



Delaware Healthcare Association

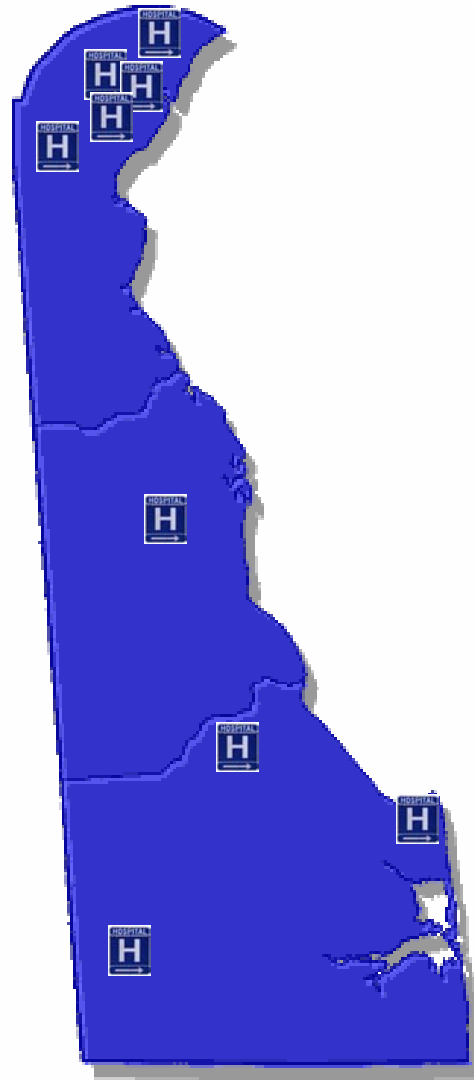


2006

Community Benefit of Delaware Hospitals and Health Systems



A report
highlighting
health
programs,
services,
and education
provided by
Delaware
hospitals and
health systems
to enhance the
quality of life
in our State



Delaware Hospitals.....Caring for Delaware

Social Impact

Together, Delaware Hospitals spent
\$72,069,391 caring for Delawareans
unable to pay for care.

Healthcare Social Contributions Statewide Fiscal Year 2006	
Total Uncompensated Care.....	\$72,069,391
Unpaid Cost of Government Sponsored Healthcare.....	\$138,181,657
Community Benefit Programs (net expense).....	\$73,645,860
Total.....	<u>\$283,896,908</u>

*Additionally, as the only state not offering a public general hospital, Delaware saves approximately \$44 million having its private not-for-profit hospitals provide this service (see *Executive Summary*).

Delaware Hospitals.....Caring for Delaware

Economic Impact

Together, Delaware hospitals employed **20,278**
individuals with an average salary of **\$47,817**

Economic Contributors as Employers <i>Statewide</i> Fiscal Year 2006	
Total Number of Employees	20,278
Total Annual Hospital Payroll	\$969,639,001
Total Annual Federal Taxes Paid	\$145,729,904
Total Annual State Taxes Paid	\$36,306,038
Total Annual Local Taxes Paid	\$2,268,019

Total Hospital Expenditures for 2006 were
\$1,871,384,385

Delaware Hospitals.....Caring for Delaware

Executive Summary

Hospitals are the foundation of our health care system. Delaware hospitals provide care for all citizens of the State regardless of their ability to pay for services. We are the lifeline for the uninsured. Delaware is the only state that does not have a public or safety net hospital. Using a similarly sized populated state - New Hampshire - one could claim Delaware's government avoids approximately \$44 million in operating expense associated with a public hospital. These services instead being provided by Delaware's hospitals. The care our hospitals provide goes well beyond treating the sick and includes health-related programs and initiatives which seek to improve the overall welfare of patients as well as their community.

What is a Community Benefit?*

Community benefits are programs or activities which provide treatment and/or promote health and healing as a response to identified community needs.

A community benefit must meet at least one of the following criteria:

- ▶ Generates a low or negative margin;
- ▶ Responds to needs of special populations, such as persons living in poverty and other disenfranchised persons;
- ▶ Supplies services or programs that would likely be discontinued—or would need to be provided by another not-for-profit or government provider - if the decision was made on a purely financial basis;
- ▶ Responds to public health needs;
- ▶ Involves education or research that improves overall community health.

**According to the Catholic Health Association*

This report provides an opportunity for each of Delaware's not-for-profit hospitals and health systems to highlight a few of their current outreach efforts that benefit the community including such items as:

- Health Screenings and Education
- Health Fairs and Clinics
- Scholarship Programs
- Adult Activity Programs
- School-Based Wellness Programs
- Child Health Promotion Efforts
- Community Outreach Van
- Prenatal and Maternity Programs

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Explanation of Methodology

Charity care* is defined as:

- Free or discounted health and health-related services provided to persons who cannot afford to pay;
- Care provided to uninsured, low-income patients who are not expected to pay all or part of a bill or who are able to pay only a portion using an income-related fee schedule;
- Billed health care services that were never expected to result in cash inflows;
- The un-reimbursed cost to the health system for providing free or discounted care to persons who cannot afford to pay and who are not eligible for public programs.

Charity care results from a provider's policy to provide health care services free of charge on a discounted fee schedule to individuals who meet certain financial criteria. Generally, a bill must be generated and recorded and the patient must meet the organization's criteria for charity care, and demonstrate an inability to pay. There is general consensus that traditional charity care should be reported in terms of costs, not charges.

Charity care does not include bad debt.

Bad Debt* is defined as:

Uncollectible charges, excluding contractual adjustments, arising from the failure to pay by patients whose health care has not been classified as charity care.

Government-Sponsored Health Care

Government-sponsored health care community benefit includes unpaid costs of public programs - the "shortfall" created when a facility receives payments that are less than the costs for caring for public program beneficiaries. This "payment shortfall" is not the same as a contractual allowance, which is the full difference between charges and government payments.

Unpaid costs of public programs include losses related to:

- Medicaid.
- Medicare, in some circumstances.
- Public and/or indigent care: medical programs for the indigent, medically indigent, or local and state programs that provide payments to health care providers to persons not eligible for Medicaid.

