

# Community Benefits Summary

FY 2021

## **Community Benefits Summary for FY 2021**

### *Snapshot of Community Benefit*

Since 1942, the Floyd family of health services has served northwest Georgia and northeast Alabama. As part of that service, Floyd and its affiliated not-for-profit hospitals have provided care at no cost or at a discounted cost directly benefiting these communities, thus the term “Community Benefit.” In fiscal year 2021 (FY 2021), Floyd Cherokee Medical Center provided \$3,708,323 in community benefit services. This total represents the direct cost to Floyd of providing these services, and includes the following areas:

- Traditional charity care - \$302,498
- Unreimbursed Medicaid - \$ 750,003
- Unreimbursed Medicare - \$ 1,230,014
- A percentage of bad debt attributed to individuals who cannot afford to pay for services - \$1,220,709
- Non-billed community services - \$205,189

The total community benefits provided by the Floyd health system includes the following areas:

- Traditional charity care - \$24,103,793
- Unreimbursed Medicaid - \$12,259,330
- Floyd County Clinic operations - \$1,335,733
- Unreimbursed Medicare - \$41,262,797
- A percentage of bad debt attributed to individuals who cannot afford to pay for services - \$24,985,318
- Non-billed community services - \$3,002,877
- Medical education - \$1,244,916

### *About Floyd Cherokee Medical Center*

Floyd Cherokee Medical Center is an economic engine in northeast Alabama. The Alabama Hospital Association estimates that Floyd Cherokee Medical Center generates more than \$29.13 million in economic activity in the state. Floyd Cherokee Medical Center sustains an estimated 230 full-time jobs throughout Cherokee County and the rest of the state, including more than 70 full-time employees. Floyd Cherokee Medical Center reported direct expenditures of more than \$14.7 million. As an organization, the Floyd health system is one of the region’s largest employers, with approximately 3,400 employees and has an estimated economic impact of \$969.4 million.

### *About Floyd*

The Floyd health care system includes Floyd Medical Center, Floyd Polk Medical Center, Floyd Cherokee Medical Center, Floyd Behavioral Health Center, Floyd Primary Care, Floyd Urgent Care, Floyd Outpatient Surgery Center, Floyd Physical Therapy & Rehab, Heyman

HospiceCare at Floyd, The Breast Center at Floyd and numerous ancillary services. Floyd is vital to its four-county primary service area of Chattooga, Floyd and Polk counties in Georgia and Cherokee County, Alabama, as well as the additional counties that make up Floyd's secondary service area: Bartow and Gordon counties in Georgia and Calhoun County, Alabama.

The mission of Floyd is to provide the communities we serve with a comprehensive and technologically advanced health care system committed to the delivery of care that is characterized by continually improving quality, accessibility, affordability and personal dignity. This report outlines many of the community-focused programs and services that enable us to achieve our mission and improve the health of our community.

As a not-for-profit, community hospital, we are committed to our responsibility to invest our resources into understanding and meeting the diverse health care needs of northwest Georgia and northeast Alabama. We continually strategize to ensure quality health care services are available to everyone, regardless of their ability to pay.

### *Summary of Services and Benefits*

#### *Patient Services: Meeting the Needs of Our Community 24/7/365*

As a not-for-profit community hospital, Floyd Cherokee Medical Center provides the medical services critically necessary to support healthy living in Cherokee County. Those services include the following:

- Drug and Alcohol Treatment
- Emergency Care
- Emergency Medical Services (EMS)
- Family Medicine
- Imaging Services
- Laboratory Services
- Pharmacy Services
- Respiratory Care
- Sleep Disorders Services
- Surgical Services

Floyd Cherokee Medical Center is supported by the Floyd health care system, which provides a complete continuum of medical care to serve the health needs of people in northwest Georgia and northeast Alabama. Our organization includes more than 370 physicians on our medical staff covering 40 medical specialties. This includes more than 60 employed physicians. In addition, Floyd's medical staff includes approximately 180 advance practice providers (nurse practitioners and physician assistants), many of whom are employed. Floyd also provides inpatient and outpatient diagnostic, hospice, behavioral health and hospital services.

