

Care in Action

How the people and programs of America's not-for-profit hospitals benefit their communities every day

Grinnell Regional Medical Center

Grinnell, Iowa

A 27-year-old woman sustained multiple injuries in a motor vehicle accident on her way home from a job interview for a teaching position. She was brought to Grinnell Regional Medical Center's emergency department and, after undergoing surgery to repair a broken leg, spent five days in the hospital. After being discharged, she required eight weeks of physical therapy. Because she did not have health insurance coverage or a job and was ineligible for Medicaid, **Grinnell covered the cost of all her medical expenses**, which were in excess of \$12,000.

Beaumont Hospital

Royal Oak, Michigan

At 90, Ruby – a retired nurse and home-health worker – lives alone in her home in on Detroit's east side. Her daughter, Vivian, called Beaumont's Older Adult Services department and found Helping Hands, a Beaumont program that provides household helpers for seniors who otherwise couldn't afford such assistance. The program arranged for Thresya Harris, an aide with Helping Hands, to visit Ruby for several hours each week, do light housework and run errands. **"Helping Hands has done a lot,"** Ruby said. "To name it all – I don't think I could; it's been so much."

Utah Valley Regional Medical Center **Provo, Utah**

Volunteer Care Clinic

The Volunteer Care Clinic, staffed entirely by volunteer providers, offers free health care and pharmacy services, as well as referral to free or low-cost primary and specialty care, to uninsured Utah County residents. The clinic is open two nights a week and serves an average of 40 low-income, uninsured patients each night. The clinic is a collaboration of Intermountain Health Care (through Utah Valley Regional Medical Center), the Latter Day Saints Church, Brigham Young University, United Way and the Utah County Health Department.



Saint Francis Medical Center

Grand Island, Nebraska

Raymond started using drugs when he was 12 years old. He got help for his addiction through Saint Francis Medical Center, which created the Student Wellness Center to provide general health care services, as well as mental health counseling ... including assistance for students with drug and alcohol problems. Since getting help from the Center, Raymond has consistently achieved A's and B's in class work and has participated in many school and community activities. **Saint Francis is making a difference** in the lives of vulnerable children and teens through the Student Wellness Center; Raymond Ramirez is living proof.

The Mercy Hospital of Pittsburgh Pittsburgh, Pennsylvania

Operation Safety Net®

An innovative street outreach program for the unsheltered and transient homeless population, Operation Safety Net (OSN) consists of 14 teams that perform medical rounds by walking the city's streets, alleys and riverbanks providing prenatal care, health counseling, TB and HIV testing, and protection from severe weather conditions through an organized shelter. The program trains approximately 100 residents and medical and nursing students annually in street medicine.

Advocate Lutheran General Hospital

Park Ridge, Illinois

Lewis Wilker tried to ignore the sores on his legs because he didn't have health insurance. Lewis' legs were infected and a chest X-ray showed his lungs also were infected. Doctors realized Lewis had suffered a heart attack and needed a defibrillator implanted in his heart. Without insurance, Lewis and his wife feared he wouldn't receive care. That's when an Advocate hospital stepped in. "They told me not to worry – that the hospital would work it out. I received the implant – **the hospital covered the expense,**" Lewis said. Lewis has since started cardiac rehabilitation, and his legs are finally healing with the help of physical therapy and wound care.

Sauk Prairie Memorial Hospital & Clinics

Prairie du Sac, Wisconsin

A 64-year-old Wisconsin woman with aggressive uterine cancer quickly accumulated \$156,000 in hospital bills. She couldn't afford health insurance, was denied disability because her limited income was just over the qualifying threshold and was just shy of qualifying for Medicare. With limited financial resources and no health insurance, she found hope in her birthday horoscope – "You're in line for a miracle, so you can take on the impossible." That day she got a call from Sauk Prairie Memorial Hospital & Clinics' Community Care program that **her medical bills would be covered.** This program helps 300-500 patients every year.

Providence St. Vincent Medical Center

Portland, Oregon

Carol and Doug Wasden recently resettled from Las Vegas to Oregon. Carol, a breast cancer survivor, learned that back pain she attributed to moving was caused by bone cancer. Having retired early, the couple was without health insurance. A financial counselor with Providence helped the Wasdens gain coverage and also arranged for Providence to cover most of their medical bills. "Everyone has been so sweet to us," Carol said of the financial assistance and her on-going cancer care. **"They're just angels."**

The Cleveland Clinic Health System

Cleveland, Ohio

When Anne Gerber left a full-time job to attend nursing school, she lost her health insurance coverage. She turned to North Coast Health Ministry's free health care and medication assistance program for help. The Cleveland Clinic Health System provides space, free or discounted lab and radiology services and other program support when needed. "I came into this wondering what kind of care I was going to get, and this has been no different than any other doctor I've ever been to," Anne said. "Their concerns about me are always present. **It's top-notch medical care."**

Kishwaukee Community Hospital

DeKalb, Illinois

Five-year-old Kayla Puentes cries when she can't go to therapy at Kishwaukee Community Hospital's Unlimited Performance Rehabilitation and Sports Medicine. When she began therapy for her cerebral palsy she could barely move her legs and left arm. Now she can carry a plate of food. Her progress almost came to a halt when the family's health insurance reached its limit and other assistance was no longer available. Kayla spends five hours a week in the pediatric therapy program. Without insurance, the family faced an annual expense of \$60,000. The health system's **Charity Care Program was able to assist the family** so Kayla could continue to get the help she needed. "We can't say enough about the help we received from the hospital's business office to make this happen," Kayla's father said.

Morton Hospital and Medical Center Taunton, Massachusetts

Friedman Primary Health Center for Adults

Created by Morton Hospital and Medical Center to provide uninsured adults with an alternative to the emergency department, the center offers free primary health care and case management services three afternoons a week. Services provided include primary and preventative care, physicals, sick visits, follow-up management of ongoing health concerns, immunizations, dressing changes, suture removal, office gynecology and chronic disease management.

Saint Joseph HealthCare
Lexington, Kentucky

Mobile Health Services

Mobile Health Services, which consists of two buses, provides needed care to the medically underserved, most of whom are uninsured. Serving several surrounding rural counties, including some in Appalachia, Saint Joseph HealthCare brings care to those most in need using telemedicine and a network of community leaders, volunteers and public-private partnerships. This free clinic helps individuals move from crisis management of illness to preventative care and wellness.

Memorial Medical Center

Neillsville, Wisconsin

Like many farmers, Ronald was accustomed to working with aches and pains. But one pain in particular brought him to Memorial Medical Center's emergency department. From the ED, Ronald was admitted to the hospital for several days. After consulting with physicians and running tests, he was finally discharged. Ronald and his wife lived primarily on his Social Security. When Ronald received his bill in the mail, he made an appointment to speak with Amanda in Financial Services. "I just told her the truth ... that I was going to need help paying the bill. And Amanda couldn't have been nicer. **Two days later, Amanda called to say it was taken care of,**" Ronald said. "We can't thank them enough."

Mercy Hospital

Port Huron, Michigan

Sue Dawson, a financial counselor at Mercy Hospital, reflects on the notes of thanks written to her by patients and family members. Through Mercy Care, the hospital's financial assistance program for those in need, she was able to help a man in desperate need of eye surgery. Previously unemployable and uninsured, the man now has a much brighter future and wrote, "You are the best. **Now I can see life as it is. Sue, thanks for everything.**"

For more information on how hospitals are helping their communities, visit www.caringforcommunities.org



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