

Delaware Hospitals Community Benefits Annual Report

2009

Delaware Healthcare
Association



ABOUT THE DELAWARE HEALTHCARE ASSOCIATION

Purpose

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

Mission

- Provide members with the resources needed to stay current about healthcare issues and their impact.
- Recognize the provision of healthcare services is constantly evolving and changing to better serve patients and their communities.
- Promote effective change in the provision of healthcare services through collaboration and consensus building on healthcare issues at the State and Federal levels.
- Provide effective advocacy, representation, timely communication, and information to its members.

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DELAWARE HOSPITALS



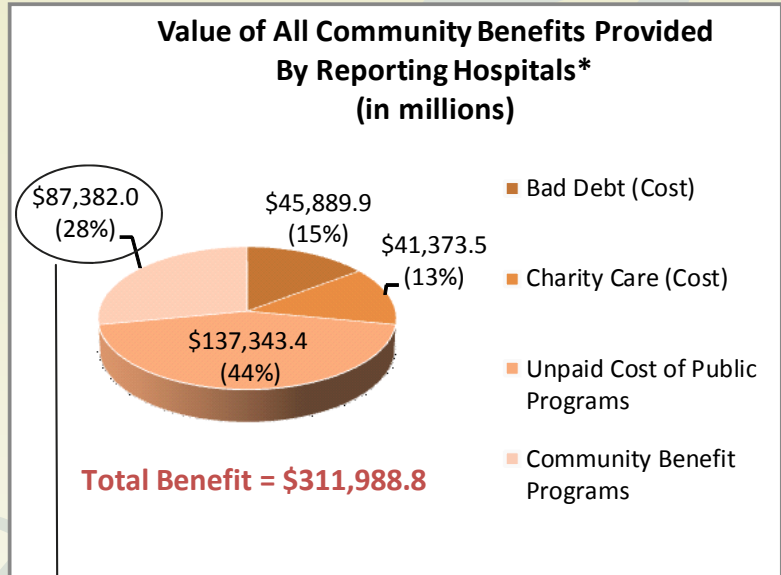
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EXECUTIVE SUMMARY

DHA member hospitals continue to provide more than traditional healthcare services to their communities. They provide a safety net, 24-hours a day, 7 days a week, for some of Delaware’s most vulnerable populations, regardless of the patient’s ability to pay. Hospital contributions extend far beyond hospital walls, as evidenced in the nearly **\$312 million dollars** in community benefits reported in the *2009 Delaware Hospitals Community Benefits Annual Report*.

Aside from the provision of traditional charity care (\$41.4 million), hospitals provide community benefits in other forms, as noted by the charts on this page. (*Note: see glossary of terms in back of this report for definitions*). Hospitals contributed over \$87 million dollars to develop, support, and maintain community benefit programs targeting a breadth of community needs, such as improved community health and education, opportunities for health professions education, medical research, community building projects, subsidized health services, and other activities meant to improve health status, increase access to care, and enhance the quality of lives for their communities.



*Number of Reporting Hospitals = 7

Community Benefit Programs by Category All Reporting Hospitals (in millions)

<u>Program Category</u>	<u>Net Expense</u>
Community Health Improvement	\$42,176.1
Health Professions Education	\$17,735.8
Subsidized Health Service	\$ 6,677.8
Medical Research	\$16,241.0
Financial/In-Kind	\$ 1,542.4
Community Building	\$ 2,882.7
Community Benefit Operations	\$ <u>126.2</u>
Total	\$87,382.0

EXECUTIVE SUMMARY—CONTINUED

The impact of Delaware hospitals on our communities may be felt in other ways. Hospitals are economic engines, providing stability and growth opportunities for the State even during times of economic recession. In fact, DHA member hospitals employed a total of 18,137 people in 2009 and paid more than \$1.0 billion in employee wages. DHA member hospitals also contributed a total of just over \$186 million in taxes.

Economic Contribution FY 2009	
Total # of FTEs	18,137
Annual Hospital Payroll (billions)	\$1,045,491.0
Annual Federal Taxes (millions)*	\$153,527.4
Annual State & Local Taxes (millions)**	\$ 32,613.2
Total Taxes Paid	\$186,140.6

*Includes Federal withholding taxes, Social Security, and Medicare taxes deducted from employee wages and employer match.

** Includes state withholding taxes deducted from employee wages. Also includes real estate taxes paid.

The stories and pictures that follow are examples of community benefit programs fulfilling a community need that otherwise would likely have been provided by using tax payer money. Delawareans have much to be proud of because their hospitals are as dedicated to their communities as they are to caring for their patients.

NANTICOKE MEMORIAL HOSPITAL

Seaford, DE



Stroke Education—Minutes Matter!

National Stroke Awareness Month comes every year like clockwork during the month of May. But since Nanticoke Health Services began its quest to become the first stroke program to receive advanced certification by the Joint Commission nearly two years ago, stroke education has been a top priority every day of the year.