At the hub of the health system is Floyd Medical Center, a 304-bed, full-service acute care hospital that provides Joint Commission-certified specialty programs in advanced palliative care, heart failure, inpatient diabetes, stroke care, hip replacement surgery, knee replacement surgery and spine surgery. In addition, Floyd Medical Center is a certified Chest Pain Center, a designated Bariatric Surgery Center of Excellence and The Breast Center at Floyd is a Breast Imaging Center of Excellence and a Quality Breast Center of Excellence. Floyd also is home to a state-designated level II Trauma Center, a level III Neonatal Intensive Care Unit and has specialty centers for Pediatrics and Wound Care and Hyperbarics. The health system also includes Floyd Polk Medical Center, a 25-bed critical access hospital in Cedartown, Ga., and 60-bed Floyd Cherokee Medical Center in Centre, Alabama. Floyd also operates Floyd Behavioral Health Center. Through these locations Floyd is uniquely positioned to provide the full circle of care, including the following medical specialties:

- Alcohol and Chemical Dependency Services
- Bariatric Medicine, Surgery and Aftercare
- Behavioral Health
- Breast Health
- Cardiac Catheterization
- Cardiology
- Cardiac Rehabilitation
- Corporate Health
- Diabetes Care
- Diagnostic Radiology
- Echocardiography
- Emergency Care
- Family Medicine
- Family Medicine Residency Program
- Gynecology
- Hospice
- Hospitalist Care
- Hyperbarics and Wound Care
- Intensive Care
- Interventional Cardiology
- IV Therapy
- Laboratory Services
- Level III Neonatal Intensive Care Unit
- Level II Trauma Care
- Maternity Services
- Neurology
- Neuropsychology

- Neurosurgery
- Neonatal care, intermediate and intensive
- Occupational Medicine
- Oncology
- Orthopedics
- Palliative Care
- Pediatrics
- Pediatric Intermediate Care
- Pharmacy, Inpatient and Outpatient
- Radiology
- Inpatient Rehabilitation Services
- Outpatient Rehabilitation Services
- Senior Enrichment Program
- Sleep Disorders
- Subacute Rehabilitation
- Surgery, Inpatient and Outpatient
- Urgent Care
- Vascular Surgery

### **Community Benefit Programs**

Our community benefit programs are extensions of many of these services into the community and cover a broad range of activities:

- CPR and first-aid classes
- Diabetes Education
- In-kind donations/medical care at community events
- School-based health education programs
- Speakers for schools and civic groups

### *Our Community's Demographics*

Floyd Medical Center is committed to the health of the people who live, work and visit our service area. Floyd completed its most recent Community Health Needs Assessment (CHNA) in June 2019 to provide a snapshot of the health of Floyd's primary service area. The assessment was developed in compliance with IRS 501(r) guidelines, incorporating input from community stakeholders and public health experts. The data used to determine community health needs was taken from publicly reported health information and internally generated statistical information.

Cherokee County encompasses 553.70 square miles in northeast Alabama. The predominantly rural area has an estimated population of 26,196 (2019).

*Poverty, Income and Employment:* The poverty rate in Cherokee County is 16.3%.

In FY18, 40% of Floyd Medical Center and Floyd Polk Medical Center's patient populations were covered by Medicare, and 19% of patients were covered by Medicaid. FY18 statistics for Floyd Cherokee Medical Center were not available in time for the 2019 Community Health Needs Assessment.

*Health Care Providers:* There is a wide variance in the availability of primary care physicians and mental health providers in the northwest Georgia and northeast Alabama region. This disparity in availability in the more rural counties translates to community perception of health and availability of care for residents. The rates of primary care physicians per 100,000 residents are:

- Floyd County – 135.33 per 100,000
- Polk County – 31.6 per 100,000
- Cherokee County, Alabama – 27 per 100,000
- Chattooga County – 4.01 per 100,000.

*Social Service Resources:* There is a robust social service sector and invaluable support and services provided by non-profit, faith-based and community-based organizations. There is, however, a gap in the awareness of available services. There is general concern that there is a lack of broad-based impactful communication, transportation and general access to these services.

