saint Thomas Rutherford Hospital – Murfreesboro, Tennessee include:

Priority health needs

- Access to care/care coordination
- Mental and emotional health/substance abuse
- Wellness and disease prevention
- Social determinants of health

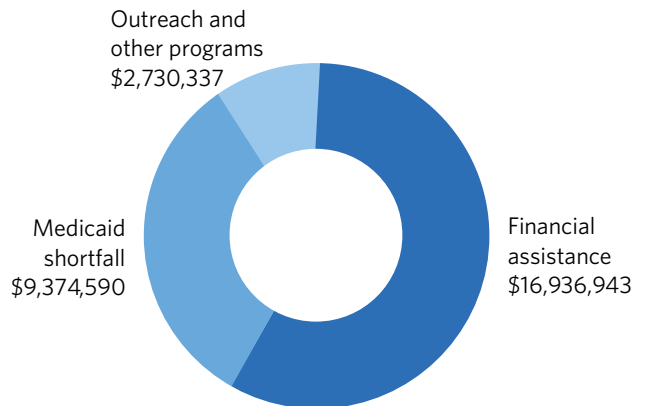
Program highlights

- 24,884 prescriptions filled through Dispensary of Hope
- 1,000 flu vaccines given by Mobile Health Unit staff
- 272 mother-baby visits to Breastfeeding Outreach Clinic
- 324 patients seen at Medical Mission at Home

Program spotlight: Pharmacotherapy Clinic

Based in the Saint Louise Family Clinic, the Pharmacotherapy Clinic offers medication support and management for those with chronic conditions, including diabetes, hypertension, hyperlipidemia, heart failure, chronic obstructive pulmonary disease, and more. Opened in fiscal year 2017, the clinic recorded 158 encounters with 82 unique patients in its initial months. The clinic is currently recording outcomes for managed disease states and has already shown a significant improvement in glycemic control as measured by hemoglobin A1C. In addition to patient care, the clinical pharmacist specialist has already provided hours of lectures and workshops for the UT Family Medicine Residency, and over the next year is planning educational lunch and learn events for community members on topics like diabetes.

Investment - Rutherford County \$29 million



Rutherford County

Community health investment by priority health need

Programs	Access to care and care coordination	Mental health and substance abuse	Wellness and disease prevention	Social determinants
Breastfeeding Outreach Clinic			X	
Continuing Medical Education			X	
Dispensary of Hope Charitable Pharmacy Program ¹	X			
Health Professions Education	X			
Medical Missions Around the World	X			
Medical Missions at Home	X			X
Mobile Health Unit	X	X		
Pharmacotherapy Clinic	X			
Sexual Assault Nurse Examiners (SANE)	X	X		
Family Health Centers ²	X	X	X	
Nonprofit partners				
Boys and Girls Club of Rutherford County		X		X
Enroll America	X			
Hope Smiles	X			
Interfaith Dental Clinic	X			
Insight Counseling Centers	X		X	
Kymari House, Inc.			X	
Lutheran Services in Tennessee			X	X
Middle Tennessee Oral Health Coalition	X			
Nurses for Newborns		X		X
Sexual Assault Center	X		X	
Special Kids, Inc.	X		X	
Tennessee Justice Center	X			
YMCA of Middle Tennessee				X

1. Saint Louise Clinic 2. Saint Louise Clinic, Eagleville Medical Group

Saint Louise Clinic

The abovementioned Saint Louise Clinic opened October 2011 to serves the needs of the uninsured and underinsured in Rutherford and surrounding counties. The clinic's 8 physicians and 5 nurse practitioners care for patients start at birth and throughout life, covering annual physical exams, well child checks, obstetric care, well woman care, minor surgical procedures, and onsite lab, x-ray, and pharmacy capabilities. Core services are supplemented through a social worker, mental health nurse practitioner, prenatal educator/lactation counselor, pharmacist, and nutritionist, who all help to offer whole-person care through the clinic's 2,000 monthly patient visits. Nearly 50% of Saint Louise patients are uninsured, and nearly 40% are nonnative English speakers. Saint Louise Clinic is working to improve access to quality, affordable care for the poor and vulnerable in Rutherford County.



