

2020

COMMUNITY BENEFIT REPORT

 **NEMAHA VALLEY**
Community Hospital & Seneca Family Practice

Message from our CEO

We know that good health begins where we live, learn, work and play. That is why we focus on understanding the most pressing health needs of our communities and responding with the very best in healthcare, bringing additional needed services to our patients, working together with our valued community partners and navigating through an unexpected pandemic such as COVID-19.

In addition to providing patient care, collaborating with our community partners and advancing our Mission and Vision, we frequently take time to reflect on our accomplishments as an organization, review progress on our goals, and make sure we are developing efforts that support our Strategic Plan. Our Strategic Plan outlines clear goals and expectations centered upon four core pillars in the areas of patient care, community outreach, administrative operations, and growth as those areas of focus are integral to how we achieve our Mission and Vision. We know that you expect us to provide high-quality care. You should! We also consider what excellence in health care quality means to you.

Having convenient access to care and trusting in your health care team are essential to optimizing your health. In addition, we are committed to working with you to maintain or improve your health and well-being. For hospitals, excellence in health care includes how our patients feel about us, but also encompasses a large set of service areas measured against an established set of national standards – such as how effective, efficient, safe, reliable, and patient-centered we are. Patient-centered quality of care is extremely important to us, and I am sure to you as well. Ultimately, what is important for our community is important to us.

We are proud of the work we do. We are humbled by the support we have received. Thank you for the opportunity to care for you and your family. We look forward to a healthier future for all of us.

Thank you,



Kiley Floyd
Chief Executive Officer
Nemaha Valley Community Hospital

Mission

To provide personalized, compassionate healthcare while promoting wellness in the communities we serve.

Vision

Nemaha Valley Community Hospital will be recognized as a leading independent community-based hospital committed to our patients, their families, and the communities we serve by:

- Excelling in patient-centered care through strategic use of technology and personalized, compassionate care;
- Promoting the health and wellbeing of our communities through education and resource development;
- Creating an organizational culture based on teamwork and accountability that values professional growth and individual learning; and
- Measuring performance based on financial stability, quality scores and compliance with best practices.

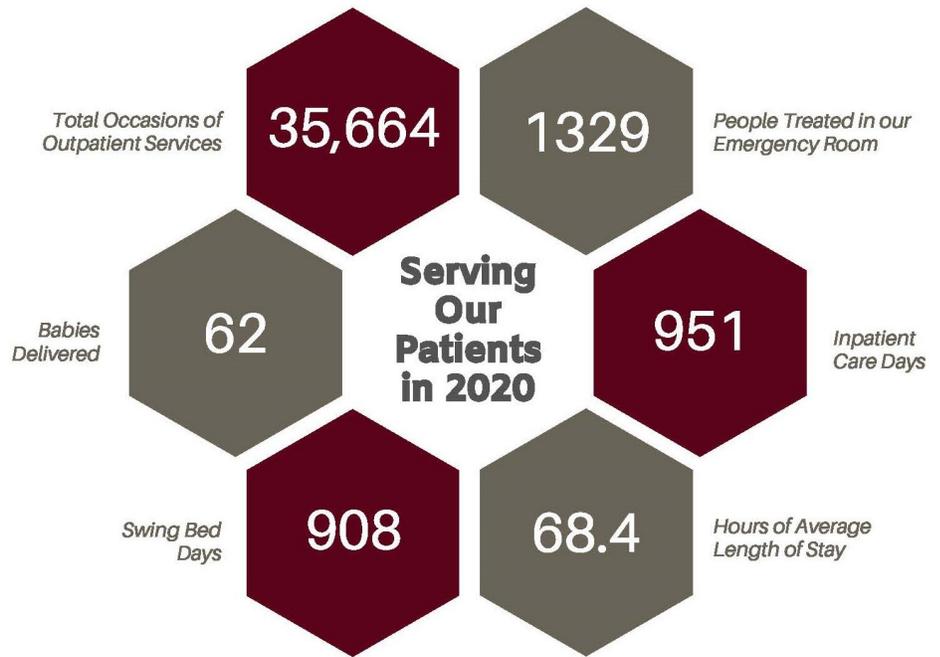
Values

- C—Compassionate care, all the time, in every situation
- A—Achieving excellence through accountability
- R—Respecting the dignity of each patient and their family
- E—Enriching the lives of those we serve by investing in education, technology and our staff

COMMUNITY BENEFIT HIGHLIGHTS

This report showcases some of our current outreach efforts and partnerships that work together to ensure Nemaha County is a healthy, vibrant place to live, work and play.