Brad Diogo of Greenwood, Delaware understands how important knowing the signs of stroke can be. Having two strokes in 2009, Brad knows minutes matter! Brad received clot-busting drugs within 30 minutes of arriving at Nanticoke Memorial Hospital, about 45 minutes after his symptoms started. It's important for everyone to know the signs of a stroke because MINUTES MATTER! The sooner a stroke patient receives care the better his or her chance for recovery.

Nanticoke is providing stroke education to residents of Sussex County through a multi-front approach including print advertisements and

radio, information on risk factors at many community outreach events and health fairs, and speaking to various community groups. Nanticoke also partners to provide stroke support groups and bring in speakers for survivors of stroke and their caregivers. The signs and symptoms of stroke are posted throughout Nanticoke facilities and every employee wears a card with the signs and symptoms on their employee name badge to help them identify possible stroke patients immediately.

Nanticoke Memorial Hospital, a Bronze Performance Achievement Award winner according to the American Stroke Association's Get with the Guidelines, is committed to having any patient who comes to the emergency room with signs of stroke be seen by a doctor within 10 minutes, have a CAT to check for damage to the brain within 25 minutes, and have the CAT interpreted within 20 minutes. But to be able to give patients the best chance for recovery, everyone needs to recognize the signs. If you have signs of a stroke, call 911 immediately!

NANTICOKE MEMORIAL HOSPITAL

Nanticoke Cancer Care Center – Education and Support

Offering high quality education to the community remains a high priority for Nanticoke Cancer Care Center. In fact, you will be hard pressed to find a local event where you will not find Nanticoke’s Nurse Navigator, Melinda Huffman. Melinda can regularly be found at places like Seaford’s Riverfest, the AFRAM Festival, Festival Hispano, Woodland Ferry Festival, Laurel Community Days, Apple-Scrapple Festival, and Iglesia de Dios Maranatha Hispanic Health Fair. Nanticoke provides screenings and cancer education for anyone who needs it and actively recruits minorities (who are often at greater risk) and the uninsured (who often do not get the primary care they need) for screenings. The goal is early detection, diagnosis and treatment.

Nanticoke works in conjunction with the Delaware Cancer Consortium and the Delaware Department of Health and Social Services to increase the number of Delawareans successfully screened through the Nurse Navigation program. Nanticoke’s Nurse Navigator is passionate, following up with all patients to assure they continue screenings. Through this program, more than 450 colonoscopies, more than 500 PSA and/or DRE tests for prostate cancer, more than 430 mammograms for breast cancer, and more than 180 Pap tests for cervical cancer were completed last year. The Nurse Navigator program is a free service offered to area



physicians to assist them in regularly screening their patients for colon, prostate, breast, and cervical cancers.

Nanticoke Cancer Care Center also provides support for patients and their families through the Care Coordinator. The Care Coordinator works with patients helping with financial and transportation needs, and with support for patients and families. Nanticoke partners with The Wellness Community of Delmarva, the American Cancer Society, Delaware Breast Cancer Coalition, Delaware Hospice, and Compassionate Care Hospice to provide a wide variety of support services.

In addition, Nanticoke Cancer Care Center hosts a number of activities throughout the year to increase awareness and recognize the journey of cancer patients. Some of the most recognized are National Cancer Survivors’ Day events, the Breast Cancer Awareness Survivors’ Tea, and the Turning Sussex County Pink Walk to Gateway Park.

NANTICOKE MEMORIAL HOSPITAL

Access To Care In Western Sussex County – A Nanticoke Priority

Having enough physicians in different specialties available to provide access to health care can be challenging for rural communities such as Western Sussex County. A few years ago, Nanticoke Health Services made a commitment to make access to healthcare a high priority. In 2009 Nanticoke spent nearly \$1.5 million recruiting physicians in various specialties to the community, providing residents access to health information and preventative medicine to keep them healthy longer, and allowing Sussex County patients to stay closer to home, and to their families, when they are ill.

Dick Kellagher of Bridgeville benefited from Nanticoke’s commitment to providing health care access when he was rushed to Nanticoke Memorial Hospital in 2009 with chest pain. Mr. Kellagher was diagnosed with a STEMI (ST-segment elevation myocardial infarction). He had a severe blockage of the right coronary artery. A stent was needed. This service was available in Western Sussex County because of the recruiting efforts of Nanticoke Cardiology and Nanticoke Health Services, both recognizing an urgent need for this level of care in the community.



Nanticoke’s team of cardiologists.

In addition to adding an interventional cardiologist in 2009, Nanticoke Health Services recruited or helped recruit thirteen physicians to the community including

doctors specializing in family practice, internal medicine, pediatrics, gastroenterology, urology, and general surgery.



Dr. Meredith Arthur—Pediatrician

Our physicians work hard everyday seeing patients in their offices or at the hospital. They also work throughout the communities promoting healthy eating and active lifestyles, attending health fairs, speaking to community groups, and partnering with local organizations such as LaRed and the Sussex Child Health Promotion Coalition to address important health needs in our communities.

