

2008

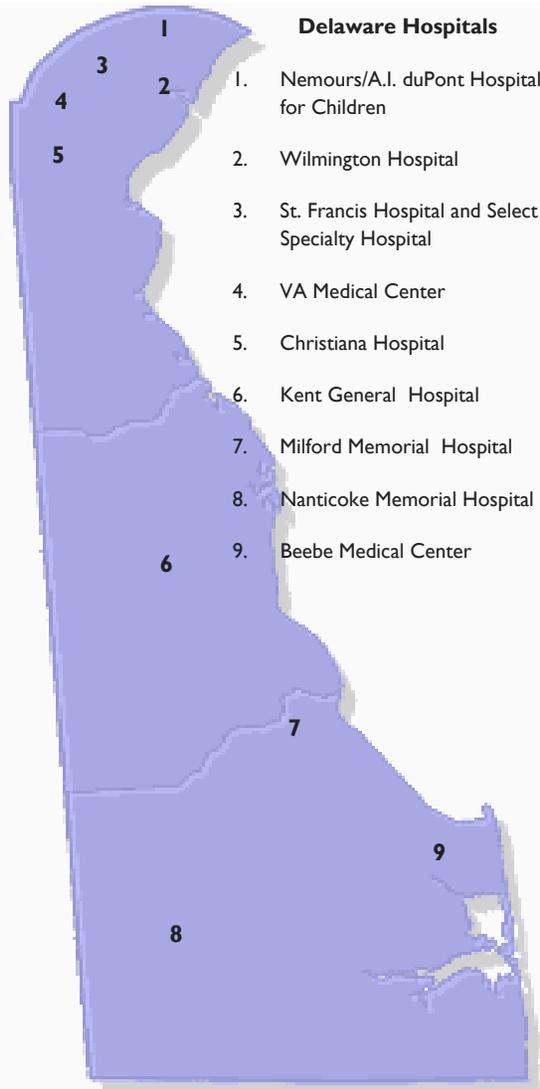
Community Benefit Report



Delaware Healthcare Association

Report Published February 2010





Delaware Hospitals contributed \$281.8 million to their communities in Fiscal Year 2008.

Delaware hospitals continue to invest in their communities by doing more than delivering traditional healthcare services to their patients. At Nemours/A.I. duPont Hospital for Children, for example, significant progress has been made in targeting childhood obesity. Social workers from the Helen F. Graham Cancer Center at Christiana Hospital are finding innovative ways to link uninsured outpatients with the care they need. St. Francis Hospital's Center of Hope provides medical services to 6,400 poor and uninsured patients in the Newark area. At the VA Medical Center in Wilmington, our veterans can feel assured they will receive a full-range of patient services.

Hospitals in southern Delaware are also actively contributing to their communities. Nanticoke Memorial Health Services conducted 400 subsidized prostate screenings during its Annual Prostate Screening Day in 2008, while Bayhealth Medical Center served more than 150 women in Dover, Milford, and Middletown who took advantage of Bayhealth's free digital screening mammograms. Beebe Medical Center, located in the heart of Delaware's retirement community, offers beach area residents a supervised Adult Care Program at the Gull House for functionally impaired adults.

These and many other noteworthy programs and services are described throughout the Delaware Healthcare Association's *2008 Community Benefit Report*.

The following is a brief summary of community benefit contributions by Delaware's hospitals:

Uncompensated Care: \$83.8 Million

Uncompensated care includes \$38.9 million in charity care and another \$44.9 million of unreimbursed care the hospitals had to write-off for patients who were either unable or unwilling to pay their medical bills.

Community Benefit Programs: \$50.2 Million

Delaware hospitals invest time and resources in community outreach programs, health screenings, wellness centers, and a multitude of other programs serving the underinsured and uninsured. Delaware hospitals also take pride in conducting cutting edge biomedical research and in offering outstanding medical and professional education. Quantifying the benefits of community programs and services in terms of dollars and cents tells a good story, but not a full one. In many cases, as you will read in the following pages, human lives have been touched and impacted for the better, and that is something that cannot be quantified.