*Education:* Area schools and colleges are assets with good access to a quality education from preschool through college. The percentage of Cherokee County residents who graduated high school or have a general education development (GED) certificate is 80.2%.

The rate of residents with a bachelor's degree in Cherokee County is 12.9%.

#### *Summary of Community Health Needs*

By viewing the prevalence of chronic diseases in relation to indicators (e.g., poor diet and exercise) and outcomes (e.g., high rates of obesity and diabetes), causal associations emerge, allowing a better understanding of how certain community health needs may be addressed. In reviewing these alongside secondary data sources, surveys and focus groups, community health needs emerge:

- Access to care
- Cardiovascular disease
- Mental and behavioral health
- Nutrition and wellness

*Access to Medical Care and Prevention Services:* Access to care is a primary concern. Despite the expansion of health care coverage, financial, transportation and linguistic barriers prevent some residents from receiving care in a timely and consistent manner. A significant portion of the population does not qualify for Medicaid coverage and does not have the resources to purchase health care insurance on the federal exchange.

Approximately 13.5% percent of the residents of Cherokee County are uninsured. Transportation combined with few health care providers, particularly in rural communities, prevents residents from getting to appointments. And, there are gaps in the awareness of available services to assist with access.

*Cardiovascular Disease:* Cardiovascular disease is a significant health care issue for the community. The mortality rate from cardiovascular disease per 100,000 residents in Cherokee County is 409.9. Coronary heart disease is a leading cause of death in the United States. Contributing factors include obesity, tobacco use, high blood pressure, high cholesterol levels and lack of physical activity.

*Diabetes:* The prevalence of diabetes in Cherokee County is 14 percent.

*Mental and Behavioral Health:* Mental health services are a pervasive community health need. Diagnoses range from stress and depression to attention deficit disorders and schizophrenia. Primary care physicians have begun to ask patients depression-related questions and reported rates of depression of risen in the Medicare population since these questions were added to wellness exams. In Cherokee County, that rate is 20.9 percent.

*Nutrition:* Good nutrition is vital to good health, disease prevention and healthy growth and development of children and adolescents. A lack of access to healthy foods is a barrier to healthy eating habits, and low-income and underserved areas often have limited access to healthy foods. In addition, people living farther away from grocery stores are less likely to have access to healthy food options and, thus, are more likely to consume less healthy, more convenient food options. This is exacerbated in the summer months when children do not have daily access to school breakfast and lunch programs. In Cherokee County, the USDA food nutrition program provides summer meals at locations throughout the county. The food insecurity rate in Cherokee County is 13 percent.

### *An Entire System Working Together*

Access to care, cardiovascular disease, mental health services and healthy nutrition disease were determined in the 2019 CHNA to be significant concerns that affect many residents. The distribution of behaviors and health outcomes consistently follow social and economic patterns. Furthermore, some barriers to accessing care continue to prevent current programs and initiatives from reaching the populations in need. These challenges present important opportunities for the future. As we move forward as an integrated community of health care, social service and community leadership, we can leverage community assets to improve the health of residents in Cherokee County. Following are the key community health needs identified by Floyd that will serve as the guide for this implementation plan.

Together, Floyd Medical Center, Floyd Polk Medical Center and Floyd Cherokee Medical Center provide nearly \$50 million in free medical services to uninsured and underinsured patients. As the region's trauma center and neonatal intensive care provider, Floyd offers

emergency care and intensive care to patients regardless of their ability to pay. In addition, Floyd offers discounted medical services including financial counseling, indigent prescriptions and operation of the Floyd County Clinic for that county's uninsured and underemployed population.

- The Floyd Family Medicine Clinic provides a county clinic available to specific low-income and uninsured populations and We Care program participations along with a large number of Medicaid/Medicare patients.
- Mobile Mammography – The Mobile Mammography Coach travels to businesses, industries and medical practices throughout the four-county primary service area to provide onsite screening mammography. Mammography scholarships are available to qualifying individuals through Floyd Healthcare Foundation.