2017 Hickman County

As a whole, Saint Thomas Health invested \$96.5M in our communities. Specific investments by Saint Thomas Hickman Hospital – Centerville, Tennessee include:

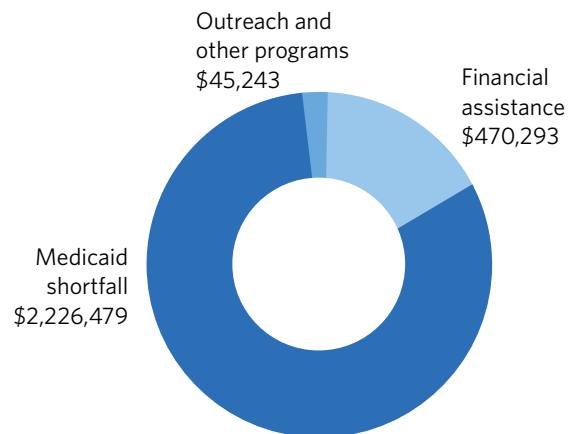
Priority health needs

- Wellness and disease prevention
- Mental and emotional health/substance abuse
- Access to care/care coordination
- Social determinants of health

Program highlights

- 282 food boxes given to Hickman families through Preventive Food Pantry
- 15,475 patient visits to the Hickman Rural Health Clinic
- \$5,040 in food donated to community events

Investment - Hickman County \$2.7 million



Program spotlight: Behavioral Health Expansion

In FY17, Saint Thomas Hickman Hospital broke ground on and completed its Behavioral Health expansion, adding to the Saint Thomas Hickman clinic. The new construction provides needed meeting room space for group sessions, including an Alzheimer’s Caregiver Support group, as well as office space for senior care, insurance enrollment, resource navigation, social work, and the newly hired psychiatric nurse practitioner at Hickman Clinic. This new construction is enabling Saint Thomas Hickman Hospital to address the mental and emotional health needs of the community, part of Saint Thomas’ mission of offering holistic care to patients.

Hickman County

Community health investment by priority health need

Programs	Wellness and disease prevention	Mental health and substance abuse	Access to care and care coordination	Social determinants
Alzheimer's Caregiver Support Group		X		
Behavioral Health Awareness Programs	X	X		
Community CPR/First Aid Classes	X			
Diabetes and Chronic Disease Management Counseling	X			
Dispensary of Hope Charitable Pharmacy Program ¹			X	
Enrollment and Navigation Assistance			X	X
Health Professions Education			X	
Medical Missions at Home			X	X
Preventive Food Pantry	X			X
Rural Health Clinic			X	
Telemedicine - Stroke Evaluation			X	
Youth Sports Physicals	X			
Nonprofit partners				
Hope Smiles			X	
Lutheran Services in Tennessee	X	X		
Tennessee Department of Health	X			X
Women Are Safe		X		X

1. Hickman Charitable Pharmacy



2017

Warren County



As a whole, Saint Thomas Health invested \$96.5M in our communities. Specific investments by Saint Thomas River Park Hospital – McMinnville, Tennessee include:

Priority health needs

- Wellness and disease prevention
- Mental and emotional health/substance abuse
- Access to care/care coordination
- Social determinants of health

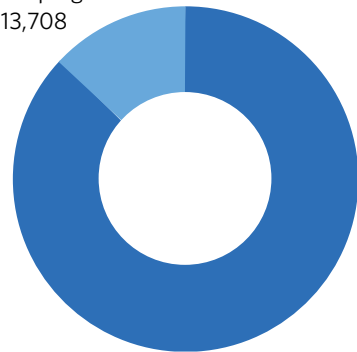
Program spotlight: Medical Mission at Home

In June 2017, Saint Thomas Health held its first ever Medical Mission at Home in McMinnville, Tennessee, home of Saint Thomas River Park Hospital. The event, hosted at Warren County High School, was a day of free medical, dental, vision, and behavioral health care, supported by onsite lab, pharmacy, radiology, mammography, foot care, and social service agencies, as well as referrals and appointments for follow-up care. Demand for basic medical care in this underserved rural community is high, and 230 Saint Thomas volunteers, both clinical and non-clinical, saw 356 patients in one day. Plans are underway to come back in 2018, but this first Medical Mission at Home was an opportunity to let Warren County know that Saint Thomas Health is dedicated to its mission of serving the vulnerable throughout Middle Tennessee. Event highlights:

- 311 medical exams
- 263 tooth extractions
- 126 prescriptions filled
- 99 pair of glasses dispensed
- 249 lab tests done
- 22 mammography screenings
- 6310 pounds of food given away