Underfunded Government Programs: \$147.8 Million

In addition to providing uncompensated care and important community programs, hospitals are financially burdened by insufficient reimbursements from the government. Government sponsored healthcare programs, such as Medicare and Medicaid, unilaterally establish reimbursement rates for healthcare services that are well below the actual cost to the hospital for delivering healthcare services. In Fiscal Year 2008, government underfunding of Delaware hospitals totaled \$147.8 million, or 6% of their total operating expenses.

Delaware Hospitals Community Contribution (FY 2008)

(in millions)

Charity Care	\$38.9
Bad Debt	\$44.9
Community Benefit Programs	\$50.2
Government Shortfall	\$147.8
TOTAL CONTRIBUTION	\$281.8

Delaware Hospitals Economic Contribution

(FY 2008)

Total Employed	20,593
Total Annual Payroll	\$1.0 billion
Total Annual Taxes Paid (Federal, State, Local)	\$177.8 million

Nemours/A.I. duPont Hospital for Children ♦ Christiana Care Health System ♦ St. Francis Hospital ♦ VA Medical Center

NCC HOSPITALS

COMMUNITY CONTRIBUTION HIGHLIGHTS

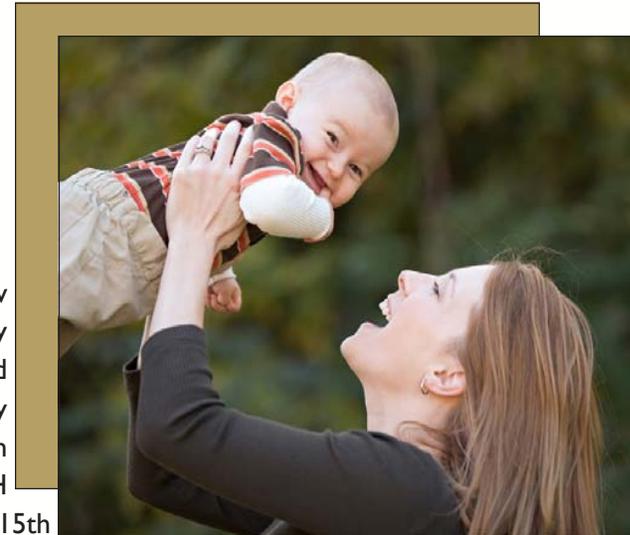
- Hospitals in New Castle County together employ more than 15,000 people and have an annual aggregate payroll of \$817 million. Total tax contribution for Fiscal Year 2008 was \$125 million.
- Combined charity care among NCC Hospitals for Fiscal Year 2008 totaled \$30.4 million, an increase of \$6.3 million from the preceding fiscal year.
- Total uncompensated care for Fiscal Year 2008 was \$55.4 million. This includes charity care and unreimbursed care hospitals had to write-off for patients who could not or would not pay their medical bills.
- Financial losses incurred due to government reimbursement shortfalls totaled almost \$80 million for Fiscal Year 2008.
- Community benefit programs among the NCC hospitals totaled \$44.6 million in Fiscal Year 2008, and include programs targeting childhood obesity, cancer, and uninsured pregnant women among other programs.
- **Total community benefit contribution (i.e. uncompensated care + government shortfalls + community benefit programs) among NCC hospitals was almost \$180 million for Fiscal Year 2008.**

The Nemours/A.I. duPont Hospital For Children

Restoring and Improving the Health of Children

Cutting Edge Biomedical Research

Research at Nemours improves the healthcare of all children. By seeking new approaches to the prevention, diagnosis, and treatment of childhood diseases, and by educating leaders in children's health, Nemours is making a difference today and establishing opportunities to make a difference in the future. Nemours recently became only the third pediatric program in the country accredited by the Association for the Accreditation of Human Research Protection Programs. In terms of total NIH awards to children's hospitals, A.I. duPont Hospital for Children (AIDHC) ranked 15th nationally in 2008.



