

COMMUNITY BENEFIT REPORT

2019

Improving the Life of Every Child

Children's Hospital & Medical Center is committed to caring for, supporting and protecting children – some of the most important and vibrant, yet vulnerable, members of our society. Children are 20 percent of our population, but 100 percent of our future.

Everyone who works at Children's knows the privilege of serving as an advocate for children and the awesome weight of that responsibility to our patients, their families and the communities we serve. Our responsibility includes sharing information to illustrate how Children's provides health care, education and outreach services, helping to fulfill our mission, "To improve the life of every child."

In 2019, Children's provided more than \$120 million in benefits to the broader community. This includes uncompensated care through financial assistance and unreimbursed Medicaid – fulfilling our commitment to ensure that no child with a medical need is ever turned away due to a family's inability to pay.

Children's provides additional community benefit through subsidized health services like home health care and behavioral health, as well as financial and in-kind support for numerous local charity events and non-profit organizations. Investments in health care education and training, plus research to develop new innovations, treatments and cures, confirm Children's dedication to improving the health of the region's children. Within the community, Children's is working in collaboration with cross-sector partners on initiatives to improve child health outcomes. Children's further serves the community through injury and illness prevention education, community outreach and assistance through social work, nurse case management, pastoral care, child life services and more.

This report highlights Children's unwavering commitment to the health and well-being of children and our broader community.

OUR MISSION

To improve the life of every child.

OUR VISION

To be a global leader for children's health.

152,926

Unique patients served in 2019

696,222

Total patient visits in 2019

Committed to Children & Our Community

Total Community Benefit = \$120,783,531

BROADER COMMUNITY HEALTH

Cash and In-Kind Contributions
Subsidized Health Services
Health Professions Education
 Support for Area Medical Schools
 Education & Training for Health Professionals
 Nursing | Community Education
Pediatric Research

\$70,605,498
BROADER COMMUNITY
HEALTH

UNCOMPENSATED CARE

Financial Assistance
Unreimbursed Medicaid
Bad Debt

\$48,523,057
UNCOMPENSATED CARE

COMMUNITY PROGRAMS & SERVICES

Community Health Care Support Services
Community Health Education & Outreach
Community-Based Clinical Services

\$1,654,976
COMMUNITY PROGRAMS
& SERVICES

A Closer Look

Total Community Benefit = \$120,783,531

BROADER COMMUNITY HEALTH

\$70,605,498

| | |
|--|--------------|
| Cash and In-Kind Contributions | \$782,023 |
| Subsidized Health Services | \$50,908,455 |
| Health Professions Education | \$18,804,193 |
| Education & Training for Health Professionals Including Support for Area Medical Schools | \$18,259,605 |
| Scholarships/Funding for Health Professions | \$48,334 |
| Including Nursing Community Education | \$496,254 |
| Pediatric Research | \$110,827 |

UNCOMPENSATED CARE

\$48,523,057

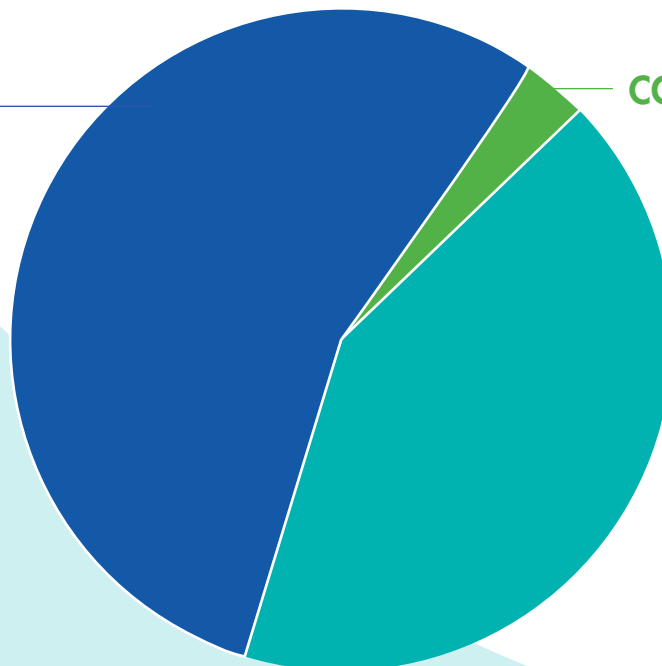
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|-----------------------|--------------|
| Financial Assistance | \$5,250,025 |
| Unreimbursed Medicaid | \$39,228,163 |
| Bad Debt | \$4,044,869 |