### **2019 Community Health Needs Assessment Cardiovascular Disease Management Identified Resources:**

- Corporate Health – Floyd Corporate Health works with business and industry to develop and hardwire corporate wellness programs specific to the needs of each industry. This has resulted in successful reduction of loss time and benefits cost-savings for participating companies in our service area.
- Education Programs – Floyd provides numerous education programs at every level, from pre-school through senior adulthood. The Speakers Bureau is available to provide experts to speak about health, safety and resources available to the community.
- Patient-Centered Medical Homes – The Floyd Primary Care network, which has physician offices in all four counties in the primary service area as well as locations in the secondary service area, follows the patient-centered medical home philosophy, providing more intensive disease management to patients.
- Health Screenings – Floyd participates in health fairs organized by the Northwest Georgia Regional Cancer Coalition, 100 Black Men of Rome and other entities, providing diabetes, wound care, high blood pressure, cholesterol and many other screenings free of charge or at cost.
- High Blood Pressure – Floyd routinely offers blood pressure screenings at health fairs and to community groups upon request.
- Diabetes – Floyd routinely offers diabetes screenings at health fairs and to community groups upon request. In addition, Floyd offers pre-diabetes classes to help those at risk of developing the disease to adopt a healthier lifestyle with a goal of reducing the likelihood of developing Type II Diabetes.



### ***Mental Health Services Identified Resources***

- Floyd Behavioral Health provides inpatient and outpatient adult psychiatric care to patients with a range of needs from depression and substance abuse to dementia and Alzheimer's disease. Floyd Behavioral Health also hosts depression screenings, support groups and individual counseling to patients and the community.

### ***Nutrition Support Identified Resources***

- The Cherokee County School District offers nutritional support for students throughout the school year, whose access to food is hampered when school is not in session. Floyd supports these efforts through donations and providing health care support at special nutrition distribution events.

### ***Providing a Helping Hand: Charity Care and Community Benefits***

Perhaps most significant in meeting community health needs is the continuing commitment of Cherokee Medical Center to provide comprehensive health care services to all individuals regardless of ability to pay. In FY 2021, \$3,503,134 in unreimbursed care was delivered to individuals in the form of traditional charity care and through public programs and services. The value of all community benefit activities combined totaled \$3,708,323.

Indigent care is the care provided to individuals who live in a family whose combined income falls below 125 percent of the federal poverty level for a family of a specific size. Currently, a family of four with a total annual family income of less than \$33,125 is eligible for indigent care. Patients who qualify as indigent receive their hospital services at no cost to them.

Charity care is the medical care provided to low-income patients at a discounted rate. Floyd hospitals discount hospital charges on a sliding scale for patients whose combined family income falls between 125 percent and 400 percent of the federal poverty level for uninsured families of a specific size. The limit for insured families is 400 percent of the federal poverty level. For example, an individual living in a family of four with a total annual family income of \$106,000 is eligible for a discount of 70 percent.

Patients who come to Floyd Medical Center, Floyd Polk Medical Center, Floyd Cherokee Medical Center or our behavioral health facility with no health insurance coverage or a low annual income meet with a financial counselor to determine if they are eligible for government assistance or for indigent or charity care. In FY 2021, Floyd financial counselors assisted 375 low-income residents in seeking eligibility for Medicaid programs including presumptive eligibility. 19,112 individual Medicaid patients were treated at Floyd Medical Center for a total of 42,817 encounters. At Floyd Polk Medical Center, 4,917 individual Medicaid patients were treated for a total of 10,026 encounters, and at Floyd Cherokee Medical Center, 2,074 Medicaid patients we treated for a total of 3,441 encounters. Also, 221 individual Medicaid patients were treated at Floyd Behavioral Health Center for a total of 350 encounters

### *Community Service*

Individually and corporately, Cherokee Medical Center continues to be actively involved in the communities where we have a presence, lending leadership, time and other valuable resources to efforts to improve the quality of life for families in the area.

In FY 2021, Cherokee Medical Center's outreach into the community, along with the provision of trauma and neonatal intensive care services resulted in more than 2,016 encounters through community outreach. Floyd co-workers and volunteers contributed more than 2,000 hours to community endeavors at an expense of \$ 205,189.