The goal of the newest program, Nemours Center for Childhood Cancer Research (NCCCR), is to achieve a 100 percent cure rate of childhood cancers with minimal side effects. Under the direction of Ayyappan Rajasekaran, PhD, NCCCR is creating a nationally recognized Center where basic research complements clinical research in childhood cancers, and where strategies for awareness, diagnosis and treatment is developed. Members of NCCCR have secured more than \$1 million in grants, including a study on the mechanism of increased function of growth factors in cancer cells and a study on a new approach to treat neuroblastoma.

NCCCR is establishing a Pediatric Tumor Bank, one of only a few in the United States. The Bank will be a collection of tissue samples from cancer patients across Nemours that will allow researchers to identify biomarkers for early diagnosis of disease, predict disease progression and track treatment outcomes.

Additionally, the NCCCR will work with the Center of Biomedical Research Excellence to identify options for pediatric cancer research. NCCCR will also become a high productivity screening facility while recruiting faculty to screen childhood cancer drugs. The program will also look to integrate cancer clinical trials throughout Nemours.

KidsHealth.org

Nemours Center for Children’s Health Media (NCCHM) is enhancing healthcare delivery by supporting clinical effectiveness while drawing national recognition for children’s health information, such as a 2008 WEBBY Award, and being named one of *Tech Time’s* “50 CoolestWebsites.” NCCHM collaborated with the Nemours Clinical Informatics team to improve patient satisfaction and outcome through virtual access. When parents log-on to MyNemours, a web-based program which allows access to medical records, they are also provided with links to easy-to-understand KidsHealth articles. Additionally, GetWellNetwork and KidsHealth created a series of videos that provide family-friendly education and cover a range of health topics including asthma and diabetes. KidsHealth.org continues to be the number-one online destination for information about children’s health issues for kids, teens, and parents. The site has received more than a half-billion visits, and more than 250 hospitals license KidsHealth content for their own websites.

Healthy Kids, Healthy Communities



Stuffee, an interactive 7 foot tall doll, frequently visits Delaware school children to teach them about good health.

Nemours serves as a trusted resource for health education in the Delaware Valley. The Education Department reaches more than 11,000 school-aged children each year, teaching them why healthy eating and exercise is important. Stuffee®, an interactive seven-foot doll with a zipper that allows students to peek inside at the soft organs, is a frequent school visitor. Nemours is also collaborating with the Delaware Adolescent Program, Inc. and the State of Delaware Child Death, Near Death and Stillbirth Commission to find solutions to infant mortality.

Nemours Health and Prevention Services (NHPS) is making significant progress in targeting obesity prevention. Making Delaware’s children the healthiest in the nation is an audacious goal, but it can be achieved. In fact, Nemours’ *5-2-1 Almost None* program has reached more than 100,000 children. As Delaware developed its quality rating system for child care, Nemours worked to ensure physical and emotional health measures were included in the outcome. The new policies in licensed child care facilities specify a nutritious diet, limited screen time, and physical activity.

Christiana Care Health System

Building a Healthy Community

Helen F. Graham Cancer Center: More Out There Than We Know

When Dawnella Karns of Dover sought treatment for an on-the-job injury, she discovered that her breast cancer, which she had been battling, had spread to her bone marrow. During treatment for her cancer, the single mother of two young girls lost her job and her health benefits.

