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TGH Tampa General Hospital
Children's
MEDICAL CENTER



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Community Benefit Report

Community Benefit Report

Tampa General Hospital (TGH) has served its community for more than 80 years. While the hospital has evolved in an ever-changing healthcare environment, it has always served those in the community with limited resources. The mission of TGH reflects its role as a safety net for those without the ability to pay for its services.

TGH Mission

Tampa General Hospital is committed to providing the residents of West Central Florida with excellent and compassionate health care, ranging from the simplest to the most complex medical services. As a teaching facility, Tampa General partners with academic and community institutions to support both their teaching and research missions. As the region's leading safety net hospital, we reaffirm our commitment to providing high quality health services to all residents.

Each year, Tampa General Hospital provides millions of dollars in community benefit. Community benefit is defined as:

- Charity care and other financial assistance on behalf of uninsured and low-income persons
- Subsidized health services
- Financial and in-kind contributions to local charities
- Health professions education
- Research
- Community health improvement

CHARITY CARE

Approximately 47% of the patients discharged from Tampa General Hospital in fiscal 2010 were considered charity or underinsured, and the costs associated with their care approached \$60 million. These included patients who qualified for free care under TGH's charity care policy or were enrolled in programs for low-income or underinsured individuals sponsored by state and local governments. While TGH received reimbursement for some of these patients, the amounts were not sufficient to cover the cost of care provided.

Free care is provided to patients who qualify based on an evaluation of their income and assets. Those eligible for free care include:

- Individuals with an income that is less than, or equal to, 200% of the Federal Poverty Level (FPL)
- Individuals whose income is less than 400% of the FPL but whose hospital charges are greater than 25% of their annual income

Financial counselors work with individuals who seek care and are uninsured. Assistance is provided to enroll eligible individuals in government programs such as Medicaid, Medicare Disability or the Hillsborough County Health Plan, as well as determining if they qualify for charity or discounted care. TGH's financial assistance (charity care and discounted care) policy is posted at www.tgh.org, and in the hospital admissions area.



Community Benefit Report

PUTTING FUNDS TO GOOD USE

The TGH Board of Directors reaffirmed Tampa General's mission statement during the annual review and adoption of the strategic plan. The board also authorizes the use of surplus funds through the annual budget process to fund enhancements to:

- Services
- The physical plant
- Infrastructure and financial support for training physicians, nurses and other healthcare providers
- Health education to the community
- Support of other not-for-profit organizations in the community with complimentary goals and missions

TGH's 15-member board is composed of community leaders, as well as members of the TGH medical staff. The board bylaws specify that its membership will include the elected medical chief of staff, a representative of the University of South Florida and the chairman of the TGH Foundation.



During FY 2010, TGH completed the first phase of its new 82-bed neonatal intensive care unit (NICU). The Jennifer Leigh Muma Neonatal Intensive Care Unit serves the sickest newborns – many of whom are born into families at, or below, the federal poverty level. Approximately 70% of the babies in the NICU are on Medicaid. Surplus funds paid for the construction of the NICU (total cost when completed will be approximately \$35 million), as well as the training of pediatricians and neonatologists. This is just one example of how TGH utilizes its surpluses to provide services to those members of the community in the greatest need.

In addition to utilizing surplus funds for the development of inpatient services, TGH uses these funds to subsidize outpatient services for underserved members of the community. TGH operates a number of outpatient clinics that provide primary and specialty care for the un- and underinsured. Services include adult primary and specialty care, pediatrics and high-risk obstetrics. While many of these patients have some funding either through Medicaid or the Hillsborough County Health Plan, the revenue from these sources is insufficient to cover the cost of providing the services. In FY 2010, TGH's clinics had 94,291 visits.



HEALTH PROFESSIONS EDUCATION AND RESEARCH

The TGH medical staff is open to any physician who meets the requirements of the medical staff bylaws, and rules and regulations. The medical staff is composed of community physicians with private practices and physicians on the faculty of the University of South Florida College of Medicine (USFCOM). Both the community and USFCOM physicians are involved in research and training. Many of the community physicians hold clinical appointments with the USFCOM, and all staff physicians may participate in research.

In FY 2010, the TGH Office of Clinical Research supported 398 research studies at a net cost in excess of \$400,000. These studies received funding from a variety of public and private agencies, including the Department of Defense and the National Institute of Child Health Development, and were led by both community and university physician principle investigators. The research centered on topics ranging from a Phase III study of effective drug cocktails for HIV-positive patients, to an evidenced-based clinical decision support system to predict survival and life expectancy in hospice patients. This research had immediate benefits to the patients who participated, as well as long-term benefits to the community.

TGH is considered a statutory teaching hospital under Florida law. This designation is only available to hospitals that have made a significant commitment to graduate medical education. **In FY 2010, TGH hosted more than 300 full-time equivalent residents and fellows in more than 40 specialties.** While Medicare partially reimburses the cost of funding these residents, **TGH exceeds the number funded by Medicare by over 100 residents.** This means that TGH funds those residents entirely from surplus funds.