**According to the Catholic Health Association*

Delaware Hospitals... ..Caring for Delaware

Community Benefit Reporting Framework

Quantifiable Benefits for 2006 (*AHA model*)

I. Charity care (at cost)	<u>\$30,845,474</u>
II. Bad debt (at cost)	<u>\$41,223,917</u>
III. Government-sponsored health care (net expense) <i>Unpaid cost of Medicare, Medicaid, indigent care programs, SCHIP, and other safety net programs</i>	<u>\$138,181,657</u>
IV. Community Benefit Programs (net expense)	<u>\$73,645,860</u>
<u>A. Research, e.g.,</u>	
1) Clinical	
2) Community health	
<u>B. Health Professions Education, e.g.,</u>	
1) Physicians; medical students	
2) Nurses; nursing students	
3) Scholarships; funding for education	
<u>C. Community Health Services, e.g.,</u>	
1) Health education	
2) Clinical services	
<u>D. Subsidized Health Services, e.g.,</u>	
1) Emergency and trauma services	
2) Hospital outpatient services	
3) Behavioral health services	
4) Palliative care and hospice	
<u>E. Community Building, e.g.,</u>	
1) Physical improvements and housing	
2) Economic development	
3) Environmental improvements	
4) Coalition building	
<u>F. Financial and In-kind Contributions, e.g.,</u>	
1) Cash donations	
2) Grants	
3) In-kind donations	
<u>G. Community Benefit Operations, e.g.,</u>	
1) Dedicated staff	
2) Community health needs and assessments	

***Total Value of Quantifiable Benefits
Provided to the Community***

\$283,896,908

Delaware Hospitals... ..Caring for Delaware

The Nemours logo features the word "Nemours" in a blue serif font with a red swoosh underneath.

Alfred I. duPont
Hospital for Children

Nemours
Children's Clinic

A vertical version of the Nemours logo, with the word "Nemours" in blue and "Alfred I. duPont Hospital for Children" and "Nemours Children's Clinic" in red and green respectively, all oriented vertically.

Alfred I. duPont Hospital for Children of the Nemours Foundation
Community Benefit in Delaware
2006

Nemours is a comprehensive health care system with one of the nation's largest pediatric physician practices. Nemours consists of the Alfred I. duPont Hospital for Children (AIDHC) and its physician group, the Nemours Children's Clinics, offering subspecialty medical services for children throughout the communities in the Delaware Valley and three regions of Florida - Jacksonville, Orlando, and Pensacola, as well as translational research, education and preventive services. The organization is focused on raising the standards in children's health and health care through its four core service dimensions: patient-centered medical care, biomedical research, education, and the optimization of health for children. The duPont Hospital and its physicians provided care and treatment to over 75,000 children and their families in 2006.

Community service is a vital part of Nemours' mission. Each year, we provide millions of dollars influencing the health and health care of children and the elderly throughout our communities and improving their odds for the fullness of health.

Uncompensated Care

Through the generous support of Nemours, the duPont Hospital provides care to children in the communities we serve who meet the criteria of our charity care policy, regardless of their ability to pay. One way to measure this contribution is in the cost of providing free care. Nemours provides additional community support through the uncompensated cost of providing care to those enrolled in public programs such as Medicaid. In addition, Nemours absorbs charges for services rendered, but never collected from families either unwilling or unable to pay for the medical care. In 2006, duPont Hospital provided nearly \$44 million in uncompensated care from its Delaware operations.

Subsidized Health Care Services

In response to a severe lack of access to general pediatricians, duPont Hospital has established pediatrician practices in un-served and underserved areas throughout Delaware. These practices provide a medical home for any child in the state regardless of ability to pay. These pediatricians bring expert pediatric care to children who would otherwise not be able to have a doctor.

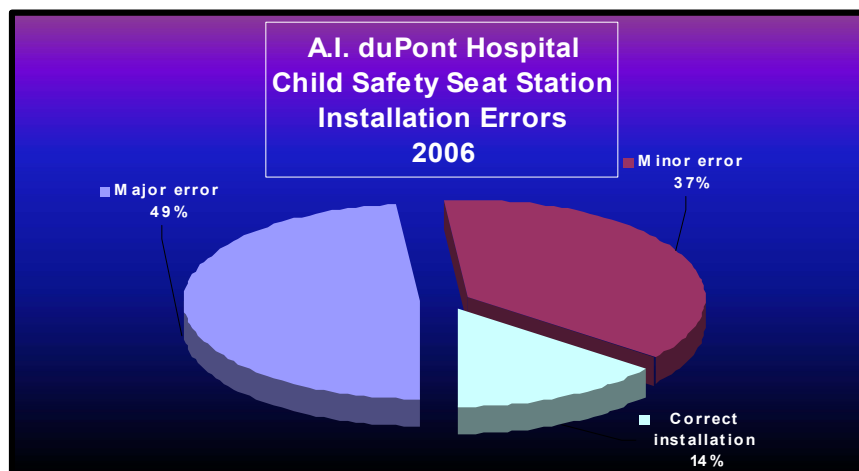
Delaware Hospitals... ..Caring for Delaware

As part of our commitment to improving the health of children, Nemours Health and Prevention Services (NHPS) promotes children's health and works to prevent disease before it arises, rather than treat it after the fact. Some examples of NHPS's 2006 accomplishments include: co-sponsorship of a Family Meals Seminar to teach what research reveals about the benefits of family meals; and Launch of the "5-2-1-Almost None" educational campaign to teach young people about a "prescription for health" – 5 or more fruits and vegetables per day, 2 hours or less of screen time per day, 1 hour or more of physical activity per day, and almost no sugary drinks, 2 or less per week.

KidsHealth.org was recognized by *Parenting* magazine as one of the "health sites you can trust", and "not only the easiest to navigate, but also the clearest and most current and practical." Since its launch in 1995, KidsHealth has served over 300 million parents, kids, and teens, and is ranked the #1 children's health website by Nielsen/NetRatings, making it the most-visited, most-linked-to site devoted to children's health in the nation.

The duPont Hospital staffs and supports the Emergency Medical Services for Children system to improve emergency care and transport children with emergency conditions. The Alfred I. duPont Hospital for Children and its Nemours physicians and associates were also active in the community bringing outreach and educational services to Delaware and area residents. Examples of the Hospital's 2006 accomplishments include:

- Our car seat techs checked 287 seats and identified a misuse rate of 86%, which is higher than the national norm. (See figure below) As a result, our Child Passenger Safety Station, which operates on hospital grounds, now operates 3 times a month on Wednesday evenings, from 5 to 8:00 p.m. Our injury prevention program has partnered with SafeKids Delaware to offer free car seats to those families who came to the station with an unsafe car seat.



- In June, Safe Kids Delaware named the AIDHC as its Sponsor of the Year at its annual conference in Dover. AIDHC Trauma Coordinator, Diane Hochstuhl, RN, MSN, NP-C, leads the New Castle County Safe Kids Chapter, which hosted an interactive safety day attended by hundreds of residents and their children. Other

members of the duPont staff donated their time to make the day a success.