Investment - Warren County \$926K

Outreach and other programs
\$113,708

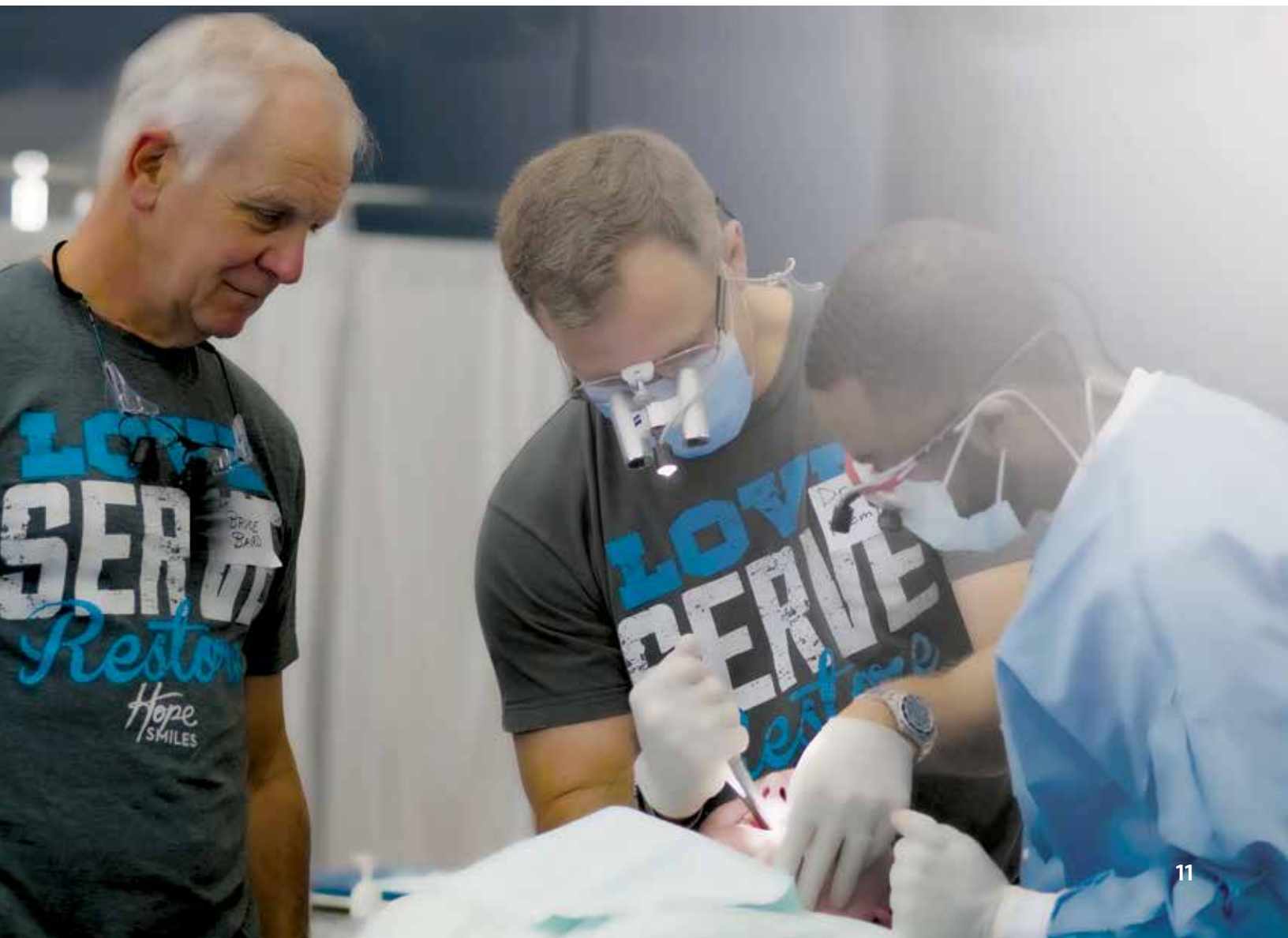


Financial assistance
\$812,384

Warren County

Community health investment by priority health need

Programs	Substance abuse and mental health	Obesity - food and fitness	Access - insurance and care	Socioeconomics	Chronic diseases
Health Professions Education			X		
Medical Missions at Home			X		
Telemedicine - Stroke Evaluation			X		
Nonprofit partners					
CHEER Mental Health	X				
Children's Advocacy Center for the 31st Judicial District	X				
Enroll America			X		
Foundation for Educational Progress - Warren County				X	
Hope Smiles			X		
McMinnville-Warren County Senior Center		X			X
The Hope Center of Warren County	X			X	



2017

DeKalb County



As a whole, Saint Thomas Health invested \$96.5M in our communities. Specific investments by Saint Thomas DeKalb Hospital – Smithville, Tennessee include:

Priority health needs

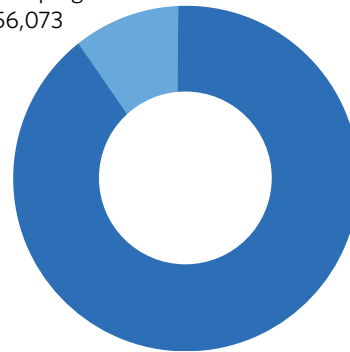
- Substance abuse and mental health
- Obesity – food, fitness, fun
- Access to care
- Youth

Program spotlight: DeKalb County Community Health Adventure

In partnership with local agencies, schools, and Saint Thomas DeKalb Hospital, the DeKalb County Government ran a 12-month Health Adventure program for all residents of DeKalb County. The program offered a variety of free activities focusing on physical and emotional health for residents of all ages, from children to seniors. Over the course of the program, over 1,200 community members participated in the classes offered, which included yoga, martial arts, nutrition, healthy cooking, swimming, and courses for those with special needs. Seventy-seven percent (77%) of participants agreed the program had a positive impact on their health, and many stated they would continue the new healthy activity even after the program ended. This program was modeled on the success of a 90-Day Weight Loss Challenge program piloted by Saint Thomas DeKalb and Stones River Hospitals.

Investment - DeKalb County \$523K

Outreach and
other programs
\$56,073



Financial
assistance
\$466,710

DeKalb County

Community health investment by priority health need

Programs	Substance abuse and mental health	Obesity - food and fitness	Access - insurance and care	Youth
Health Professions Education			X	
Telemedicine - Stroke Evaluation			X	
Nonprofit partners				
Enroll America			X	
DeKalb County Government		X		
Haven of Hope of DeKalb County	X		X	
Hope Smiles			X	
Prospect, Inc.	X			X
Upper Cumberland Human Resources Agency				X



2017 White County



As a whole, Saint Thomas Health invested \$96.5M in our communities. Specific investments by Saint Thomas Highlands Hospital – Sparta, Tennessee include:

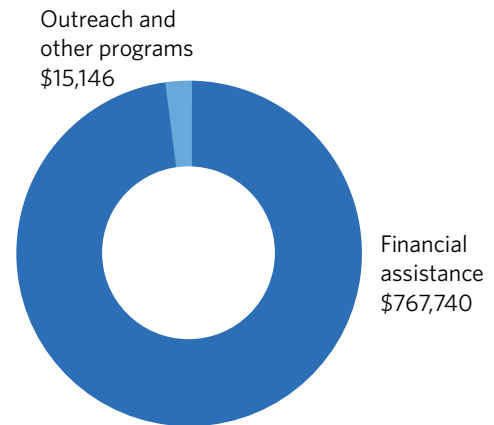
Priority health needs

- Substance abuse
- Obesity
- Access
- Mental health
- Others (poverty, chronic disease)

Program spotlight: Telemedicine Stroke Evaluation

Early intervention and evaluation is critical in the event of a stroke, but in smaller, rural communities, it can be difficult for patients to access this specialist care without traveling far from home. Saint Thomas Health is now providing a way for patients to receive this care without leaving their communities through Telemedicine. Available for the first time at Saint Thomas Highlands Hospital in FY17, Telemedicine Stroke Evaluation allows a neurologist to remotely evaluate a patient who has come to the hospital with stroke symptoms, offering crucial, life-saving early intervention. In its first year, the Telemedicine Stroke Evaluation program at Saint Thomas Highlands Hospital saw nine patients who would otherwise have had to travel further for diagnosis and treatment, risking poorer neurological outcomes.

Investment - White County \$783K



White County

Community health investment by priority health need

Programs	Substance abuse and mental health	Obesity - food and fitness	Access - insurance and care	Mental health	Other
Health Professions Education			X		
Telemedicine - Stroke Evaluation			X		
Nonprofit partners					
Clean Heart Christian Ministries	X			X	X
Hope Smiles			X		



2017

Cannon County



As a whole, Saint Thomas Health invested \$96.5M in our communities. Specific investments by Saint Thomas Stones River Hospital – Woodbury, Tennessee include:

Priority health needs

- Substance abuse (including tobacco) and mental health
- Healthy living – physical activity, good nutrition
- Social needs
- Access to care

