

2017 UNC Lenoir Health Care Community Benefit Highlights

Include:

Revenues Written Off to Charity Care	\$4,868,533
Revenues Written Off to Bad Debt	\$26,684,847
Programs/Services	\$706,277
Health Professions Education	\$855,052
Cash and In-kind Contributions to Community Groups	\$215,704
Physician Recruitment expenses	\$378,654
Grants Received for Community Outreach	\$95,466
Salaries & Benefits	\$62,203,778

2017 by the numbers....

Admissions	5,689
Average Daily Census	69.6
Patient Days	25,364
Emergency Room Visits	43,815
Radiation Therapy procedures	15,294
Surgeries	3,545
Deliveries	417
Meals Served	390,284

In Lenoir County, 2017 challenges include:

- 88th lowest of 100 NC counties for overall health outcomes
- 24% in poor or only fair health vs 19% in NC
- 37% of children live in poverty vs 23% in NC
- 37% of adults are obese
- Persons with disability 23.3% (2012-2016)
- 33% of adults with physical inactivity versus 25% in NC
- 1 out of 4 local residents eligible for Medicaid
- 14% uninsured
- Per capita income was approximately \$20,773 for county residents vs \$26,779 NC average (2012-2016)
- Median household income \$36,956 for county

Hospital Volunteer Program

During FY 17,235 volunteers including youth volunteers provided 37,593 volunteer hours in a variety of hospital settings enriching the patient experience and performing the work of 18 unpaid FTEs. The community donations for Lights of Love Holiday tree lighting fund a number of hospital programs and projects each year.

residents vs \$48,250 NC average

- Bachelor's degree or higher, age 25+ is 13.7% vs 29% NC average
- UNC Lenoir patient population is 72% government sponsored
- 11.2% uncompensated care (charity care and bad debt) makes up Hospital payor mix
- 50% children in single-parent households vs 36% NC average



Greene Memorial Garden

Sponsored by the Hospital and Lenoir Hospital Foundation, the enhanced garden was developed into a quiet and healing area with seating and a water feature for patients and families near the entrance of the hospital.



Healthy Community Hero Award Recipient Victoria Kosinski shown



From the CEO

For 111 years, residents have believed in the importance of having a Lenoir County hospital and continue to see the positive circle of quality patient care services that connects local healthcare, close to home.

Our entire hospital team including physicians, nurses, and other important health professionals continue to commit themselves to keeping you and your family healthy and improving the overall health status of our community. Always progressing, always caring, we evolve to ensure residents have access to the most current and effective medical technologies rendered. In 1906 we started as a small hospital in a private home, and today we are partnered with

UNC, a flagship healthcare leader in the state.

The dedication and work of our hospital is found throughout our relationship with the community. That's why every three years we partner with other health organizations to gain a better understanding of the most critical needs present in our diverse community through a Community Health Needs Assessment (CHNA). In 2017, this process led to identifying strategies to focus on health priorities. These and many other efforts are how we provide tangible and defined community benefit each year. Whether it is in loaning members of our leadership team to serve on local boards, recruiting health providers, acting as a training site for area health students, or in collaborative health improvement initiatives, our work provided \$2.2 million dollars in community

benefit in 2017.

This report provides a snapshot of the support for certain health needs that are provided. We teamed up with many local partners to promote health, and daily we are ensuring health care in this community for generations to come.

Sincerely,
Gary E. Black, FACHE
President and CEO



Community Value Five-Star Hospital 2017

UNC Lenoir was named a "Five-Star Hospital" in this year's Community Value Index Leadership Award by Cleverly & Associates. The Community Value Index (CVI) is composed of ten measures that evaluate a hospital's performance in four areas: 1.) Financial Viability & Plant reinvestment; 2.) Hospital Cost Structure; 3.) Hospital Charge Structure; 4.) Hospital Quality Performance. To see all the winners on the "Top 100 Hospital" list, the winners on the "Five Star Hospital" list, as well as more about the Community Value Index, go to: <https://communityvalue.cleverlyassociates.com/AboutTheCVI/CommunityValueFiveStar.aspx>

Physician Recruitment

Five new providers joined the community in 2017. Dr. Shaniqua McGraw, Family Medicine Physician joined UNC Lenoir Family Medicine. Dr. Josh Coltrane joined Kinston Pediatrics. In addition, Dr. Kushatha West-Quire, MD, OBGYN, Elizabeth Coats, Certified Nurse Midwife, and Dr. Kathy Anne Charles, MD, Family Physician joined Kinston Community Health Center.

Pet Therapy

In July 2017, UNC Lenoir initiated safe and therapeutic dog visits to the patients on approved patient care units. Research indicates that pet therapy helps to reduce and

manage patient's anxiety by focusing patient's attention on the dog, stimulates positive feelings in patients, and offers a means of relaxation and social interaction. Our Pet Therapy volunteer, and his dogs Micki and Casey, had 389 interactions with visitors and family members and 49 patient visits from July to December 2017.



It's My Hospital Today

Community Coalition Activities

UNC Lenoir provides leadership and administrative support for community health coalitions. The Lenoir County Alliance for a Healthy Community meets on a monthly basis for community networking and information sharing. Almost 20 different community organizations participate in the meetings. The Lenoir County Crisis Collaborative brings Eastpointe Mental Health, Easter Seals Mobile Crisis, UNC Lenoir, local law enforcement, EMS, and other agencies together quarterly. The group focuses on the community mental health crisis needs to identify solutions and meet challenges to problems in Lenoir County. This year, UNC Lenoir Health Care team members have also participated in the newly formed Lenoir County Opiate Task Force.