► The duPont Hospital leads Delaware's Risk Watch program, serving thousands of students across the state. Kim Robinson, Assistant EMSC Coordinator, oversees the program which is found in 23 communities in over 66 schools. By employing the Risk Watch Coordinator since 2000, duPont has donated over \$300,000 in personnel expenses to this important effort, making duPont a leader in injury prevention efforts statewide.



► Stuffee, a 7-foot teaching doll, visited over 100 classes at 25 area schools in 2006. Accompanied by AIDHC staff, Stuffee traveled statewide to meet over 1,500 1st-5th graders for in-class health education on how the body works and healthy nutrition.

Contact us

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By email:
InfoduPont@nemours.org

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Bayhealth Serves the Community's Healthcare Needs

Bayhealth's Annual Healthy Baby Fair

For the past 11 years, Bayhealth's Annual Healthy Baby Fair has educated new and seasoned parents, grandparents, and even toddlers and adolescents on various issues, from creative disciplining to potty training. The fair is free to the public and is sponsored in part by Nemours Health and Prevention Services. This year's fair was held on Saturday, January 27. The approximate amount spent on the Annual Baby Fair by Bayhealth is \$7,000.00. The approximate attendance at the Baby Fair was 200 people.



Baby Fair Organizers



Education Department

Annual Community Health Fair

The 7th Annual Community Health Fair was held on March 3, 2007. Representatives from Bayhealth Departments and many vendors distributed health-related information, including Bayhealth Education Department, Bayhealth Food and Nutrition Services, Urology Associates of Delaware,



Alzheimer's Associates of Dover, Bayhealth Cancer Centers, American Cancer Society Tobacco Cessation, State of Delaware Colorectal Screening, Blood Bank of Delmarva and American Cancer Society. Free blood pressure and diabetes screenings were offered. In addition, many local churches and organizations participated. This year's speakers provided information to the audience on a number of topics including sexually transmitted diseases and HIV Awareness. Dr. Rafael Zaragoza gave a presentation on Prostate Health and Dr. Rishi Sawhney presented his Cancer Update for 2007.

The approximate dollar amount spent on the Community Health Fair is \$4,000.00

The approximate attendance was 75 people.



Community Health Fair Organizers – Bishop Doriene C. Miles of First Pilgrim Baptist Church – Camden and Donna Goldsborough, MSN, RN, Clinical educator for Bayhealth

Steps to Healthy Aging Clinic (FY 2007) = Bayhealth Milers and Bayhealth SeniorsFirst (FY 2006)

Bayhealth's Steps to Healthy Aging Clinic offers participants the opportunity to meet one-on-one with a registered nurse from Bayhealth's Education Department to confidentially monitor their blood pressure, pulse and weight, and to discuss any health topic of concern to them. Clinics are offered weekly in Dover and Milford at the following locations:

Dover: Each Tuesday from 9:00 a.m. to 11:00 a.m. in Dr. John Mannion's office, Suite 101 A on the first floor of the Medical Office Building at 540 S. Governors Avenue.


Milford: Each Thursday from 9:00 a.m. to 11:00 a.m. in Room 206 on the second floor of the Grier Building adjacent to Milford Memorial Hospital.

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The attendance at Steps Walkers and Seniors First functions was about 45 people each month. The Quarterly Health Education Workshops for Senior's attendance was about 60 people for each workshop for a total of 240 people in FY 2006. In addition, the Steps Newsletter was written, printed, and mailed by Bayhealth's Marketing Department each month to 800 residences.

The estimated cost to Bayhealth was \$15,000.00 for the Steps Program in FY 2006.

December 2006



STEPS
to healthy aging
Program



Tips for Surviving Holiday Parties
By Aimee Beam, RD

In November we gave you tips on how to cook healthier for the holidays, but what if you are not the one doing the cooking? How can you watch what you are eating? If you have been trying to watch your weight and stay healthy you may be dreading the holiday season. This is a time when we are tempted by rich appetizers, multiple course dinners and decadent desserts. Have no fear – there are ways to stay healthy and stay on your diet through the holidays!

Try to maintain your weight or current healthy habits
The holidays are not a reason to break your healthy habits! You may be busy, but don't forget to take time for activity and healthy eating. Try to take a brisk walk before heading out to a holiday party, or try to bring a tasty healthy dish to a party for everyone to enjoy.

Don't go to a party hungry!
It is best to eat small, low fat meals during the day if you are heading to a party at night. If you arrive hungry you may be tempted to overeat! Try having a small snack of fresh fruit or whole grain crackers before you leave.

Stand away from the food!
When you arrive at a party do not head straight for the buffet table or munchies! Try to take time to walk around and see everything there is to eat and formulate a game plan. This will help you to decide what foods you really want to try.

Try to choose a place to sit or stand that is located away from plates or bowls of foods. If you are sitting near a tray of chips and dip you are likely to eat while you visit... Take that temptation away and put yourself in spot where it is an effort for you to get to the food!

Fill your plate with healthy foods – and splurge in moderation!
When making a plate for yourself at parties try to choose fresh fruits and vegetables as a base if they are an option – this will help you to get in your daily servings of fruits and vegetables as well as to fill you up on healthy foods!

Choose SMALL portions of the high fat, high calorie foods that you love to have at the holidays. Remember – MODERATION is the key!

Limit your beverage intake
Alcohol, soda and juices can be high sources of calories during the holidays.
Try to limit alcoholic drinks to 2 drinks/day for men, 1 drink/day for women.
Try low calorie juices and add calorie free seltzer water for different taste
Try to choose diet soda only
Drink plenty of water (Aim for ~8 glasses/day)

Reference: The American Dietetics Association
(<http://www.eatright.org>)

Looking Ahead

Benefits of Massage for Health and Aging
How massage-related body work can maintain or improve the health and mind of maturing adults. Materials will be provided. All class attendees will be eligible for a discounted \$25.00 (1 hour) introductory massage at a later date.
Speaker: Jill Cavalcanti, a nationally and internationally certified massage and body worker at Bayhealth Lifestyles Fitness Center
Monday, December 4
8:30 a.m. - 9:30 a.m.
Masonic Building (3rd floor Auditorium)


Quarterly Education Program at Modern Maturity Center
Wellness and Spiritual Health
Speakers: Dr. Aaron Green, Medical Director of Bayhealth Occupational Health and Walk-In Clinics, and Dr. Calvin Wilson
Wednesday, December 13
3:00 p.m. - 5:00 p.m.