- Diabetes educators provided 200 hours of diabetes management and prevention classes at a cost to the organization of \$ 14,950.
- Floyd Emergency Medical Services, supplemented by other Floyd departments, is a fixture at community events throughout the year, providing onsite ambulance back-up, First Aid stations and medical support when it is needed. In FY 2021, 36 Cherokee County residents and visitors benefitted from medical care and support at community events at a cost of \$1,209 to the organization.
- The Floyd health system's Mobile Mammography Coach, operated by The Breast Center at Floyd, is equipped with state-of-the-art, digital mammography equipment and is used to reach out to the mostly rural and underserved areas in and around the four-county service area. The coach provided 2,482 mammograms to women in our service area in FY 2021. Of those, 711 patients were past due for a mammogram, 146 women had never had a mammogram before, and 174 screenings revealed an abnormality that required further testing. And, 11 women were diagnosed with cancer as a result of their visit to the mobile mammography coach. The goal of this program is to reach women who have never had a mammogram, in hope of reducing the breast cancer mortality rate in our region, which is among the highest in the nation. The coach traveled 7,210 miles in FY 2021 to women in seven Georgia counties and two Alabama counties to make mammography and clinical breast exams convenient for them. This program seeks to provide services and education to these women with the goal of reducing the mortality rate and improving the lives of these women and their families.
- As a not-for-profit community hospital, Cherokee Medical Center is continuously looking for opportunities to reach farther into our community to meet the needs of the full spectrum of individuals who seek medical care in northwest Georgia and northeast Alabama. We currently have several outreach programs aimed at improving access to health care in our community.
- Members of the Floyd health system team are committed to the community in many ways. In FY 2021, Cherokee co-workers loaned their talents and leadership skills to school, civic

and professional organizations. A partial list of the leadership roles Floyd employees held during this time includes:

- Member, Association of Professional Chaplains
- Member, Berry College Campbell School of Business Executive Advisory Council
- Mentor, Berry College Leadership
- Member, Berry College Reunion Committee
- Member, Berry College Reunion Scholarship Committee
- Member, Blood Assurance Rome/Floyd Advisory Board of Directors
- Vice President, Calhoun Youth Competition Summer Swim Program Board of Directors
- Member, Change Healthcare Customer Solution Council
- Member, Cherokee County Alabama Chamber of Commerce
- Member, Compassionate Paws Board of Directors
- Secretary, Coosa River Basin Initiative (CRBI) Executive Board of Directors
- Member, Coosa Valley Fair Board of Directors
- Advocate, Court Appointed Special Advocates (CASA)
- Treasurer, Cumberland Wilderness Retreat Board of Directors
- Member, First Baptist Church of Rome Budget and Personnel Committees
- Member, First Presbyterian Church of Rome Family Equipping Ministry Team
- Member, First Presbyterian Church of Rome Marriage Ministry Team
- Member, Floyd County Career Academy Board of Directors
- Member, Floyd Opioid Stewardship Committee
- Member, Free Clinic of Rome Board of Directors
- Treasurer, Georgia Access Management Association (GAMA)
- Vice President, Georgia Access Management Association (GAMA)
- Member, Georgia Association of Development Professionals (GADP)
- Member, Georgia Healthcare Financial Management Association (HFMA) Board
- Member, Georgia Healthcare Information and Management Systems Society (HIMSS)
- President-Elect, Georgia Health Information Management Systems Society (HIMSS)
- Chair, Georgia Healthcare Information and Management Systems Society (HIMSS) Communications Committee
- Chair, Georgia Healthcare Information and Management Systems Society (HIMSS) Gala and Golf Committees
- Member, Georgia Highlands College Nursing Advisory Board of Directors
- Member, Georgia Hospital Association Bylaws Review Committee
- Member, Georgia Hospital Association Center for Rural Health Board of Directors
- Member, Georgia Organization of Nurse Leaders Board of Directors
- Board Advisor, Georgia Society of Healthcare Volunteers
- Secretary, Georgia Society for Volunteer and Retail Professionals
- Member, Georgia Society of Healthcare Marketing and Public Relations Board of Directors