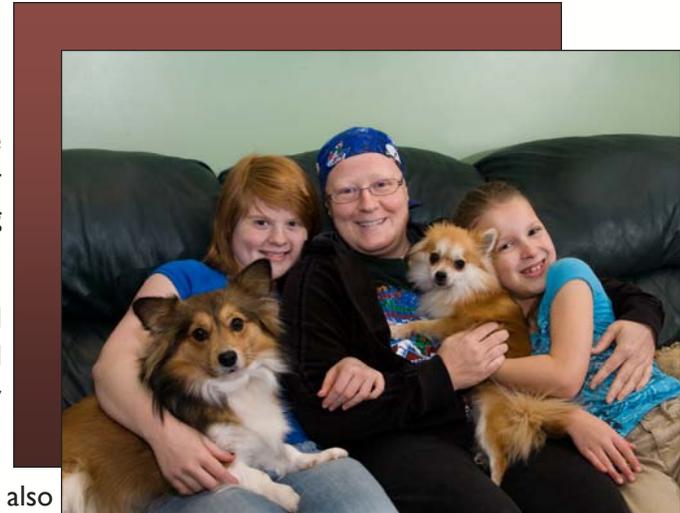
As an outpatient at Christiana Care's Helen F. Graham Cancer Center, Karns had help. Social workers Michelle Bailiff and Ronna Glenn at the Cancer Center find innovative ways to link uninsured and underinsured outpatients with the care they need.

"When cancer patients become unemployed during cancer treatment, they may also lose benefits," says Bailiff. "We review possible options with patients and then suggest a plan of action."

Glenn helped Karns assess her needs and identify available programs. Glenn also helped her enroll in a program that covered dental surgery necessitated by her cancer.

"Ronna was very helpful," Karns said of Glenn. "She went above and beyond. People should realize that there are more resources out there than we know about."

Social workers at the Cancer Center do more than creative financing. They make sure families whose medical expenses are consuming their budget have food, clothes, school supplies, and even toys. They also help arrange daycare and they make sure patients have transportation to and from cancer treatment. Equally as important, social workers at the Cancer Center help patients with the intricacies of paperwork and provide emotional support as patients and their families cope with the effects of cancer on their lives.



Dawnella Karns, pictured here with her two daughters, is an outpatient at Christiana Care's Helen F. Graham Cancer Center.

Medical and Professional Education

Collaborating with educational institutions throughout the region, Christiana Care Health System trains doctors, nurses, physician assistants, pharmacists, paramedics and allied health professionals. Christiana Care Health System trained nearly 2,000 students in 2008, more than 1,000 of them in nursing programs alone.

“Christiana Care ensures that we will have the well-trained healthcare professionals we need in order to care for people in our community for years to come,” said Brian Little, M.D., Ph.D., Vice President, Academic Affairs and Research.

Education programs and partnerships weave Christiana Care Health System into healthcare throughout the region. But the programs and partnerships do much more than develop networks and maintain a highly qualified health professional workforce for Delaware. Dr. Little notes that students improve Christiana Care’s quality of care. “It’s good to have young, inquiring minds that challenge us and make us take new perspectives on what we’re doing.”

As medicine became more sophisticated and specialized, Christiana Care Health System’s medical education program expanded to include more students from a variety of healthcare disciplines. Last year, 254 medical school graduates from around the country enrolled in Christiana Care Health System’s 19 accredited medical residency programs, traditional rotating internships, and transitional-year programs.

Medical education opportunities extend beyond medical school graduates. For example, clinical rotations are an integral component in a medical student’s education. Working with Jefferson Medical College of Thomas Jefferson University in Philadelphia, and the Philadelphia College of Osteopathic Medicine, Christiana Care Health System provides all the core rotations required for medical school graduation, in addition to many higher-level electives.

It is not only future physicians or surgeons that you will see at Christiana Care Health System. Walking the hallways at Wilmington or Christiana Hospital are physician assistant students from Drexel and Acadia Universities, alongside hundreds of nursing students undergoing clinical training from the University of Delaware, Thomas Jefferson University, and more than a dozen other institutions.



Outstanding medical and health professional education are some of Christiana Care Health System’s best kept secrets.