BEEBE MEDICAL CENTER (BBMC)

Lewes, DE

Promoting Healthy Lifestyles

Beebe Medical Center registered dietitians Alicia Bomhardt, RD, LDN, and Heather Metzner, RD, LDN, spent the 2009-2010 school year helping Sussex County high school students incorporate healthy eating habits and regular exercise into their daily lives with the goal of fighting obesity.

Alicia and Heather know that being overweight (weighing more than one should) or being obese

(having much more fat on one's body than is healthy) is directly associated with all kinds of health problems, including heart and vascular disease (the number one cause of death), diabetes, breathing problems, and sleep disorders. And, they also know that about one-third of young people in Sussex County already weigh more than they should.

The two registered dietitians, through the Beebe Medical Center's Wellness programs at Indian River, Sussex Central, and Cape Henlopen high schools, introduced students to the Nemours 5-2-1-Almost None healthy lifestyles program that encourages fruits, vegetables, and physical activity. They also started a "Triple 10 Challenge" program to motivate the students, adding a sense of competitiveness into the mix to help keep students on the path to being fit. Alicia's program was introduced at Indian River and Sussex Central high schools. Those students who lost the highest percentage of body weight vied for prizes donated by World Gym in Millsboro, Millsboro Lanes, Clayton Movie Theater in Dagsboro, and Energy Gym in West Fenwick Island.

Heather worked one-on-one with students at Cape Henlopen High School, helping them develop personal lifestyle and exercise plans. "Walk-in-Talks" became the norm as she divided students into small groups for enjoyable walking.



Beebe dietician Heather Metzner, RD, LDN, works with Cape Henlopen High School Wellness Center Students.

BEEBE MEDICAL CENTER (BBMC)

“We have kids who already are showing signs of high blood pressure and diabetes. It’s really scary,” she says. “Gym class is not enough.”

“I’ve always been a bad eater,” says Nadege Dorleans, 16, a junior at Sussex Central High School. “We have a lot of heart disease and diabetes in my family on both sides. I don’t want to have heart disease when I get older.”

Nadege, who is athletic, took the nutrition information seriously. Through the program she learned how to read labels, cut down on portions, and avoid sweet drinks and salty foods.

CarFit Safety Program

Beebe Medical Center’s lead occupational therapist Alice Workman, OTR-L, understands the struggles that some older people can have when they want to drive.

Alice has brought a safe-driver program, called CarFit, to Delaware’s coastal communities for drivers over the age of 65. CarFit helps mature drivers determine whether their personal vehicles fit them properly so that they are able to drive in a safe manner. At an event held at the Beebe Health Campus in Rehoboth Beach, trained professionals led drivers through a 12-point checklist with their vehicles, and recommend adjustments and adaptations that could enhance their driving. An occupational therapist provided information on how drivers could maintain and strengthen their driving health.



CarFit was developed through a collaboration of the American Society on Aging, the American Automobile Club, AARP, and the American Occupational Therapy Association. The event was co-sponsored by AARP and Moss Rehab Driving Program.

BBMC Occupational Therapist Jennifer Guerin, MS, OTR/L, works with Alfred Willis of Rehoboth Beach during the CarFit event in Spring 2009.

BEEBE MEDICAL CENTER (BBMC)

Community Healthcare Access Program (CHAP)

David Elder, a Rehoboth Beach retail business owner, is one of many working residents who found solace in the CHAP program. Discovering that his medical coverage had lapsed, he reapplied but was turned down for “pre-existing” conditions. Then, a sudden and painful bout of kidney stones sent him to the Beebe Medical Center Emergency Department.

“That single trip to the Emergency Department added up to \$6,000 in medical bills,” Mr. Elder recalls. A hospital representative told him about the CHAP program.

“I found out that there is another avenue than sitting back and having your credit ruined,” he says. “CHAP took a lot of tension and stress away.”

Mr. Elder explains that the program offers flexible solutions in the payment of bills and has supported his efforts of maintaining conservative business practices as the nation rides out a difficult economy. Mr. Elder and his wife, Janice, own Treehouse, a unique shop that carries domestic and international handmade specialties and gift items such as fair trade goods, products made from recycled or organic materials, and other items that support a sustainable environment.