Pre-registration not required for monthly programs, but is required for the Quarterly STEPS Workshop at Modern Maturity, due to limited seating and catering needs.

Bring a friend! You don't need to be a member of STEPS to attend an educational event (monthly or quarterly) but we encourage you to receive a free membership with benefits.

Not a Steps Member Yet?

It's easy to join. Just call the Bayhealth Education Department at 744-7135 or (toll-free) 1-877-453-7107 and we'll send you a new member packet. Members receive many benefits, including free newsletters, health screenings and wellness workouts as well as discounts at Bayhealth cafeterias and other vendors. Call today to learn more!





Make strides on your aging journey...join Bayhealth's STEPS to Healthy Aging Program

Contact persons for STEPS: Donna Goldsborough, MSN, RN - Bayhealth Health and Wellness Educator
Cindy Drew, MS, APRN, BC - Bayhealth Geriatrics Specialist

STEPS Newsletter

Commitment to Insuring Future Healthcare Providers for Our Community

Bayhealth Medical Center invests in the healthcare future of our community by sponsoring \$60,000 annually in scholarships for Delaware Technical and Community College (DTCC) Terry Campus students. This year Bayhealth partnered with Nanticoke Memorial Hospital and Beebe Medical Center to provide DTCC Georgetown Campus with state-of-the-art diagnostic imaging equipment so students have the very best machinery on which to train.

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Contact us

Kent General Hospital
640 South State Street
Dover, DE 19901
(302) 674-4700

Milford Memorial Hospital
21 West Clarke Avenue
Milford, DE 19963
(302) 430-5300





Beebe Medical Center



Gull House

An Adult Activity Program for the One You Love

Beebe Medical Center offers the community a structured and supervised daytime activity program for functionally impaired adults. This program, Gull House, is in a separate facility located in Rehoboth Beach. The primary goals of Gull House are to avoid or forestall institutional placement; to support or improve social, mental, emotional, and physical levels of functioning; to enhance the daily quality of life; and to provide respite to family caregivers.

From October 2005 to September 2006, Gull House served 108 families and had 9,276 visits. On average, 37 people attended activities each day. Of those who attended, 88 percent had a diagnosis of Alzheimer's disease or a related dementia. Gull House provides activities that:

- Promote independence
- Create an environment that encourages friendship
- Provide ongoing health maintenance and rehabilitation services

Other services include:

- Wheelchair-accessible transportation
- Nutritional counseling
- Family counseling
- recreational therapy



George and Ann Chambers

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Gull House is open five days a week, and breakfasts and lunches are served. Gull House is supported by Beebe Medical Center, grants from the Delaware Division of Services for Aging and Adults with Physical Disabilities, the Delaware Medicaid Waiver Program, donations from Gull House participants, and contributions from the community it serves.

S.A.N.E.

Sexual Assault Nurse Examiner program

Beebe Medical Center has an established S.A.N.E. program (sexual assault nurse examiner) in the Emergency Department that provides coordinated, timely, comprehensive, and compassionate care to victims of sexual assault. The specially trained forensic nurses work with the Attorney General’s office to prosecute offenders and those who falsely accuse. They work to prevent and intervene in child and elder abuse cases.

The S.A.N.E. mission is to improve the professional response to a patient who comes to Beebe Medical Center with a complaint of being assaulted. A protocol for treatment is followed under the Medical Director and the

International Association of Forensic Nurses (IAFN) standards of practice. Beebe Medical Center S.A.N.E. nurses work in a collaborative effort with the Sexual Assault Network of Delaware. They assist law enforcement, provide factual testimony in court, and work with advocates, such as Contact Delaware, to restore control and equilibrium to the individual.



S.A.N.E. nurses educate the community about sexual abuse, speaking in schools, churches, community centers, and to professional organizations. Under the umbrella of S.A.N.E. is a Domestic Violence Victim’s Advocate program that has volunteers who are specially trained to provide information to victims of domestic violence. S.A.N.E. not only deals with issues of spousal abuse, but also with child abuse and abuse of the elderly. Child abuse and neglect identification and prevention is a focus at Beebe Medical Center. S.A.N.E. nurses provide education to staff, resource materials, and prevention education. Nurses also work with the Child Advocacy Center.



Community Outreach

Free Screenings to Improve Overall Health

Beebe Medical Center’s Community Health Department offers free glucose, blood pressure, and cholesterol screenings; annual flu vaccines in the fall; and other preventive healthcare services — all at no cost to the patient — to improve overall health, to improve cancer treatment outcomes, and to tackle health disparities in minority populations.

These free screenings and preventive healthcare services take place at local churches, schools, and community centers in response to community

requests and in accordance with Beebe Medical Center’s mission to encourage healthy living, prevent illness, and restore optimal health with the people residing, working, or visiting the communities the medical center serves.

Community Health nurses give free body mass index reports and bone density screenings. In conjunction with the Tunnell Cancer Center, the department offers free skin cancer screenings in the spring and prostate cancer screenings in the fall.

Community Health nurses carry out blood pressure screenings at Casa San Francisco in Milton, a Catholic Charities organization that gives food, shelter, and financial assistance to those in need.



As part of the outreach efforts, a Community Health team member and colorectal cancer coordinator, through state funding, educates people on the importance of screening for colon cancer and helps them find financial assistance when necessary. The focus is on adults 50 years of age and older.

Delaware Hospitals... ..Caring for Delaware

Beebe Medical Center has organized a Minority Outreach Committee to develop and implement health goals to tackle health disparities in minority populations and, specifically, to improve the cancer outcomes in the African-American community.

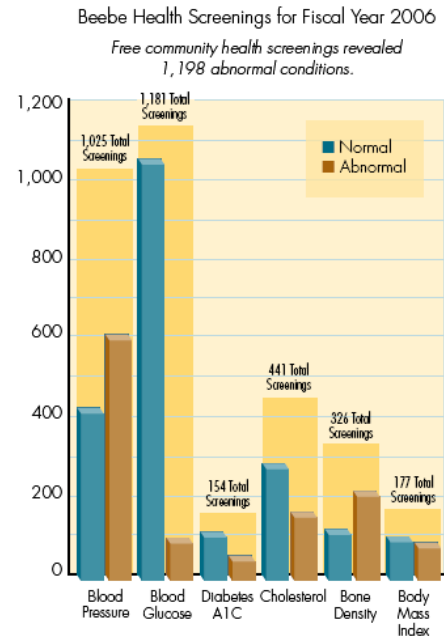
Community Health also offers free smoking cessation education and individual counseling. The Community Health nurse coordinator speaks at high schools, churches, and to community organizations.