In addition to a robust medical education program, TGH is also committed to the training of nurses, pharmacists and other clinical staff. **TGH provided financial support for nursing education at both the University of South Florida and the University of Tampa.** Students and residents in a variety of clinical programs (pharmacy, pastoral care and other programs) rotate through TGH or, in some cases, are assigned to TGH for their training.

TGH sponsors continuing medical education (CME) for physicians in the community and in outlying areas. **In FY 2010, TGH CME sponsorships provided CME education to 578 physicians,** none of whom were on the TGH medical staff. The cost of CME sponsorships exceeded \$125,000.

In FY 2010, TGH:

- *Completed the first phase of the new 82-bed Jennifer Leigh Muma Neonatal Intensive Care Unit (NICU)*
- *Funded more than 300 full-time equivalent, physician residents and fellows in more than 40 specialties*

Community Benefit Report

IMPROVING HEALTH IN THE COMMUNITY

Tampa General's commitment to improving the health status of the community is evident in the vast array of educational programs, screenings and support groups it provides to the community. **In FY 2010, TGH provided 88 free programs and screenings to about 5,000 members of the community.** Educational programs focused on everything from preventing the flu, to smoking cessation, to stress management. Screenings range from blood pressure and diabetes to screenings for peripheral vascular disease and abdominal aortic aneurysms.

Programs were provided in a variety of locations. For example, programs of particular interest to seniors were provided at several senior living facilities within the primary service area including University Village and Grand Court of Tampa as well as in Sun City Center. **In FY 2010, TGH developed two programs in collaboration with its community partners:**

Healthy and Fit for Life is a program for kids and their parents that focuses on making healthy food choices and increasing exercise as a way of maintaining and controlling weight. Healthy and Fit for Life was designed with MORE HEALTH, a community-based health education program for children in Hillsborough and Pinellas Counties. This program was provided in multiple locations including TGH's subsidized clinic location and the University Area Community Center Complex.

Chronic Disease Self-Management Program is a multi-week program aimed at individuals with chronic illnesses. This program was provided in conjunction with the Area Agency on Aging.

TGH has a dedicated staff responsible for developing programs, and identifying high-risk areas within the county that might benefit most from screenings and health prevention and promotion programs. TGH nurses and staff volunteer their time to help with these programs and screenings as part of their clinical ladder.



SUPPORTING LOCAL CHARITIES

In addition to providing educational programs and screenings, TGH also provides financial support to other community not-for-profit organizations. This support is another way that TGH utilizes its surplus funds to support the community's health and well-being. **In FY 2010, TGH provided financial support to more than 60 not-for-profit organizations.** This support ranged from donations under \$1,000 to commitments in excess of \$250,000.

Three organizations in particular receive significant support from TGH:

- MORE HEALTH, Inc.
- Ronald McDonald Care Mobile™
- Tampa Family Health Centers, Inc.

For more than 20 years, TGH has been the largest single sponsor of MORE HEALTH, Inc. MORE HEALTH provides health education in Hillsborough and Pinellas County public and private schools. Innovative, hands-on instruction for all grades is a key feature of MORE HEALTH. **More than a million children have benefited from education provided by MORE HEALTH, since its inception.**

TGH, in conjunction with the University of South Florida College of Medicine and the Ronald McDonald House Charities of Tampa Bay, supports a mobile medical van that provides medical and dental services to underserved children in the region.

TGH also provides financial support to Tampa Family Health Centers, Inc., (TFHC). TFHC is a federally qualified health center that provides significant amounts of service to underserved populations in Hillsborough County. TGH's donation allows them to expand primary care and other services.

In addition, TGH supports a variety of other not-for-profit organizations, including:

- American Heart Association
- March of Dimes
- Ronald McDonald House Charities of Tampa Bay
- Wheels of Success
- Epilepsy Foundation
- Friends of Joshua House Foundation, Inc.
- American Cancer Society

In addition to financial support, many TGH employees volunteer their time and participate in fundraising events like the Heart Walk for the American Heart Association.

COMMUNITY BENEFIT AT COST

Charity Care & Other Means Tested Programs

Charity Care at Cost.....	\$32,450,626
Unreimbursed Medicaid.....	\$17,292,116
Unreimbursed Costs-Other Means-Tested Government Programs (HCHCP).....	\$16,983,808

TOTAL CHARITY CARE.....\$66,726,550

Other Community Benefits

Community Health Improvement & Community Benefit Operations.....	\$753,514
Health Professions Education.....	\$6,648,315
Research.....	\$440,308
Subsidized Health Services.....	\$5,170,309
Cash & In-kind Contributions to Community Groups.....	\$1,218,340
Total Other Benefits.....	\$14,230,786

TOTAL COMMUNITY BENEFIT AT COST.....\$80,957,336

Note: All community benefit costs are net of any reimbursement received from federal, state or local government sources, patients, and private funding sources.

In FY 2010, TGH:

- *Provided 88 free programs and screenings to about 5,000 members of the community*
- *Provided financial support to more than 60 not-for-profit organizations*



Trusted for our expertise. Chosen for our care.SM