- Member, Healthcare Coalition Advisory Committee
- Member, HSI Financial Services Board of Directors
- Member, Kiwanis Club of Polk County Board of Directors
- Southeast Regional Delegate, National Association of Healthcare Access Management
- Member, Open Door Home Board of Directors
- Member, Opioid Task Force for the Medical Association of Georgia
- Chair, Polk County Chamber of Commerce Board of Directors
- Medical Representative, Polk County College and Career Academy
- Member, Polk County Water Authority Board of Directors
- Member, Revenue Cycle Match Advisory Board of Directors
- Chair, Rockmart Farmers Market Board of Directors
- Member, Rome City School Board of Directors
- Member, Rome Downtown Development Association (DDA)
- Chair, Rome Downtown Development Authority Promotions Committee
- Member, Rome Exchange Club
- Member, Rome Exchange Club Family Resource Center Board of Directors
- Member, Rome Floyd County Board of Adjustments
- Member, Rome/Floyd County Commission on Children and Youth
- Member, Rome/Floyd Parks Recreation Department Board of Directors
- Member, Rome Office of Tourism Board of Directors
- Reserve Police Officer, Rome Police Department
- Member, Rome Seven Hills Rotary Club
- Secretary, Rome Seven Hills Rotary Club
- Member, Southeastern Healthcare Volunteer Leaders
- Chair, St. Mary's School Advisory Council
- Chairman, Unity Christian School Board
- Community Coach, Unity Christian School Middle School Football and Basketball Teams
- Member, United Way of Rome and Floyd County Board of Directors
- Elder, West Rome Baptist Church
- Member, Windham Brannon Health Practice Advisory Panel
- Member, YMCA Board of Directors

#### *Quality Leader*

Floyd is a recognized state and national leader in customer engagement, and our comprehensive health care services have earned Floyd regional, state and national accolades and certifications. Over the past fiscal year, Floyd Medical Center and its affiliates received state, national and international recognition.

## **Accreditations and Certifications**

In 2021, Floyd held the following certifications and accreditation from The Joint Commission:

### *Floyd Medical Center*

- Hospital/Home Care
- Behavioral Health Care
- Laboratory
- Advanced Palliative Care
- Advanced Heart Failure
- Inpatient Diabetes Care
- Primary Stroke Center
- Joint Replacement – Hip
- Joint Replacement – Knee
- Spine Surgery

### *Floyd Polk Medical Center*

- Critical Access Hospital
- Laboratory
- Heart Failure
- Acute Stroke Ready

### *Floyd Cherokee Medical Center*

- Hospital
- Laboratory

## **CareChex – Medical Excellence**

In 2021, CareChex, an information service of Quantros, Inc., honored Floyd Medical Center for being a top hospital in the nation in the following Medical Excellence categories:

- Overall Medical Care
- Sepsis Care
- Spinal Surgery
- Women's Health

## **CareChex – Patient Safety**

In 2021, CareChex also recognized Floyd Medical Center for being a top hospital in the nation in the following Patient Safety categories:

- Overall Medical Care
- Chronic Obstructive Pulmonary Disease
- Gastrointestinal Care
- Heart attack treatment
- Major Bowel Procedures
- Major orthopedic surgery

- Neurological care
- Pneumonia Care
- Pulmonary Care
- Spinal Fusion
- Spinal Surgery

### **Get With The Guidelines American Heart Association/American Stroke Association**

- Floyd Medical Center – Heart Failure Gold Plus Quality Achievement
- Polk Medical Center – Heart Failure Gold Plus Quality Achievement
- Floyd Medical Center – Stroke Gold Plus Quality Achievement Award

### **Leapfrog Group Top Rural Hospital**

Floyd Polk Medical Center was named a Top Rural Hospital by The Leapfrog Group in 2020 for the third consecutive year in 2020. Polk was one of only 19 hospitals in the United States awarded this honor, which recognizes excellence in patient safety and quality care.

