

## Improving Care.

During fiscal 2005, the hospital provided \$19.6 million in community benefit, a 31 percent increase above the \$15 million provided in fiscal 2004. The hospital's commitment to the vulnerable and underserved resulted in nearly \$9 million in financial assistance through 20,000 encounters. In total, the community benefit program had more than 340,000 encounters with community members.

**Holy Cross Hospital** remains firmly committed to meeting the needs of the community and, through the Community Benefit Ministry, is dedicated to improving health care access and outcomes for all.

## Community Benefit Ministry Planning and Oversight

Holy Cross Hospital's community benefit plan is driven by identified unmet community needs and focuses on women, children, seniors, and racial, ethnic and linguistic minorities. The hospital matches areas in which it has a demonstrated clinical competence with unmet community needs to drive improvements in community health. Holy Cross Hospital also participates with other organizations in the community to leverage community resources toward mutual goals.

The Community Benefit Ministry's activities are planned, monitored and evaluated by an interdepartmental CEO Review Committee on Community Benefit as well as the Holy Cross Hospital Board of Trustees and its Mission and Strategy Committee.

## Financial Assistance

Holy Cross Hospital is committed to making its health care services accessible to our most vulnerable and underserved populations. The hospital's financial assistance policy provides a systematic and equitable way to provide clinical services to those who have medical need for those services but who lack resources to pay for them. The policy covers all medically necessary services rendered by the hospital and by hospital-based physicians. Eligibility is based on a patient's household income and accumulated net assets. Once eligibility is established, the patient remains eligible for six months thus eliminating the need for reapplication at each admission.

For additional information, please contact John M. Pollack, M. Div., at 301.754.7391 or [pollaj@holycrosshealth.org](mailto:pollaj@holycrosshealth.org).



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## COMMUNITY BENEFIT MINISTRY



## Improving Access.

### Holy Cross Hospital's

mission is to be the most trusted provider of health care and related services in the community. The hospital fulfills its mission by providing high quality, accessible, efficient and safe health care services.

The hospital also fulfills its mission – entrusted to it by its founders, the Congregation of the Sisters of the Holy Cross – through the Community Benefit Ministry. The Community Benefit Ministry aims to improve the health status and quality of life for all those served through such outreach activities as community health education, medical education and research.



**HOLY CROSS HOSPITAL**

Experts in Medicine, Specialists in Caring.™

# HOLY CROSS HOSPITAL COMMUNITY BENEFIT MINISTRY – SUMMARY OF QUANTIFIABLE BENEFITS – FISCAL 2005\*

	DIRECT COST	INDIRECT COST	OFFSETTING REVENUE	NET COMMUNITY BENEFIT	PERCENT
 <p><b>Charity Care</b> Holy Cross Hospital is committed to providing health care services free of charge or at reduced charges to individuals who meet certain financial criteria and are unable to pay. The hospital is the sole provider of obstetric and gynecologic services for uninsured women in Montgomery County. Through its Maternity Partnership Program with the Montgomery County Department of Health and Human Services, Holy Cross Hospital provided prenatal care to more than 1,800 women in fiscal 2005. Reported charity care is net of client co-pays and Montgomery County support.</p>	\$8,972,091	\$0	\$0	\$8,972,091	46%
<p><b>Health Professions Education</b> Holy Cross Hospital is the largest community teaching hospital in Montgomery County and has physician residency programs affiliated with George Washington University and Children's National Medical Center. Holy Cross Hospital also trains students from 13 area nursing programs, operates its own School of Radiologic Technology, and trains students in other disciplines, including respiratory therapy, laboratory technology, physical therapy, occupational therapy and speech pathology. <i>19,237 Encounters</i></p>	\$3,681,168	\$1,926,355	\$14,120	\$5,593,403	29%
 <p><b>Community Health Services</b> Holy Cross Hospital has an expansive community health program that provides health screenings, education, physician lectures and exercise programs in multiple community locations throughout Montgomery and Prince George's counties. The perinatal community education program offers classes and programs, several in both English and Spanish, to help parents prepare for new arrivals. The Senior Fit program has been recognized as a model program by the National Council on the Aging. <i>16,780 Encounters</i></p>	\$2,256,521	\$1,180,837	\$753,639	\$2,683,719	14%
<p><b>Mission Driven Health Services</b> Holy Cross Hospital offers a wide range of services that would otherwise not be provided in the community. These services are a direct result of the hospital's commitment to its mission and are not expected to result in revenue. Faith Community Nursing supports the health care ministries of 39 congregations in our region. The Adult Day Center provides daytime care and other services to medically disabled and elderly adults. Palliative Care Services meet the unique physical, social, and spiritual needs of patients facing life-threatening illnesses. The Holy Cross Hospital Health Center at Montgomery College provides primary care and education to uninsured adults. During fiscal 2005, the Health Center provided 3,200 patient care visits. Pharmacy programs provide prescription medications at discharge to those who cannot afford to pay for them. Women's services provide such assistance as postnatal home visits to uninsured mothers. <i>57,570 Encounters</i></p>	\$1,696,082	\$887,560	\$940,107	\$1,643,535	8%
 <p><b>Research</b> The hospital participates in studies on health care delivery, incurring unreimbursed costs associated with therapeutic protocols as well as treatment evaluation. The Holy Cross Hospital Cancer Institute is at the forefront of cancer screening research through its participation in the International Early Lung Cancer Action Program (IELCAP) and also participates in clinical trials sponsored by the National Surgical Adjuvant Breast and Bowel Project, National Cancer Institute, Gynecologic Oncology Group and various universities and foundations. <i>6,532 Encounters</i></p>	\$237,638	\$124,356	\$51,150	\$310,844	1%
<p><b>Contributions, Community Building and Community Benefit Operations</b> Holy Cross Hospital supports community organizations by providing in-kind services and hospital space. The hospital also engages in activities to enhance the support systems within the community, including disaster preparedness. <i>4,606 Encounters</i></p>	\$427,605	\$211,224	\$232,955	\$405,874	2%
<b>Total Community Benefit</b>	<b>\$17,271,105</b>	<b>\$4,330,332</b>	<b>\$1,991,971</b>	<b>\$19,609,466</b>	

\*Prepared according to guidelines established by the State of Maryland Health Services Cost Review Commission. For more information about Holy Cross Hospital's Community Benefit Ministry, visit [www.holycrosshealth.org](http://www.holycrosshealth.org).