“The volume of nursing students and the number of school programs that Christiana Care Health System supports speaks to the strength of our collaborative relationships within our region,” says Chief Nursing Officer Diane Talarek, RN, MA. “Providing diverse, rigorous clinical experiences, we teach students the importance of best patient care practices.” In addition to acquiring excellent clinical skills, these students are learning to care for our community. “By investing in their education,” says Dr. Little, “we are making these students first rate health professionals in our community.”

Integrating Faith with Health

The Health Ministry Program of the Helen F. Graham Community Health Outreach and Education Department is actively promoting wellness in our local communities by integrating faith with health. The Health Ministry Program Coordinator, LaVaida White, RN, FSN, Faith Community, works with faith leaders to promote faith-based, whole-person health in communities throughout the State. Ms. White helps a congregation form a health team, and serves as a resource and support for the team, when a congregation is interested in establishing a health ministry.

The ministry team also identifies underinsured and uninsured congregation members and connects them with both health and faith resources in the belief in what Ms. White describes as, “a strong link between wellness and spirituality.” “Spirituality is key to what we do in promoting health.”

In the last two years, 23 team members from 60 congregations Statewide have taken the Basic Health Ministry and Parish Nurse Preparation course, strongly supported by Christiana Care Health System, that covers topics from documentation and legal issues to family violence and faith healing.

One graduate of the course, Margaret Pankok, RN, BSN, Performance Improvement Clinical Quality Data Specialist, is an active member of her congregation’s Health Ministry and Wellness Committee.

“I love it,” she says. “With our blood pressure screenings, we caught two people with hypertension, and now it’s controlled. Many older people in our congregation live by themselves. We help keep them connected.”

The goal of Christiana Care Health System’s Health Ministry is to reach churches, mosques, synagogues and temples. “Every religion has a health component,” says LaVaida White. “We help people bring that component to healthy practices.”

St. Francis Hospital

A Compassionate and Healing Presence in the Community

The St. Clare Medical Outreach Van

The St. Clare Medical Outreach Van delivers medical services to the homeless, poor, and other medically underserved people in the Wilmington area. Initiated in the summer of 1992 as a collaborative project with the Ministry of Caring, 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 the St. Clare Medical Outreach Van.

The Van is equipped with two examination rooms, a bathroom, a central intake/work area for staff, and basic medical equipment. The Van provides services only 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 St. Clare Medical Outreach Van by word-of-mouth, and then visit the Van for their primary medical care. Patients who require testing that is unavailable on the Van are referred to St. Francis Hospital for treatment, frequently without any reimbursement to the Hospital.

Center of Hope

The Center of Hope is a full-service family practice office that provides medical services to poor and uninsured people in the Newark area. The Center is open full-time, five days per week, and conducts approximately 6,400 patient visits per year. Seventy percent (70%) of the patient population is Latino, 15% Caucasian, 8% African-American and 7% other. All services are offered in both English and Spanish since a majority of the patients at the Center of Hope do not speak English fluently.