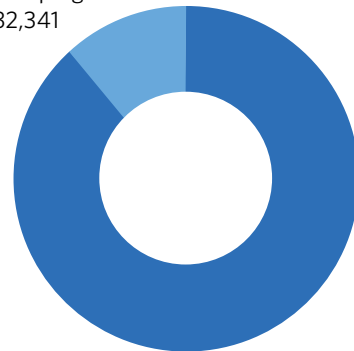
Program spotlight: We Care Cannon

This year, associates from across Saint Thomas joined forces to support We Care Cannon, a back-to-school event for students in Cannon County, home of Saint Thomas Health Stones River Hospital. This event, held in late July, is for all children grades K-12 in Cannon County, where 68.8% of students are eligible for free and reduced lunch, and many students lack the basic hygiene and school supplies needed to start the school year off on the right foot. The We Care Cannon event provides school supplies, shoes, hygiene items, undergarments, haircuts and dental/vision/health screenings to all Cannon County students before the school year starts. A mental health provider and school counselors are also onsite on the day of the event. This year, Saint Thomas leaders across the system shared the responsibility for collecting all the items needed for We Care Cannon, and the response was overwhelming. Together, Saint Thomas associates collected the following for the students of Cannon County, demonstrating one of the ways Saint Thomas tries to partner creatively in the communities we serve:

- 1857 bars of soap
- 603 containers of dental floss
- 590 tubes toothpaste
- 28 bottles lotion
- 376 children’s toothbrushes
- 600 adult toothbrushes
- 196 bottles baby shampoo
- 400 bottles adult shampoo
- 1180 boxes of tissue
- 800 travel size bottles lotion
- 650 travel size bottles hand sanitize

Investment - Cannon County \$272K

Outreach and other programs
\$32,341



Financial assistance
\$239,808

Cannon County

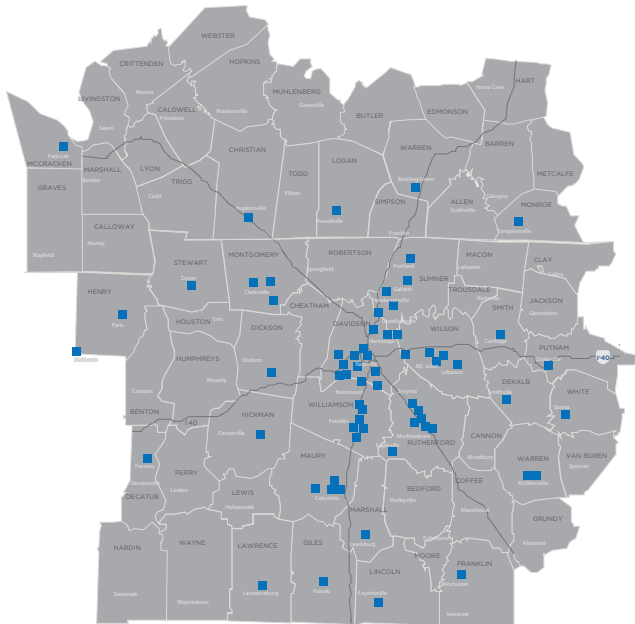
Community health investment by priority health need

Programs	Substance abuse and mental health	Healthy living	Social needs	Access to care
Health Professions Education				X
Telemedicine - Stroke Evaluation				X
Nonprofit partners				
Cannon County Coordinated Health		X		
Hope Smiles				X



About us

Saint Thomas Health is a ministry of Ascension Health, a faith-based healthcare organization dedicated to transformation through innovation across the continuum of care. As the largest non-profit health system in the U.S. and the world's largest Catholic health system, Ascension is committed to delivering compassionate, personalized care to all, with special attention to persons living in poverty and those most vulnerable. Saint Thomas Health serves Middle Tennessee and Southern Kentucky with access points located throughout the region.



\$1.49 billion

Operating revenue

\$86.6 million

Care of persons living in poverty and other community benefit programs

8,090

Full-time equivalent employees

9

General acute care hospitals

66,816

Total inpatient discharges

315,414

Total patient days

229,886

Outpatient visits (excluding ER visits)

390

Providers within Saint Thomas Medical Partners

10,024

Births

50,883

Total surgery cases

346,356

Physician office visits

237,000

Emergency room visits

1,864

Licensed beds

Mission

Rooted in the loving ministry of Jesus as healer, we commit ourselves to serving all persons with special attention to those who are poor and vulnerable. Our Catholic health ministry is dedicated to spiritually centered, holistic care, which sustains and improves the health of individuals and communities. We are advocates for a compassionate and just society through our actions and our words.

Vision

As an integrated ministry, we will help people lead healthier lives, transforming the healthcare experience through trusted personal relationships and holistic, reverent care.

Values

- Service of the poor: Generosity of spirit, especially for persons most in need
- Reverence: Respect and compassion for the dignity and diversity of life
- Integrity: Inspiring trust through personal leadership
- Wisdom: Integrating excellence and stewardship
- Creativity: Courageous innovation
- Dedication: Affirming the hope and joy of our ministry



For more information, please visit
sthealth.com/community