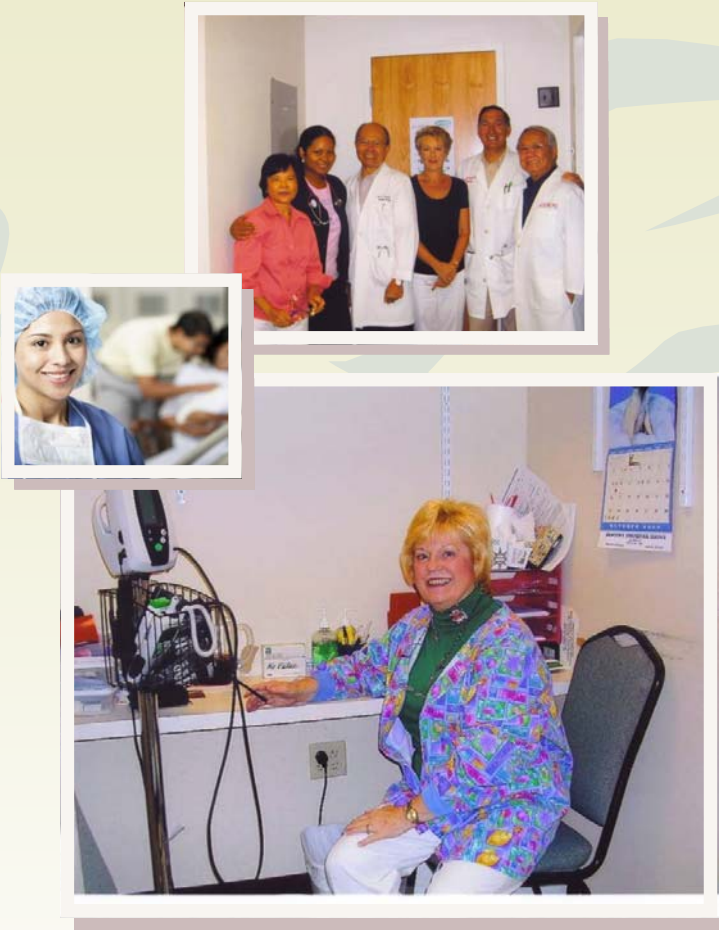


David Elder was part of BBMC’s Community Healthcare Access Program (CHAP)).

At Beebe Medical Center no one will be denied medically necessary hospital services, even if they do not have health insurance coverage. Both the Patient Financial Services and Community Health Departments assist patients in paying the cost of care they receive at BBMC. Besides CHAP, other services include the Charity Based Assistance Program, Financial Aid Program, and assisting patient enrollment in public or private health insurance programs.

BAYHEALTH MEDICAL CENTER

Dover and Milford, DE



The Hope Clinic

In 2009, the Hope Clinic served more than 500 uninsured or underinsured patients for illnesses ranging from hypertension to diabetes.

One man went to the Hope Clinic and could only tell Bayhealth Occupational Health Physician Vicenta Marquez, M.D. that he was “not feeling well.” Indeed, Dr. Marquez diagnosed the patient with severe diabetes, and prescribed medication which successfully lowered his elevated blood sugar.

It’s just one of the many success stories of the Hope Clinic, located at the Modern Maturity Center in Dover. The Hope Clinic was founded in 2003 by Dr. Marquez, Dr. Venerando Maximo, Dr. Jose Pamintuan, Dr. Basilio Bautista, and Dr. Rafael Zaragosa, all of whom are current or former Bayhealth doctors.

The doctors dedicated themselves to helping all those Delawareans who do not have insurance or could not afford care. Thanks to the volunteer efforts of these doctors and other Bayhealth

BAY HEALTH MEDICAL CENTER

clinical staff, the Hope Clinic is able to provide free treatment to anybody with an income up to 200 percent of the Federal poverty level who does not have health insurance. The free care includes medical treatment as well as dental treatment provided by three volunteer dentists.

The Hope Clinic continues to *“Keep Hope Alive.”*

The Delaware Burn Camp

Bethany Beach, Delaware

It started out as horseplay and ended in tragedy.

A 12-year-old Delaware boy named Joey had lighter fluid sprayed on him by his friends. One of them lit a match. And, when it was all over, Joey had burn injuries on his hands, arms, chest, and face. He had permanent scars on his left hand and left arm. He had psychological scars that would haunt him forever.



How could he enjoy his favorite outdoor activities with those telltale scars? Would he be teased by other kids at his summer camp?

Thanks to Delaware Burn Camp, Joey was able to enjoy the best summer of his life in August, 2010. At Burn Camp, Joey enjoyed swimming, horseback riding, kayaking, and canoeing. He played with other kids who had also suffered burn injuries, and he received support and encouragement from a team of volunteer counselors---many of whom had also suffered burn injuries.

Bay *health* nurses and staff members are among the volunteers who joined local fire marshals, firefighters, health care workers, and burn survivors who help make the Camp possible. The Delaware Burn Camp is a non-profit organization relying on donations to help cover operational expenses. The Camp is free to all Delaware children, ages 6 to 18 years, who have suffered burn injuries.

BAYHEALTH MEDICAL CENTER

Steps To Healthy Aging

Dover, Delaware

It may be as simple as taking a pulse.

But, it could translate into saving a life.

During a recent blood pressure screening sponsored by Bayhealth's "Steps To Healthy Aging" program, Bayhealth Geriatric Nurse Practitioner Cindy Drew, MS, GNP-BC, encountered a patient with a high pulse rate, who had no other obvious signs or symptoms. In a demonstration of "tough love," Drew insisted that her patient go to a cardiologist to explore the source of his rapid heartbeat.

It turns out, the patient had atrial fibrillation, a cardiac arrhythmia that is potentially fatal when left untreated.

"When I first asked my patient to visit the cardiologist, he was unhappy because he had other plans for the day. But, he was grateful when he found out how serious his problem was," said Drew.