Some screenings and health education programs are operated in partnership with local community organizations and related agencies. These include:

- Partnership with the Delaware Pharmacy Association in its grant from the State of Delaware to perform glucose screenings in the community.
- Participation in the Delaware Immunization Coalition, with an emphasis on influenza vaccine distribution.
- A contractual agreement with the Delaware Quitline to offer smoking cessation counseling to the general public.
- Funding received from the March of Dimes to facilitate prenatal classes for Hispanic women.
- Community Impact Grant received from the American Cancer Society to work with high-risk children on healthy lifestyles. Emphasis is on nutrition, exercise, and avoidance of tobacco and other drugs.

During the year, 88 patients received free screenings for skin cancer and 129 patients received free screenings for prostate cancer through the Community Health Department.

As a direct result of the outreach and education efforts by the department's colorectal cancer coordinator, 118 patients received colonoscopies — which are used to screen for colon cancer and to remove polyps, an early indication of colon cancer. The colorectal cancer coordinator also helped patients in finding financial assistance when necessary.



Contact us

Beebe Medical Center

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**CHRISTIANA CARE
HEALTH SYSTEM**



Wilmington Hospital

Serving the community for more than a century

Since 1888, countless nurses, physicians, hospital support staff, and volunteers at Wilmington Hospital have met the medical needs of the people of Wilmington and its environs, while providing a health care safety-net for the underprivileged. Over the past 119 years, the hospital at 14th and Washington streets evolved and expanded, adapting whenever necessary to the needs of the community.

Today, much has changed, but much remains fundamentally the same. Emergency Department patient numbers at Wilmington Hospital, always high, today rival those at our nation's largest hospitals. Last year, the 47,051 patients treated – 25 percent of all 2006 emergency department patients in New Castle County – made it the second busiest emergency department in Delaware, after Christiana Hospital.

The Wilmington Hospital Health Center is a new breed of full-service community medical and dental facility. It offers medical care for treating illness and injury, women's health care services, pediatric, surgical, orthopedic, podiatric, and ophthalmological services, plus general practice dentistry and wellness and preventive health visits for people of all ages. At Wilmington Hospital Health Center, the health care team focuses on each patient's continuity of care, instead of just treating illnesses and injuries as isolated incidents. Each year, the Health Center handles approximately 67,500 patient visits, the majority of them uninsured or underinsured.

Wilmington Hospital is also central to Delaware's endeavors to improve infant mortality rates by ensuring that comprehensive preconception care, pregnancy planning and prenatal care are available for all women. A Delaware Department of Health and Social Services grant supports Christiana Care's Healthy Beginnings program. According to Deborah Ehrenthal, M.D, Medical Director of Christiana Care's National Community Center of Excellence in Women's Health, "Because Christiana Care provides health care to so many at-risk women, we have the potential to impact outcomes in New Castle County and the state overall. This funding will enable us to enhance the services we provide as part of our medical and prenatal care programs." Healthy Beginnings also works with trained resource mothers and clinical social workers from Children and Families First and provides outreach and education through community sites.

Christiana Care's HIV Community Program at the Wilmington Hospital campus has a 51-person staff that cares for people with HIV/AIDS throughout the state, serving 65 percent of Delaware's HIV+ residents receiving medical services. That's more than 3,000 visits

Delaware Hospitals... ..Caring for Delaware



from about 700 active clients a year. The program’s staff includes five board-certified infectious disease physicians and one board-certified internal medicine physician, as well as nurses and nurse practitioners, pharmacists, social workers, secretaries, and peer educators. Four of the nurse practitioners are nationally certified as specialists in HIV care by the American Academy of HIV Medicine.

Assisting Students in Schools



Christiana Care provides medical services and prevention programs to students enrolled at 16 Delaware high schools. Each Wellness Center is operated by a partnership that includes Christiana Care, the school district, and the Division of Public Health. Our school-based Wellness Centers collectively handled 35,816 student visits during the last school year.

Because it is located right in school, Wellness Centers help teens overcome many obstacles such as transportation, inconvenient appointment times, or worries about cost and confidentiality. Wellness Centers provide comprehensive medical and mental health care, treatment and health education to promote a healthy lifestyle. The Wellness Centers provide, free of charge: physical examinations, health screenings, women’s health care, treatment for minor illnesses and injuries, immunizations, nutrition and weight management, individual, family, and group counseling, tobacco cessation counseling, crisis intervention and suicide prevention, drug and alcohol abuse counseling and referral, outreach to at-risk youth, and follow-up as requested by a family’s health care provider.

The Wellness Center’s staff work closely with a student’s health care provider, parents, and school nurse to create a trustworthy and reliable health care resource. Partnership in high school wellness centers throughout Delaware is just one part of Christiana Care’s mission to improve the health of people living in the community.

WomenFirst

WomenFirst, Christiana Care’s National Community Center of Excellence in Women’s Health, works with the Wilmington Hospital Health Center and the Family Medicine Center on Foulk Road to provide culturally competent health care and prevention programs to medically underserved women in New Castle County. Our goal is to connect underserved women to gender-appropriate, accessible health care services, community programs, health education & advocacy training. WomenFirst currently has 3,697 people enrolled.



WomenFirst has implemented the following community programs:

- Moving Women Forward - Weight management and physical activity programs.
- Monthly Community Dinner and Health Talk.
- Living with Diabetes – Diabetes education program for Hispanic individuals in partnership with Latin American Community Center and Westside Health.
- Friendship Health Days Project – Connects women who are homeless or in transitional housing to health care at Wilmington Hospital Health Center. Provides transportation, health education sessions, and a health advocate.
- Women’s Health Talks – Provides health education at community sites on weight loss, stress management, cancer prevention, and heart health.

WomenFirst has sponsored health professional training including cultural competency in clinical care, patient advocacy, mental health, stress management, domestic violence, and cardiac health:

- Heart Truth Professional Education – Statewide professional education project, Cardiovascular Health for Women: Evidenced Based Guidelines.
- Annual Domestic Violence Forum.
- Student Internships – Extensive internship program to train students in the allied health field to work with underserved communities.
- Leadership Skill Development - Workshops on communication, mentoring, leadership and patient advocacy.

Contact Us

Christiana Hospital

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Wilmington Hospital

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www.christianacare.org

Delaware Hospitals... ..Caring for Delaware

Nanticoke Health Services recognizes its leadership role in providing healthcare to the residents of western Sussex County. Our role is not limited to the acute care setting, but also includes the support and leadership necessary for new health initiatives in our community. Because the issues of healthcare are complex and multi-faceted, Nanticoke actively seeks to establish partners in addressing these needs.