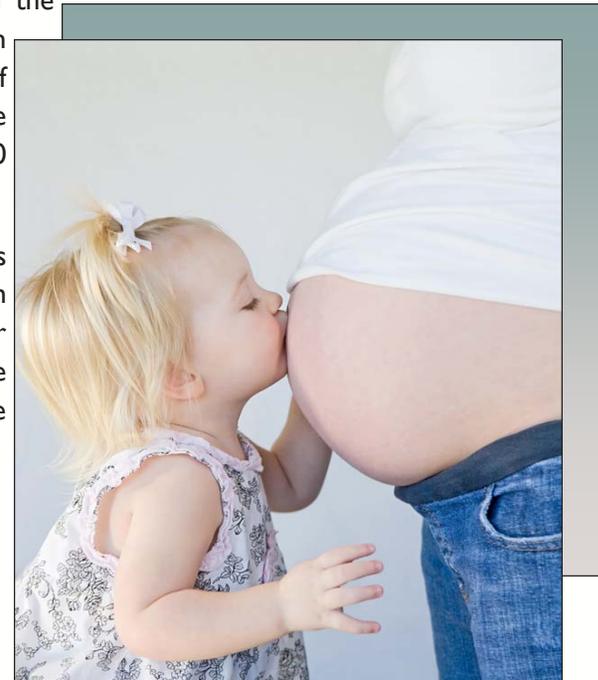


A health crisis for low-income and uninsured families can cascade into more serious problems like job loss and homelessness. Routine access to preventive healthcare can reduce the severity of illness and prevent associated health problems. The Center works with a variety of community partners to ensure that patients have the tools and resources necessary to care for their medical needs and to better their lives. For example, when the Center opened in 1996, 70% of the patient population was uninsured. Thanks to the efforts of the Center's outreach resource worker, today, 70% of the patients have some form of health insurance with 1,099 of the 1,709 patients listing Medicaid as their primary insurance. The other 30% of the people served at the Center of Hope have no medical insurance and no other place to receive primary healthcare.

Tiny Steps

Tiny Steps is a prenatal and maternity care program operating 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 (i.e., the number of deaths occurring in the first year of life per 1,000 live births). Sadly, Delaware has one of the highest infant mortality rates in the nation even though it is one of the smallest states in the nation. In fact, according to the 2009 *Kids Count in Delaware Fact Book*, 8.8 out of every 1,000 infants born in Delaware die each year as compared to the national average of 6.8. Even more disheartening is the high mortality rate in Wilmington (12.0 per 1,000 births).

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. With locations in both Wilmington and Newark, Tiny Steps serves over 400 mothers and 200 babies each year from all over New Castle County. Referrals are received from both public and private agencies, but the majority of the patients have heard of the Tiny Steps program by word-of-mouth.



Wilmington VA Medical Center

Proudly Serving Our Veterans

The Wilmington VA Medical Center (VAMC) is fully accredited by the Joint Commission and the College of American Pathologists. The Medical Center is an affiliated medical/surgical teaching facility that provides a full range of patient care services with state-of-the-art technology. Comprehensive healthcare is provided through primary care and long-term care in the areas of medicine, surgery, psychiatry, MRI, physical medicine and rehabilitation, neurology, oncology, dentistry, geriatrics, and extended care. The Wilmington VAMC is a part of VISN 4, which includes nine other facilities in Philadelphia, Coatesville, Lebanon, Wilkes-Barre, Altoona, Butler, Clarksburg, Erie, and Pittsburgh.



The Wilmington VAMC has initiated several innovative programs designed to improve clinical quality of care, including:

- Performance measure initiatives, such as our “Good to Great” campaign, which focuses on improving access, quality, patient satisfaction, and financial measures.
- MRSA Initiatives.
- Hand Washing Campaigns.
- Pandemic Flu Preparedness.
- Suicide Prevention Program.
- Rapid Response Team Implementation.

Additionally, The Wilmington VAMC has developed the following patient safety initiatives:

- Community Living Center Fall Prevention Program.
- Installation of ceiling lifts in certain resident rooms.
- Purchase of self-lock gliders and safety bars in showers.

The Wilmington VAMC has received awards and recognition as follows:

- 2007 Secretary of Defense Employer Support Freedom Award.
- Delaware Employer Support of the Guard Reserve (ESGR) Committee Pro Patria Award.
- Staff Sergeant Enrique Feliciano, an LPN at Wilmington VAMC, was awarded the Bronze Star Medal for his exceptionally meritorious service while deployed for Operation Iraqi Freedom.