It's just one example of how Bayhealth's Steps to Healthy Aging Program has proactively saved lives, while promoting healthy living habits, and educating Delaware's senior citizens about vital health issues.

Each week, Bayhealth nurses host one clinic at Kent General Hospital in Dover, and one clinic at

Milford Memorial Hospital. Senior citizens (loosely defined as "any adult who is aging") may walk in and receive a variety of health screenings and counseling at no charge. From blood pressure, to pulse, to weight, the nurses record the vitals of their patients, advise of potential health issues, and refer patients to the appropriate physician or clinician. The screenings offer affirmation of good health---or confirmation of potential health issues. In many cases, the nurses become "medical detectives" who work to solve a medical mystery.

Bayhealth's Steps to Healthy Aging Program offers monthly health education seminars, in which members can learn about a variety of health issues and get answers from a physician or health professional. From epilepsy, to prostate health, to pet therapy, the members get a primer on a wide range of issues in a fun and educational environment. There are no residency requirements, income criteria, or any fee for attending the seminars.



Cindy Drew, MS, GNP-BC, gives a blood pressure check to patient Etta Moyer.

CHRISTIANA CARE HEALTH SYSTEM (CCHS)

Newark and Wilmington, DE

The Visiting Nurses Association

Linda Schultz was diagnosed with Multiple Sclerosis thirty years ago. She is wheelchair bound and dependent on others for her care. The Visiting Nurse Association (VNA) provides Linda with the assistance she requires for her daily care while allowing her to live at home with her husband John. This is an invaluable option for both of them; otherwise Linda would have to spend her life in a nursing home.

Pearl Hicks has been providing that special type of care for twenty years as a home health aide for the VNA. Pearl met Linda three years ago and the two formed a bond created by service and need, a bond that Linda describes as “two peas in a pod.” Five days a week Pearl goes to Linda’s home and helps Linda not only with her physical needs, but also with an understanding of the disease of MS. Linda says, “Pearl understands that there are good and bad days. She recognizes my changes better than me or before I do.” When Linda began to get progressively weaker on one side Pearl noticed before she did.



Multiple sclerosis (or MS) is a chronic, often disabling disease that attacks a person’s nervous system. The progress, severity, and specific symptoms of the disease cannot be predicted. It is a disease that from an outsider looking at you is deceiving; it does not always look like you are handicapped.

The Visiting Nurse Association provides much more than skilled nursing care, physical therapy, and checking vital signs. The VNA provides peace of mind and the physical and emotional comfort of living at home. It serves 11,000 Delawareans and provided 275,000 patient visits statewide – that’s 750 patient visits each day. As part of its home telemonitoring program established in 2009, another 1,900 patients receive care from the VNA.



AFFORDABLE CARE

Like many older adults—an estimated 17 percent of the over-40 population in the U.S.—Zhi Lu suffered from cataracts. In most cases, cataracts can be successfully removed surgically, but Mrs. Lu had dismissed the idea of surgery for the time being. It was simply unaffordable, she told her family, she would have to do without it and accept that her vision would be poor.

But her daughter-in-law, Lynn Wang, would not give up, and while searching the Christiana Care Web site she found a solution. She called Senior Services and was put in touch with Tracy Pearson, one of four Health Coaches at Christiana Care's Center for Community Health at the Wilmington Annex.

CHRISTIANA CARE HEALTH SYSTEM (CCHS)

Tracy determined that Lu and her husband, Shounian Cao, 79, were eligible for the Community Healthcare Access Program, or CHAP, which helps to provide access to primary care and other health services on a sliding fee scale to uninsured people who meet income requirements. Pearson also referred the couple to the Delaware Prescription Assistance Program and Delaware's Screening for Life, a statewide, free cancer-screening program.

"Tracy helped us so kindly," Wang says. "She even helped my in-laws find a geriatric specialist, Dr. Ina Li, who is taking good care of them and communicates with them in their native language, Mandarin Chinese."

Pearson and her fellow health educators serve as a point of access to usher people through a health-care system that can sometimes seem overwhelmingly complex. They help them to navigate language and literacy barriers and to locate affordable health services. Pearson's position is funded by a Federal grant from the Health Resources and Services Administration, led by Lisa Maxwell, MD, Family and Community Medicine Residency Education Program Director.

With Pearson's assistance, Mrs. Lu was able to get the surgery she needed. In early January, she had the cataract removed from her left eye at Roxana Cannon Arshat Surgicenter by ophthalmologists from the eye clinic at Christiana Care's Wilmington Hospital.

Mrs. Lu also suffers from glaucoma, and the ophthalmologists were able to help with that, too.

Although she had had glaucoma surgery years before in China, the drainage site in her left eye had scarred over. While they were performing the cataract surgery, attending physician Julianne Lin, MD, and third-year resident Keith Mathers, MD, also attempted to improve the function of the drainage site.

Mrs. Lu was delighted with her improved vision, and with the care she received. "All the staff and doctors are very caring, and they treat patients with kindness and respect," Wang says.

"The eye clinic really benefits everyone involved," Dr. Lin says. "The residents learn to become better surgeons, the attending physicians grow as professionals, and patients like Mrs. Lu receive the care they need."