La Red Health Center

Meeting the needs of the uninsured and immigrant population, La Red Health Center is a Federally Qualified Health Center located in Georgetown, Delaware. In its start-up, Nanticoke Health Services provided support and in-kind donations to allow the Center to flourish. Nanticoke Memorial Hospital has provided space for



offices and has played a lead role in the provision of obstetrical services. In partnership with La Red, Nanticoke has actively worked to ensure the healthcare needed by this population is available.

Sussex County Child Health Promotion Initiative

Recognizing the growing issue of childhood obesity, Nemours Health & Prevention Services identified Sussex County as the location for a demonstration project to address this health problem. Nanticoke Health Services became an early partner of this initiative and is actively working with the other partners to create the Sussex County Child Health Promotion Coalition. This coalition has focused on addressing the causes of childhood obesity and offering education, training, and incentives that can change this disturbing trend.

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Collaborative Goals

The Nemours Division of Health and Prevention Services (NHPS) is committed to helping health and human service organizations in Delaware achieve excellence in child health programming. We believe that sound program planning and evaluation, as well as intra- and inter-organization collaboration, are essential elements of this goal.

The Sussex County Child Health Promotion Collaborative brings NHPS and the community together in a common effort to promote childhood healthy eating and physical activity in Sussex County by

- Building the capacity of organizations to plan, implement, and evaluate effective programs.
- Fostering collaboration among organizations and within the community as a whole.
- Fostering the establishment of a sustainable community coalition to promote child health.
- Engaging youth in health promotion.

Screenings and Education

Nanticoke has placed an emphasis on offering preventative health education and screenings to the residents of western Sussex County. A number of programs are offered to meet this need. Among the highlights are:

- Over 4,000 individuals trained and certified in CPR.
- Educational topics for the public covering more than 21 topics.
- 1,000 flu shots for the community.
- 151 screenings for colorectal cancer.
- Cholesterol and prostate screenings at reduced rates.



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ST. FRANCIS HOSPITAL'S OUTREACH AND PREVENTION PROGRAMS

St. Francis Hospital has moved diligently in recent years to stabilize and to increase its numerous sources of operating revenue. Concurrently, operating expenses have been trimmed. All the while, its free patient care programs serving Wilmington's and New Castle County's economically disadvantaged populations have continued to provide the care demanded of them. Because these programs generate only a small percentage of their total operating expenses, the St. Francis Foundation is critical in helping to keep them viable. The expense of operating these programs is over \$1.0 million annually. Further, each year the Hospital spends nearly \$4.3 million providing healthcare for people who are uninsured and underinsured.

The St. Clare Medical Outreach Van

The St. Clare Medical Outreach Van was first put into service in the summer of 1992 as a collaborative project with the Ministry of Caring. Its purpose is to provide and deliver medical services to the homeless, poor, and other medically underserved people in the Wilmington area. The Van is a full service doctor's office on wheels. It visits dining halls that feed the hungry, homeless shelters, and other sites around Wilmington four days each week. Over the years, more than 80,000 patients have received medical care through this service.



The Van is equipped with two examination rooms, a bathroom, a central intake/work area for staff, and basic medical equipment. The program only provides services to people who have no Medicaid, Medicare, or private insurance coverage. Referrals are regularly received from local and state public and private agencies. Many of the patients treated on the Van have also come from Federally funded clinics where they cannot afford the minimum required \$25 fee, the cost of medications, or the administration fee for vaccinations. Many others have learned of the service by word-of-mouth and visit the Van for their primary medical care. Patients who require testing not available on the Van are referred to St. Francis Hospital for treatment, frequently without any reimbursement to the Hospital.

M. Eileen Schmitt, MD, the Van's Medical Director, Maryann Fagan, RN, staff nurse, Walquidia Sosa, bilingual medical assistant, and the Van's driver, average 25-35 patient visits a day, 120 visits a week, and approximately 5,000 visits per year. These numbers have been steadily increasing in recent months due to pressures on the economy. The Van provides service to people of all ages, newborns through the elderly.

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Ninety percent of the patients seen on the Van are minorities, predominantly Latino and African American. Thirty percent are children. Many patients are homeless or living in shelters, and a growing number are the working poor.

In addition to providing medical care, the St. Clare Van staff often act as social workers helping patients to complete Medicaid applications, serving as interpreters or referring people to agencies that provide substance abuse counseling, food, shelter and/or clothing. The staff work collaboratively with a variety of other nonprofit organizations serving the same populations.

Assessing the St. Clare Van's value to the community is not a difficult task. It is truly unique among all of the medical service institutions in Delaware. Without it, thousands of people each year would do without basic medical care and could be forced to seek emergency room care at a much greater cost.

Tiny Steps



Tiny Steps is a prenatal and maternity care program that operates out of the St. Francis Family Practice Center in Wilmington and the Center of Hope in Newark. The program was developed in 1992 to address Delaware's high infant mortality rate (number of deaths occurring in the first year of life per 1,000 live births). While the national infant mortality rate has been declining, the five-year averages in Delaware have shown a steady increase. Sadly, as one of the smallest states in the nation, Delaware has the terrible distinction of having one of the highest infant mortality rates. In fact, 9.2 out of every 1,000 infants born in Delaware die each year as compared to the national average of 7.0. Even more disheartening is the fact that the majority of these deaths (13.5 per 1,000 births) are happening right here in Wilmington.

Early prenatal care is important to identify and treat health problems and influence health behaviors that can compromise fetal development, infant health, and maternal health. Getting late or no prenatal care increases the likelihood of having babies that are low-birth weight, stillborn, or die in the first year of life. Children born at a low birth weight (5.5 pounds or less) are at risk for developmental delays, disabilities, major birth defects, and infant death.

Under the direction of Dr. Mayda Melendez (St. Francis Family Practice Center in Wilmington) and Dr. Melissa Tribuiani (Center of Hope in Newark), Tiny Steps offers complete prenatal and maternity care to all pregnant women regardless of economic status. Approximately 1,500 patient visits are conducted each year through the program. It is estimated that Tiny Steps will serve 600 mothers and 300 babies this year alone. Referrals are received from both public and private agencies, but the majority of the patients have heard of the service by word-of-mouth.