Nemaha Valley Community Hospital is a strong advocate for a healthier future for our county. Over the next year we will continue the work outlined in this report and offering programs and services aligned with our goals identified in our Strategic Plan. We will also use the findings of our most recent Community Health Needs Assessment as a roadmap for the continuation and expansion of community benefit programs and services for our community.



The value NVCH provides to our local community is broader than the delivery of health care services. NVCH provides a strong economic foundation through investment in employees, infrastructure, buildings and equipment. In turn our dollars spent in the community grow the local economy by supporting other businesses and individuals.

INVESTING IN OUR COMMUNITY



The Kansas Hospital Association's report on the importance of the healthcare sector to local economies¹ estimates there is a spill-over effect into other sectors of the economy of 31 cents for every dollar spent. In addition, an estimated .40 jobs are created for every job in the hospital.

- NVCH currently has **166 employees** which has a secondary impact of **+66.4 jobs**.
- The total direct **wages** paid for FY 2020 was **\$8,673,630** and the secondary impact of **+\$2,688,825 income generated in other businesses and industries**.

¹ Kansas Hospital Association, *Impact of Health Care in the Economy*, October 2020.

WHAT DOES THIS MEAN

Community Health Improvement

Nemaha Valley Community Hospital (NVCH) provides a wide variety of services to help improve the overall health in the communities that we serve. We use our resources and personnel to provide important health education and information. These activities extend above and beyond routine patient care and are not billable services. We host a variety of community based seminars, monthly support groups, an annual health fair and many other educational opportunities. Support groups we host include Diabetes Support, the Better Breathers Club, Grief Support and Infant Loss Support. We provide access to Alzheimer's Education, a Breastfeeding Clinic, Babies Best Start Program, Cardiac Rehab, two Certified Diabetic Care & Education Specialists, Certified Car Seat Technician, Re-Power Program, two Certified Application Counselors for Marketplace Insurance and a Volunteer Services Program. Our Licensed Social Worker provides assistance with Living Wills, Durable Power of Attorney, Medicare guidance and bereavement counseling.

Community Support

Employees at Nemaha Valley Community Hospital donate their time and skills to a variety of community groups and organizations including; Alzheimer's Association, American Legion Riders & Auxiliary, American Red Cross, Axtell EMS, Axtell Library, Baileyville Benefit, Boy Scouts Troop 71, Catholic Charities Summer Food Program, City of Seneca, Highland Community College, Junior Achievement, Kansas Shrine Bowl, Nemaha Central, St. Peter & Paul, Centralia and Axtell schools, Nemaha County STEP Foundation, Nemaha County Training Center, Seneca Community Television, Rural Development Association of Northeast Kansas, Seneca Janes, United 4 Youth and area 4-H Clubs, altar societies, community benefits, churches and other recreation programs.

Charitable and In-Kind Contributions

Nemaha Valley Community Hospital practices good citizenship by providing charitable contributions and in-kind donations of good or services to local charitable organizations. Local organizations include, but not limited to, American Cancer Society, American Legion Riders, Axtell Schools, Centralia Schools, Junior Achievement, Knights of Columbus, Nemaha County Historical Society, Nemaha County STEP Foundation, NCTC, Nemaha Central Schools, Race Against Breast Cancer, Seneca Area Chamber/SDI, SCTV, Seneca Volunteer Fire Department, Spring Creek Golf Course, St. Peter and Paul School, Wetmore Schools and many area altar societies and churches.

Financial Assistance

Nemaha Valley Community Hospital, as a not-for-profit 501(c)(3) tax exempt entity, provides charitable medical care to those who qualify. The hospital has financial assistance policies which outline the procedures for patients of limited means to apply for help with payment for their medical care.

Third Party Contractual Adjustments & other Discounts

In addition to financial assistance provided to those who qualify, Nemaha Valley Community Hospital also accepts any patient who carries Medicare, Medicaid, Blue Cross Blue Shield and a variety of other insurances. The cost of providing medical care often exceeds the amount these insurers pay for the services provided thus creating a shortfall.

Bad Debt

Uncompensated care includes services for which Nemaha Valley Community Hospital billed but did not receive payment from the patient or the insurer.

For more information on the community benefits provided through Nemaha Valley Community Hospital and Seneca Family Practice please contact Courtney Schmelzle, Community Outreach Coordinator.