READY TO SERVE

CCHS's Center for Community Health at the Wilmington Annex employs Health Coaches to serve as a point of access to usher people through an exceedingly complex healthcare system.

CHRISTIANA CARE HEALTH SYSTEM (CCHS)

Camp FRESH Plants Seeds of Good Health

"Camp FRESH gave me a chance to give back to the community and be more than people expect from a teenager from the 'hood," says Shareif Simpson. He is one of 36 teenagers who participated in Christiana Care's three-year-old Camp FRESH summer wellness program for city youth.

The summer program teaches teens the benefits of healthy eating and they are encouraged to pass this knowledge along. The campers also plant gardens and staff a produce market in the city twice a month to help improve access to fresh fruits and vegetables. The teens attend classes on topics such as food-borne illness, healthy nutrition, CPR, and responsible sexuality.

High-school students have gained a new appreciation for the importance of good nutrition through Camp FRESH



Campers are enthusiastic about the program. "You actually learn things," Jhanea Brown says. Things that campers are committed to teaching their communities. "Sometimes people don't want to listen and sometimes you kind of have to make them listen because what you have to say is important."

"I can tell you something about health that might save your life. Why wouldn't you want to listen?" she wisely asks.

VETERANS AFFAIRS MEDICAL CENTER (VAMC)

Wilmington, DE

A Call To Action



Dr. Guttin, surgeon and Chief of Staff at the Wilmington VAMC, volunteers his time and expertise to help Haitians, following the devastating 2010 earthquake that left the country in shambles.

Immediately after the earthquake in Haiti, organizations worldwide mobilized aid to the country. The tragedy changed the face of Haiti and changed the perspectives of the volunteers who donated their time and expertise to help.

Dr. Enrique Guttin is the Chief of Staff at the Wilmington VAMC as well as a surgeon. He is also a Disaster Emergency Medical Personnel System (DEMPS) volunteer.

This past February, Dr. Guttin got the "call to action", to head to Haiti. The field hospital where Dr. Guttin was assigned was located in the courtyard of a destroyed school. Although the country had been shaken by the damage, there was still looting and a very real risk of violence towards aid volunteers. Protecting the staff was a unit from the elite 82nd Airborne Division. Medics from the unit also helped take care of patients.

The field hospital was not a "bricks and mortar" building but a collection of tents. There were tents for Intensive Care, Pharmacy, the Surgical suite, the Operating Room, and separate tents for patient wards and bathrooms. Many of the Haitians that were seen in the hospital were returning for post-amputation care. Some were seen and sent home, others were admitted with various diseases including active tuberculosis.

Dr. Guttin treated one little girl who had lost half her foot in a collapsing building. She came every day for wound care. She was a staff favorite, even though she would not allow the doctors or nurses to touch her. She would unwrap her bandages and the staff would pass her the supplies to clean and re-bandage her wound.

In addition to the many patients who came with injuries and illness, women came to have babies. Since there were no maternity staff available, Dr. Guttin performed his first C-section in thirty-five years. In fact, it was an exclusively VAMC staff team from the surgeon to the anesthesiologist to

VETERANS AFFAIRS MEDICAL CENTER (VAMC)

the nurse. To prepare for surgical cases, there was a small wash station with water that had been purified, as well as stations nearby the Surgery tent to prep surgical equipment. However, the wash station would flood when the used water overflowed, leaking water into nearby tents. Dr. Guttin built a "field-expedient" irrigation system from a wash sink out of spare tubing and duct tape so the area around the hospital would not flood.

Dr. Guttin spent almost two weeks in Haiti and was ready to stay longer. At the end of his tour, the field hospital was becoming a community hospital, and seeing more outpatients and less surgical cases.

Dr. Guttin came home with an extraordinary story. By volunteering his time and making a difference in the lives of both Veterans and anyone else in need, Dr. Guttin exemplifies what VAMC staff are all about.

Nursing “Valor” Students

It’s fairly well-known that the VAMC trains new physicians, optometrists, and a wealth of other medical professionals. But there is a lesser-known program to train and attract new nurses to pursue a career with the Department of Veterans Affairs. The VA Learning Opportunities Residency (VALOR)

scholarship program provides opportunities for outstanding students to develop competencies in clinical nursing while at an approved VA health care facility. Opportunities include didactic or classroom experiences, competency-based clinical practice with a qualified Registered Nurse preceptor, and participation in nursing-focused clinical conferences. Described as, “the best of the best”, Nikki Recchioni and Katherine Quesenberry were selected for their academic achievements, decision-making ability, and critical thinking skills.



Katherine Quesenberry



Nikki Recchioni

VETERANS AFFAIRS MEDICAL CENTER (VAMC)

Nikki Recchioni attends Widener University where she is a member of two swim teams, the Phi Kappa Phi Honor Society and the School of Nursing Honor Society. Her interest in healthcare and her father's previous occupation as a nurse has cultivated her passion for nursing.