In 2021, Floyd also held the following quality designations from other organizations:

- Comprehensive Bariatric Center accreditation from the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
- National Quality Measures for Breast Centers Certified Quality Breast Center of Excellence
- American Heart Association / American Stroke Association Get with the Guidelines Gold Plus Award for Stroke Care
- American Heart Association Get with the Guidelines Gold Award for Heart Failure Care (Floyd Medical Center and Floyd Polk Medical Center).
- Level II Trauma Center for Floyd Medical Center from the Georgia Department of Public Health
- Level IV Trauma Center for Floyd Polk Medical Center from the Georgia Department of Public Health
- Level III Neonatal Intensive Care Unit
- Antibiotic Stewardship Gold Honor Roll for Floyd Polk Medical Center.
- Chest Pain Center, American College of Cardiology
- Comprehensive Community Cancer Program by the American College of Surgeons

Floyd's commitment to its role as an excellent community hospital may be best illustrated by the extraordinary acts of kindness and compassion that permeate our culture. We believe that it is important to always keep our values and our mission in front of us. On a daily basis, the employees of Floyd realize that each encounter is an opportunity to put our mission into action. Our commitment to our values and to high levels of employee and patient satisfaction enables a culture of high performance.

Cherokee Medical Center Inc.  
**Summary of Quantifiable Benefits**  
**For period from 07/01/20 through**  
**06/30/21**  
Classified as to Uninsured/Medically  
Indigent and Broader Community

<b>Categories</b>	<b>Occasions</b>	<b>Total</b>	<b>Total</b>	<b>Offsetting</b>	<b>Net Community</b>
	<b>of Service</b>	<b>Net Revenues</b>	<b>Cost</b>	<b>Revenues</b>	<b>Benefit</b>
<b>BENEFITS FOR UNINSURED/ MEDICALLY INDIGENT</b>					
<b>I. Traditional Charity Care:</b>			\$302,408		\$302,408
<b>II. Costs of Public Programs:</b>					
A. Medicaid		\$2,829,920	\$3,579,923		\$750,003
B. Floyd County Clinic					
<b>III. Community Services:</b>					
A. Nonbilled Services					
<b>IV. Bad Debt*:</b>			\$1,220,709		\$1,220,709
<b>BENEFITS FOR BROADER COMMUNITY</b>					
<b>I. Costs of Medicare</b>		\$2,164,817	\$3,394,831		\$1,230,014
<b>II. Community Services:</b>					
A. Nonbilled Services	2,016		\$205,189		\$205,189
B. Medical Education					
<b>Grand Totals:</b>					<b>\$3,708,323</b>

**NOTE: Consolidated Numbers**

## *Definitions*

**Bad Debt** – Those amounts that are patient responsibilities that have been deemed uncollectable.

**Cash/ In-kind Donations** – This category includes any cash or in-kind donations made by Floyd Medical Center and its affiliates.

**Floyd County Clinic** – The clinic provides services to approved indigent patients that are residents of Floyd County.

**Medicaid** – Medicaid is a jointly funded, Federal-State health insurance program for certain low-income and needy people. It can cover children, adults, elderly and disabled citizens.

**Medical Education** – This category includes medical education provided by Floyd Medical Center and its affiliates. The key components of this category are the Family Medicine Residency Program and Medical Clerkships to third and fourth year medical students.

**Medicare** – Medicare is health insurance for people ages 65 and over, along with those that have certain disabilities.

**Net Community Benefit** – The total net benefit provided to the community.

**Non-billed Services** – This category includes those services provided by Floyd Medical Center and its affiliates that are outside the normal patient care services. Examples include free sports physicals for youth, community health screenings and health education programs.

**Occasions of Service** – The number of patient visits or number of people served.

**Offsetting Revenues** – Cash or grants received to offset the cost of a particular program.

**Total Charges** – The total charges for patient services.

**Total Expenses/ Write-Offs** – Expenses are the total expenses for providing health care services. Write-offs are considered Bad Debts and Allowances. Bad Debts are those amounts that are patient responsibilities that have been deemed uncollectable. Allowances are those amounts that are prohibited by federal regulation to be collected from patients.

**Traditional Charity Care** – This category includes services that have been provided to patients determined to be indigent according to the federal poverty guidelines.