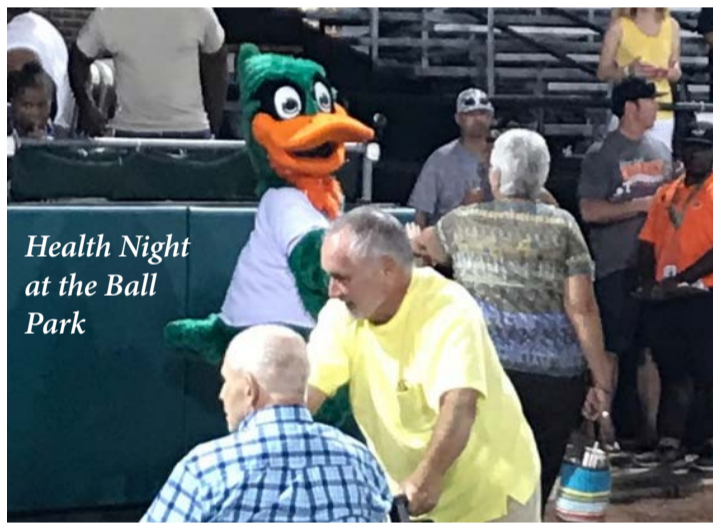
Community Health Education Programming

Provided 2,380 participants on and off-site health and wellness programming. Programming included Infant CPR, tobacco cessation, exercise, nutrition and other health education offerings. A three-part McCain heart series featured cardiologist speakers. Sponsored a parenting education seminar through Triple P-positive parenting by trained child educators for the community.

Diabetes Wellness Program

Located in the Minnie P. Stackhouse Diabetes Center, the AADE accredited Diabetes Wellness Program provided free diabetes self-management education and follow up management to 177 individuals living with diabetes. Outreach education and off-site screenings were provided each month reaching 426 community members. Additionally, a registered dietitian/diabetes educator provided 202 medical nutrition counseling sessions during this year. A three year grant continued from Kate B. Reynolds

Charitable Trust supporting the program expansion of the DSME/T program into Kinston Community Health Center.



Health Night at the Ball Park

Hands-Only CPR Education Events

Partnered with Lenoir County EMS to provide a special 2017 Valentine Day CPR event at the entrance to the

hospital where Hands Only CPR education was provided to over 100 individuals. Partnered with Down East Wood Ducks and Lenoir County EMS for 2017 Health Night at the Ballpark where the entire stadium was instructed on Hands-Only CPR technique.

Minges Wellness Center

The on-site medically based fitness center for the community has 78 pieces of stationary exercise equipment with an average of 25 beginner's group exercise classes weekly. With a membership of 1,135 active individual members in FY17, monthly membership rates of \$20 per month assist an underserved community to initiate exercise plans. Our program partners with Silver Sneakers and Silver & Fit benefits for eligible community members. A number of free physical activity oriented educational sessions are offered through the year free to the community by our exercise specialists.

Corporate Health Services

Services included 71 corporate clients, 187 worksite wellness visits with 1,543 employee contacts. Flu shots, CPR training, urine drug screens, and targeted health education for risk factor reduction was provided.

Support Groups

Coordinated 11 hospital based groups, attended by 1,857 participants.

Lenoir Memorial Community Walking Track

Averages over 500 walkers per month. Offered the use of the track for community organizations' walks x 4 in FY 17 for no fees.

It's My Community Stewardship

Lenoir County Community Health Needs Assessment

The three year cycle process (2017) identified three priority issues for the community: Obesity, Substance Abuse/Mental Health, and Responsible Parenting. The 2017 cycle, initiated by UNC Lenoir Health Care, Lenoir County Health Department and KCHC includes written action plans and implementation strategies. The full 2017 Community Health Assessment and implementation strategies can be found at www.unclenoir.org, on the healthy communities page. UNC Lenoir also provided staff to the eastern region steering committee for regionalization and standardizing planning for community health needs assessment planning in the east, to be initiated in 2018.

Economic Development

Cash donations included support and sponsorships for STEMEAST and PRIDE of Kinston downtown park concert series. Donations were also made to support the CSS Neuse Gunboat Association historical presentations, and the regional Kinston/Lenoir County Chamber of Commerce signature event: BBQ Fest on the Neuse.

Kinston/Lenoir County Farmers Market

UNC Lenoir assisted 75 underserved residents of the community having diabetes with access to local fresh fruits and vegetables through an incentive Rx coupon program in partnership with Kinston Community Health Center,



Kate B. Reynolds Charitable Trust and Lenoir County Cooperative Extension. Additionally, UNC Lenoir provided two onsite cooking demonstrations by a dietitian.

Community Donations

Cash donations included support for SAFE in Lenoir County, Lions Industries for the Blind, American Heart Association Heart Walk, Lenoir-Greene Partnership for Children StoryWalk on the river, Common Ground of ENC walking track, and several area non-profit runs, walks and bike rides including Kinston Community Health Center's inaugural Run for Your Life.

Employee Outreach

UNC Lenoir employees show good community stewardship by participating in fundraising to support the American Cancer Society Relay for Life, Lenoir Hospital Foundation outreach, and Lenoir-Greene United Way. Employees worked together to give time, talent and personal donations of \$86,321 during FY17 towards great causes in the community. Employees collected 7,120 lbs. of food to feed 13 local families during the holiday season and provided food to Friends of the Homeless and three church food banks. Employees kept the long tradition of playing Secret Santa to 25 needy children in the Northeast Elementary School with gifts from their own pockets.

SMARTfit

The Lenoir Hospital Foundation and UNC Lenoir

partnered with the Boys & Girls Club of the Coastal Plain to provide evidenced-based physical activity equipment and initiative at the new Kinston club site for over 100 youth in the area. SMARTfit systems, an initiative in Boys and Girls Clubs addresses aspects of the body, mind, and soul with academic features that revolve around physical activities.