Ms. Recchioni is gaining valuable experience in the Emergency Department. "I love every minute in the ER. I love patient care...this is my passion", she said. She is taking the lead to roll out the Emergency Department Integration System (EDIS), which tracks patients from the waiting room to discharge.

Katherine Quesenberry is earning her nursing degree at Salisbury University. As a VA volunteer for several years, she was introduced to clinical skills and guided to pursue a nursing career. Having an older brother currently serving in the Army, she appreciates the mission of the VA healthcare system. "We are here to care for the men and women who served our country - this is the least we can do to thank them."

Ms. Quesenberry is enjoying her education in the Intensive Care Unit. "The nurses here are great and they each have something different to teach you", she said. Katherine is using tracer rounds to prepare the staff for the upcoming Joint Commission inspection.

**The mission of the VA is to fulfill
President Lincoln's promise
"To care for him who shall have borne the battle,
and for his widow, and his orphan"
by serving and honoring
the men and women
who are America's veterans.**



NEMOURS/A.I. DUPONT HOSPITAL FOR CHILDREN

Wilmington, DE

Assisting Families in Need

Mason's family had medical insurance. By the time he was five months old, insurance had covered his glasses, reflux exams, and RSV treatment. But when their adorable little boy was diagnosed with an extremely rare and serious genetic bone disorder called Malignant Infantile Osteopetrosis (MIOP), the family was faced with a painful reality. Insurance would not cover the stem cell transplant treatment at Nemours/Alfred I. duPont Hospital for Children (AIDHC) that was necessary to save his life. Dr. E. Anders Kolb and the Bone Marrow and Stem Cell Transplantation Clinic at AIDHC had found a perfect cord blood match from a universal donor site, but the family could not afford it.

AIDHC, through their Nemours Financial Assistance Program (NFAP), agreed to absorb the cost of the treatment. As a result, Mason underwent a cord blood transplant on October 2009 and this happy, healthy little boy was able to celebrate his first birthday in March 2010.

Thanks in part to the successful care they experienced at AIDHC, this grateful family has started a Foundation to promote cord blood donation, hoping to help save the lives of other children. In the words of Mason's family – "As parents of a child whose only option of survival was a stem cell transplant, we wanted to do something that would allow our family a way to share our positive outcome....to pay it forward."

"Our Foundation will work collaboratively with established cord blood banks to expand the network of qualified hospitals in the greater Philadelphia area. We will fund hospital costs of donating umbilical cords to public blood banks for the purpose of transplant and research."

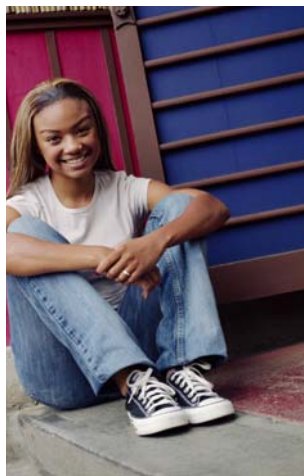


NEMOURS/A.I. DUPONT HOSPITAL FOR CHILDREN (AIDHC)

Community Partnerships: Nemours and Henrietta Johnson Medical Center

Nemours Health and Prevention Services has a strong partnership with the Henrietta Johnson Medical Center (HJMC), a stalwart urban community resource in Wilmington, providing health care, preventive services and dentistry, as well as programs for youth, adults, and professionals. Nemours provided seed money to launch the PHAT (Promoting Healthy Activities Together) program at the center, designed for African-American girls aged 13-17. The 8-week, evidence-based program uses hip hop music, rap, and dance to teach girls about healthy eating, physical activity, and self esteem. The initial pilot supported by Nemours was so successful that HJMC made it a regular program, offering it year-round after school and during the summer. To help support the program, Nemours continues to provide training and educational materials. To date, nearly 100 girls have taken part. Nemours also helps the center plan and hold an annual 5K run to help fund the program. Both PHAT and the 5K are aimed squarely at changing attitudes about health, food, and fitness among African-American youth, who are at particularly high risk for obesity.

In addition, Nemours physicians and other experts are active in the HJMC lecture series for health professionals. Most recently, Dr. Sandra Hassink, Director of the Nemours Obesity Initiative, spoke about progress in reducing childhood obesity in Delaware, and what primary care providers are doing to make a difference.



NEMOURS/A.I. DUPONT HOSPITAL FOR CHILDREN (AIDHC)

Safety Day Everyday



The adage is an ounce of prevention is worth a pound of cure. The AIDHC offers parents several opportunities to learn about injury prevention. Buckled up for safety, parents and guardians in the community have an opportunity to schedule free car seat safety checks with AIDHC's Trauma and Injury Prevention Coordinator. These weekly sessions have been of invaluable assistance as most recent studies have estimated that 60% of car seats are improperly installed in vehicles, causing severe injuries and death. In providing this service free of charge, parents can learn how to properly install their individual car seats from a certified technician and rest assured that their children are safer during car trips.

Bike safety is another component of the AIDHC Trauma and Injury Prevention program. Rodeos are scheduled throughout the school year to encourage kids to comply with bike safety rules.