COMMUNITY PROGRAMS & SERVICES

\$1,654,976

| | |
|--|-------------|
| Community Health Care Support Services and Community Building Activities | \$1,081,225 |
| Community Health Education & Outreach | \$497,349 |
| Community-Based Clinical Services | \$76,402 |

**BROADER
COMMUNITY
HEALTH**
\$70,605,498



**COMMUNITY PROGRAMS
& SERVICES**
\$1,654,976

**UNCOMPENSATED
CARE**
\$48,523,057

Beyond the Numbers

Financial Assistance/Uncompensated Care

Children's Hospital & Medical Center has an uncompensated care policy that outlines how patient families can apply for financial assistance for their medical care. Eligibility is based upon family income, size and other circumstances. Specially trained social workers, nurse case managers, financial counselors and patient account representatives help families through the process. When outside sources have been exhausted, or when families identify themselves as unable to pay, staff assist them in applying for uncompensated care.

In 2019, Children's provided **\$9,294,894** in the form of uncompensated care or charity care to families unable to pay for their child's medical care.

Unreimbursed Medicaid

In addition to financial assistance offered to those who qualify, Children's accepts any patient covered by Medicaid insurance. The unpaid costs of Medicaid programs and the total benefits for the poor reflect the shortfall from payment methods employed by government programs versus the actual costs to provide care. The shortfall is considered a community benefit because, by covering it, Children's reduces the government's financial burden. In fiscal year 2019, Children's covered **\$39,228,163** for patient families covered by Medicaid insurance.

Cash and In-Kind Contributions

In a spirit of social responsibility and good citizenship, Children's provides financial and in-kind support for numerous local charity events and non-profit charitable organizations. The total amount given by Children's in the form of grants, charitable contributions and in-kind donations of goods or services to other 501(c)(3) organizations was **\$782,023**.

Subsidized Health Services

Children's supports several clinical programs that have been identified as addressing a need in the community, despite a financial loss to the hospital. Some examples of these subsidized services are Behavioral Health, Home Healthcare and hospital outpatient services. The total dollars provided by Children's to subsidize these necessary services was **\$50,908,455**.



A Closer Look

Health Professions Education

As an academic teaching hospital, Children's provides valuable community benefit by educating the next generation of caregivers. In 2019, Children's invested **\$18,307,939** in health care training and education under the oversight of its Office of Education. This sum includes direct financial support for medical education, internships, residencies and fellowships, as well as nursing and allied health education programs. Children's is also the region's leader in pediatric-specific continuing medical education, reaching health care professionals throughout a five-state area. In 2019, Children's touched the lives of 2,109 learners.

Children's pediatric experts are also active in educating providers at community hospitals on the latest information in the care and management of critically ill infants and children. Children's invested \$496,254 in community and education outreach efforts in 2019.

Research

Children's is committed to pushing the bounds of pediatric medicine to develop new innovations, treatments and cures. The Child Health Research Institute, a collaboration between Children's and the University of Nebraska Medical Center, funds and supports research that advances knowledge about childhood health and diseases, ultimately improving the lives of children across the region and around the world. This community benefit equaled **\$110,827** in fiscal year 2019.

Community Programs & Services

At Children's, our commitment to children extends beyond the hospital walls and out into our community. The programs we provide benefit families while their child is receiving health care, as well as educate the community on how to prevent injury and illness. Children's Center for the Child & Community, its community outreach and advocacy hub, expanded its collaborative and coordinated efforts with Omaha-area and statewide partners in 2019. The hospital also provides education through free Parenting U education classes, health fairs and community outreach, as well as assistance through social work, nurse case managers, pastoral and spiritual care, child life services, financial counseling and support groups. For fiscal year 2019, Children's invested **\$1,654,976** in improving community health through programs, services, community-building and health outreach.



