



Charity Strategies Pay Dividends!

2017 Reimbursement Summit

HFMA/SCHA

April 7, 2017

Charity – a “payer” source ?

- Every Hospital needs a Charity Strategy
- Think of it as just another “payer group”

Caring for a defined population...

..... Expecting a return on investment

ROI: Improved Health, Reduced Costs

Before (2009)

- \$116 charity costs
- Over 50% ER visits – non-emergent
- Patients “living” in the hospital

Before (2009)

- ER: a place of respite for social service agencies / law enforcement
- Safety Net providers at capacity

Spartanburg Regional Spartanburg County

Reduced Charity costs

\$116 million -2009

\$68 million -2016

Improved County Health ranking

19th – 2011

14th - 2017

Return on Investment

- Understand what's driving admissions, visits
- Focus Upstream: Prevention / Early Intervention
- Build Partnerships to Create Solutions

St. Luke's Free Medical Clinic

- Founded 1992:
 - community and faith leaders
- Services:
 - 44 hours of patient care weekly using volunteer-staff model.
 - In house pharmacy 30 hours
 - Provides regular medical home
- Patients: low-income, uninsured
- 2016 Clinic Operating Expenses \$938,287

St. Luke's Free Medical Clinic

- **Hospital Partnerships:**
 - Spartanburg Regional Healthcare System
 - Mary Black Hospital
 - Services: free of charge for approved St. Luke's patients
 - Relationship in place since organization's inception

St. Luke's Free Medical Clinic

- 2016 Value of Direct Services on site (medical, ancillary, prescriptions, transportation) **\$8,571,868**
- 2016 Value of Investment for Direct Services provided: **\$8.14**
- 2016 Value of Indirect Services (hospitals) **\$4,633,974**
- Value of Investment for total services provided **\$13.00**

St. Luke's Free Medical Clinic

- Provided 7717 medical visits for 2300 individuals in 2016 – avg. ER visit cost \$1200. Savings for hospital of \$2,760,000 if each individual went to ER **only once** last year.
- Bottom line: every connection to a primary medical home and a specialty visit saves ER and Critical Care Hospital dollars

Looking beyond Basic Services

- St. Luke's and SRHS – partners in forming **The Road to Better Health Coalition - 2009**

... understanding the importance of focusing on social determinants and community issues that impact health.

Looking beyond Basic Services

- Partners in creating AccessHealth Spartanburg (case management for social barriers)
- Integrating enrollment for AHS and SL
- Welvista – free medications

Looking beyond Basic Services

- Access to Dental Care
- Access to Specialty Services
- Integrating Mental Health into primary care
- Diabetic Education
- Transportation collaboratives

Bottom Line

- Partnerships make sense
- Health improves
- Costs decline

Questions.....

Patsy Whitney

St. Luke's Free Medical Clinic

Pwhitney@slfmc.org

Renee Romberger

Spartanburg Regional Healthcare System

Rromberger@srhs.com