One major way Nemours extends its safety program to the community is as the lead sponsor of Safe Kids Day 2010 – New Castle County. In 2010, more than 550 children and their families enjoyed learning about safety and health information at Bellevue State Park. More than 30 safety exhibits and live demonstrations were available for families to learn about everything from fire, injury, and poison prevention to healthy eating, outdoor safety, and food allergy information.

To ensure everyday is a safety day, Nemours has the Safety Store, located inside the hospital, which sells bike helmets and other safety equipment at drastically reduced prices to help parents keep their children safe and secure.

Learn How to Install Your Child's Car Seat!

AIDHC offers **FREE** Child Passenger Safety checks on Wednesday evenings from 5:00 — 8:00 p.m. The check takes about 30 minutes per seat.

A reservation is required.

Call (302) 651-5437 for an appointment.

Thank you to the following hospitals for providing stories and photographs for the 2009 DHA Community Benefits Report:



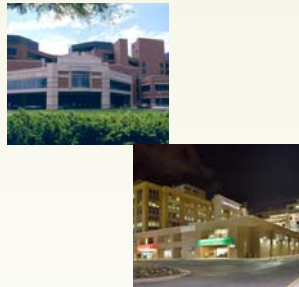
A.I. duPont Hospital for Children
 The Nemours/Alfred I. duPont Hospital for Children offers a treatment philosophy and level of care and comfort that sets the standard for children's healthcare. The 200-bed teaching hospital is integrated with the Nemours Children's Clinic staff, which provides more than 30 specialties of pediatric medicine, surgery, and dentistry in a patient- and family-centered environment.



Bayhealth Medical Center
 Central and Southern Delaware's largest healthcare system, Bayhealth is comprised of Kent General and Milford Memorial Hospitals, Middletown Medical Center, and numerous satellite facilities. Bayhealth is a technologically advanced not-for-profit healthcare system employing over 2,900 with a medical staff of 458 physicians.



Beebe Medical Center
 Beebe Medical Center offers an array of inpatient, outpatient, emergency, and diagnostic services. Beebe Medical Center is a 210-licensed-bed, not-for-profit seaside community hospital. Beebe's specialized service lines include cardiovascular, oncology, women's health, and orthopedics.



Christiana Care Health System
 Christiana Care Health System is one of the country's largest healthcare providers, ranking 16th in the nation for hospital admissions. Christiana Care includes two hospitals with more than 1,100 patient beds, a home healthcare service, preventive medicine, rehabilitation services, and a network of primary care physicians and an extensive range of outpatient services.



Nanticoke Memorial Hospital
 Nanticoke Memorial Hospital is located in Seaford, Delaware. What started as a 32-bed hospital in 1952 has grown to include extended care services, business services, outpatient services, medical centers located across Sussex County Delaware, and a host of preventive medicine and health education programs.



Wilmington VAMC
 The Wilmington VAMC offers comprehensive services ranging from preventive screenings to long-term care. The Wilmington VAMC proudly serves Veterans in multiple locations for convenient access to the services it provides. In addition to the Medical Center, Community Based Outpatient Clinics are located in Georgetown and Dover, DE.

APPENDIX A: ABOUT THIS REPORT

Data Collection

The data included in this report represents voluntary responses from seven of Delaware's nine acute care hospitals. The survey behind the report was designed to gather information about hospital community benefits in the following categories:

- Charity Care
- Net Expense of Community Benefit Programs
- Bad Debt
- Shortfall from Government Sponsored Healthcare Programs.

These categories are identical to those recommended by the American Hospital Association's (AHA) Community Benefit Reporting Framework. The AHA framework for reporting Community Benefits ensures report reliability and validity. The Delaware Healthcare Association's survey is also meant to be aligned with the IRS Form 990 and accompanying Schedule H requirements.

The data represents the aggregate results of the community benefits inventory for each reporting hospital's Fiscal Year 2009 activities.

Glossary of Terms Used in the Report

Charity Care. Free or discounted care provided to patients who cannot pay, who are not eligible for public programs, and who meet certain financial criteria in accordance with hospital policy. Charity care includes services for which hospitals neither received nor expected to receive payment because they had pre-determined the patient's inability to pay. Charity care is reported as the cost of the care to the hospital.

Community Benefit Programs. These are defined as programs and services provided by hospitals that address community health needs and for which hospitals do not receive payment to cover the costs. Community benefit programs include medical research, health professions education, community health services and education, clinical services, community building activities, financial and in-kind contributions, and subsidized health services.

Bad Debt. Healthcare services for which a hospital expected payment, but did not receive it due to a patient's unwillingness to pay. Distinguishing bad debt from charity care is often difficult and dependent on a patient's disclosure of their financial situation, and willingness to apply for charity care.

Unpaid Cost of Public Programs. This is expressed as a shortfall. Shortfalls are the difference between what a hospital receives in payment from the government and the actual cost of providing the care, not including contractual allowances. Medicare and Medicaid are two government sponsored healthcare programs incurring the highest financial shortfalls for hospitals.



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