Seventy percent of Tiny Steps' patient population is Hispanic, 19% are African American, 10% are Caucasian, and 1% are Asian. Twenty percent of the expectant mothers in the program are teenagers, 72% range in age from 20 – 34 and 8% are over the age of 35.

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Approximately half of the people served through the Tiny Steps program are uninsured or underinsured and the remainder are Medicaid clients. Patients pay only what they can afford, based on a sliding-scale.

Tiny Steps is open full time, five days per week with extended hours on Thursday evenings. The staff includes two physicians, a nurse manager, two full-time nurses, two full-time medical assistants, a full-time community outreach worker, two full-time receptionists, a part-time clerk, and a part-time office manager. The staff is diverse and uniquely qualified to serve the patient population. Since a majority of the patients do not speak English fluently, all Tiny Steps employees are bilingual and both understand and respect cultural differences.

Tiny Steps offers an array of services including: pre-pregnancy planning; pregnancy testing; complete prenatal care; 24-hour emergency care; childbirth classes for expectant mothers and their coaches; delivery at St. Francis Hospital; post-delivery hospital care; and laboratory services. Patients are seen once a month in the first 28 weeks of their pregnancy. They are seen every two weeks from 28 – 36 weeks and then every week until delivery. At 25 weeks, each patient is tested for gestational diabetes. Any patient with high risk factors is tested sooner. If gestational diabetes is diagnosed, patients are educated about the condition and given testing equipment and daily flow charts to monitor sugar levels. These patients are seen every week until their condition is controlled and every two weeks thereafter for the remainder of the pregnancy.

In addition to medical care, an intensive patient education program is conducted with each visit. The program is designed to help reduce acute illness and promote healthy lifestyles in an "at risk" population. During the first visit, a diet review is conducted and patients are given information on vitamins, nutrition, exercise, and weight gain. Among other topics, an overview of what to expect in the first trimester, risks during pregnancy, and warning signs for fetal complications are also discussed.

During the second trimester, Down's Syndrome screening is offered for patients over 35 and all patients undergo an ultrasound-fetal survey, triple screen counseling and maternal serum testing. As the pregnancy progresses, new subject matter relevant to the patients' expected delivery date is introduced at each appointment. Subjects include: morning sickness, use of medications, ectopic precautions, cramping, quickening, signs of pre-term labor, breast/bottle education, circumcision counseling, SIDS, baby check-up schedules, and more.

Additional educational classes are offered on Thursday evenings in both English and Spanish. Topics vary depending on interest/need, but include: labor and delivery, early childhood development and care, safety, parenting, breast feeding, nutrition, infant sleeping patterns, and postpartum depression. Assistance is also provided in identifying additional community resources such as housing, food and clothing, as well as, filling out financial aid forms and Medicaid applications.

The success of the Tiny Steps program is evident in its patient outcomes. Of the 306 children delivered in the Tiny Steps program in 2006, including those that were pre-term, only fourteen or 4.5% were considered to be low birth weight and there were zero infant deaths.

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The most recent numbers reported in the 2005 Kids Count in Delaware Fact Book state that 9% of all babies born in the State of Delaware were considered to be low birth weight, with the highest percentage, 9.3% in New Castle County. Additionally, it reports Delaware's infant mortality rate to be 9.2 per 1000 live births, with the most infant deaths occurring in Wilmington at a rate of 13.5 per 1,000 live births. The benefits of the Tiny Steps program reach far beyond the clients it serves. Fostering healthy pregnancies and healthy newborns reduces the number of babies needing treatment in the Special Care Nursery (SCN). The average newborn stay in a Special Care Nursery is 14.9 days at an average total cost of \$25,200. Therefore, each baby kept out of the SCN translates into significant cost savings.

Center of Hope

In addition to offering the Tiny Steps Program, The Center of Hope is a full-service Family Practice Office that provides medical services to poor and uninsured people in the Newark area. A health crisis for low income and uninsured families can cascade into more serious problems like job loss and homelessness. Routine access to preventive healthcare can reduce the severity of illness and prevent associated problems. Approximately 30% of the people served at the Center of Hope have no medical insurance and no other place to receive primary healthcare.

Founded in 1996, the Center of Hope relocated in 2004 to a newly renovated and expanded facility that would accommodate its growing patient volume. The Center is open full time, five days per week, and conducts approximately 5,000 patients visits per year. Seventy percent of the patient population is Latino, 15% Caucasian, 8% African American, and 7% other. Since a majority of the patients at the Center of Hope do not speak English fluently, all of the staff are bilingual.

Conclusion

In each of these healthy community programs, St. Francis Hospital strives to meet the medical needs of the poorest segment of Wilmington's and New Castle County's population. The success of these programs is evident in the number of patients who regularly take advantage of their medical services. Without this care, our community would be faced with increased illness and injury as well as a much greater economic burden on the City, County and State social service agencies.



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Wilmington VA Medical Center

Overview

The Wilmington VA Medical Center (VAMC) is part of the U.S. Department of Veterans Affairs. The hospital was established in 1946 and moved to its present location on Kirkwood Highway in 1950. Since its inception, the mission of Wilmington VAMC has been to provide quality health care and social services to veterans and to serve as a quality teaching health care organization. Wilmington VAMC has the privilege of being the only VA hospital serving Delaware veterans.

Wilmington VAMC has an approved authorized/operating bed capacity of 60. Also included within the medical center is a 60-bed nursing home care unit. Last year, the Wilmington VAMC treated over 24,000 patients, including nearly 3,000 inpatients. There were over 175,000 outpatient visits. National surveys consistently show the overwhelming majority of veterans treated by the Wilmington VAMC are highly satisfied with the quality and timeliness of care they receive.

Other Sites of Care

Wilmington VAMC’s goal is to provide care as close to veterans’ homes as possible. In addition to the medical center in Wilmington, the VAMC offers services in several Community-Based Outpatient Clinics (CBOCs). It operates a CBOC in Sussex County, Delaware and will open a second clinic in Kent County (Dover) in 2007. These CBOCs provide (or will soon provide) primary care, podiatry, optometry, and behavioral health services. Wilmington VAMC also has CBOCs in Cape May, Ventnor, and Vineland, NJ.

Capabilities, Credentials, and Affiliations

Wilmington VAMC is classified as a Clinical Referral Level 2 complexity facility. It is Joint Commission-accredited and has Board-certified physicians. The medical center is also a teaching hospital, providing a full range of patient care services with state-of-the-art technology. This includes digital radiography, videoconferencing to enable staff to interact with health care providers worldwide, and a computerized, paperless medical records system to ensure ready access to safe, timely, and seamless care.

Wilmington VAMC places special emphasis on the safety of our patients and employees. Along with use of the electronic medical record, there are a variety of other programs and initiatives dedicated to that purpose including our multi-faceted initiative to reduce, if not eliminate, hospital-induced MRSA bacterial infections.

Wilmington VAMC has active affiliations with Thomas Jefferson University in Philadelphia, PA, the University of Maryland, and the University of Medicine and Dentistry of New Jersey. There are 27 resident slots, rotating through General Medicine, Neurology, General Surgery, GU, and Ophthalmology. Over 288 university residents, interns, and students are trained at the Wilmington VAMC each year.

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An affiliation with the Pennsylvania School of Optometry provides residents in this specialty. Other allied health training programs are supported in Nursing, Medical Technology, Occupational Therapy, Dietetics, Dental Hygiene/Assistant, and Social Work.

Services

Wilmington VAMC provides health care and social services to veterans who are determined to be eligible for those services. Eligible veterans receive a comprehensive, “*Uniform Benefits Package*” of inpatient and outpatient services. Comprehensive health care is provided through primary care and long-term care in areas of medicine, surgery, psychiatry, physical medicine and rehabilitation, neurology, oncology, dentistry, geriatrics, and extended care. Veterans receiving health care benefits can receive a free ID card showing their eligibility for VA care and services.

Specialized Programs

Wilmington VAMC offers a variety of programs and services to meet the specialized needs of veterans. They include:

- Care for Returning Service Members- Recent combat veterans are eligible for two years of VA health care benefits for any illness that cannot be clinically ruled out as being related to combat service. Services provided include preventive health care, inpatient and outpatient care, psychological counseling, prosthetics, and medications.
- Behavioral health care, including general mental health, PTSD, and military sexual trauma treatment, outpatient substance abuse and treatment counseling, case management for the severely mentally ill, services to veterans returning from Operations Enduring and Iraqi Freedom, home-based primary care and psychological intervention, compensated and transitional work therapy programs, and mental health intensive case management.
- Health care for homeless veterans.
- Women veterans’ health care (e.g., preventive and primary care and osteoporosis evaluation and treatment).
- Care Coordination, which provides home-based monitoring equipment and clinical support to patients with high-risk, chronic illnesses like diabetes, hypertension, and emphysema, Prosthetics and Sensory aids for amputees and veterans with hearing or speech impairments, muscular dysfunction, spinal cord injury, visual impairment, or other health care conditions, and MOVE, a multi-staged weight management program.



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- HealthierUS Veterans, a multi-faceted initiative designed to prevent or reduce the effects of obesity and diabetes.

- MyHealtheVet, a VA Web site designed for veterans and their families which allows veterans to do such things as recording their personal and family health history, entering and tracking personal health information (e.g., body weight, blood pressure, blood sugar), refilling prescriptions, obtaining information about VA news and benefits, accessing reliable and trusted information about various medical conditions, and obtain portions of their VA medical records.



Partnerships

Wilmington VAMC works closely with many Federal, state, and local organizations to assure health and social services are provided to veterans in the state of Delaware. This includes the Department of Veterans Affairs Regional Office and the Veterans Readjustment Counseling Center, both located on the grounds of the Wilmington VA Medical Center.

Wilmington VAMC serves as a secondary receiving hospital for casualties under the VA/DoD Contingency Plan. Wilmington is also actively involved in DoD’s Post-Deployment Health Risk Assessment program, which helps address the needs of services members returning from combat areas. In addition, Wilmington is a provider under the TRICARE agreement and has active sharing agreements with the Navy and Marine Reserves.

Wilmington VAMC also has a partnership with the new Delaware State Veterans Home (SVH). Through this partnership, the medical center will handle provision of VA per-diem payments to the SVH, perform periodic inspections, help pay for medications for eligible veterans who are there, and refer veterans there for care, as appropriate.

Contact us

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Delaware Healthcare Association

Established in March 1967, the *Delaware Healthcare Association* is a statewide trade and membership services organization that exists to represent and serve hospitals, health systems and related health care organizations in their role of providing a continuum of appropriate, cost-effective, quality care to improve the health of the people of Delaware.



The *Delaware Healthcare Association* is dedicated to providing its members the resources needed to stay current about health care issues and their impact.



The *Delaware Healthcare Association* recognizes that the provision of health care services is constantly evolving and changing to better serve patients and their communities.



The *Delaware Healthcare Association* promotes effective change in the provision of health care services through collaboration and consensus building on health care issues at the State and Federal levels.



The *Delaware Healthcare Association* provides effective advocacy, representation, timely communication and information to its members.



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Members:

Alfred I. duPont Hospital for Children

Alfred I. duPont Hospital for Children
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duPont Hospital for Children Nemours Cardiac Center
Nemours Children's Clinics
Nemours Health Clinic



Bayhealth Medical Center

Kent General Hospital
Milford Memorial Hospital



Beebe Medical Center

Beebe Medical Center
Lewes Convalescent Center



Christiana Care Health System

Christiana Hospital
Wilmington Hospital
Riverside Long Term and Transitional Care
Eugene duPont Preventative Medicine and Rehabilitation Institute



Nanticoke Health Services

Nanticoke Memorial Hospital
LifeCare at Lofland Park



St. Francis Health Services

St. Francis Hospital
Franciscan Care Center at Brackenville
St. Francis Skilled Nursing Facility



Veterans Affairs Medical & Regional Office Center

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Associate Members:

Array Healthcare Facilities Solutions

Array Healthcare Facilities Solutions offers a full range of planning and design expertise, including advisory services, architecture, interior design and planning exclusively for healthcare. Our clients realize the benefit of creative solutions to facility challenges for delivering acute, outpatient, and specialty care services.

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Blood Bank of Delmarva

The Blood Bank of Delmarva, a member of America's Blood Centers, provides blood and blood products to 17 hospitals and 13 renal care facilities on the Delmarva Peninsula.

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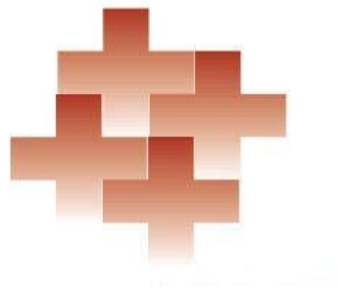


Quality Insights of Delaware

Quality Insights of Delaware is the state's Medicare Quality Improvement Organization (QIO). Their vision is to work with Delaware's health care providers to foster an environment in which every patient receives the right care every time and where care is safe, effective, patient-centered, timely, efficient, and equitable.

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