Dover Community Based Outreach Clinic



Ribbon Cutting Ceremony with Sen. Carper and Rep. Castle at the Georgetown Community Based Outreach Center

KENT GENERAL HOSPITAL ◇ MILFORD MEMORIAL HOSPITAL ◇ BEEBE MEDICAL CENTER ◇ NANTICOKE MEMORIAL HOSPITAL

KENT & SUSSEX COUNTY HOSPITALS COMMUNITY CONTRIBUTION HIGHLIGHTS

- Hospitals in Kent and Sussex Counties together employ more than 5,000 people and have an annual aggregate payroll of \$238.3 million. Total tax contribution for Fiscal Year 2008 was \$52.3 million.
- Combined charity care among Kent and Sussex County Hospitals for Fiscal Year 2008 totaled \$8.5 million, an increase of almost \$2.0 million from the preceding fiscal year.
- Total uncompensated care for Fiscal Year 2008 was \$28.4 million. This includes charity care and unreimbursed care hospitals had to write-off for patients who could not or would not pay their medical bills.
- Financial losses incurred due to government reimbursement shortfalls were almost \$70.0 million for Fiscal Year 2008.
- Community Benefit Programs among the southern hospitals totaled \$5.6 million in Fiscal Year 2008.
- **Total community benefit contribution (i.e. uncompensated care + government shortfalls + community benefit programs) among Delaware's southern hospitals was over \$100 million for Fiscal Year 2008.**

Bayhealth Medical Center

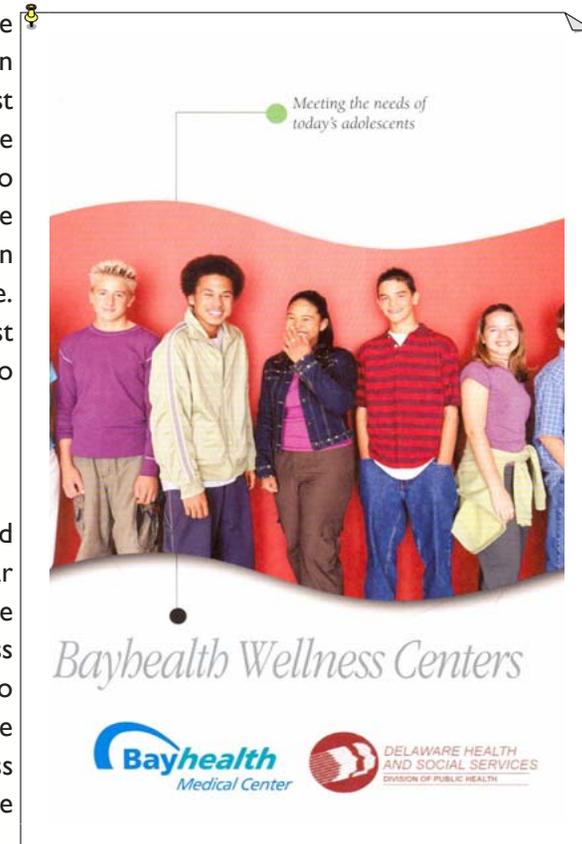
Improving the Health of Kent County and Beyond

Free Monthly Screening Mammograms and Diagnostic Breast Services

To address the needs of uninsured and underinsured women in lower Delaware, the Bayhealth Cancer Institute offers free digital screening mammograms every month in Dover, Milford and Middletown. These screenings, and other free diagnostic breast services available at Bayhealth, are made possible in part by the Philadelphia Affiliate of the Susan G. Komen for the Cure. Bayhealth's breast care coordinator links women to available community resources to include Delaware's Screening for Life Program. In the past year, 158 women took advantage of free or low-cost mammograms, 103 women received cancer screening assistance, and 54 received assistance from Screening for Life. From July 1, 2008, to April 1, 2009, Bayhealth paid most of the costs for the low cost mammogram program. The Komen Grant for Free Mammograms was awarded to Bayhealth from April 1, 2009, through April 1, 2010.

High School Wellness Centers

Bayhealth Medical Center serves as the medical vendor for four high school-based Wellness Centers within the Bayhealth service area. The high schools served are, Caesar Rodney, Milford, Smyrna, and Woodbridge. Each Wellness Center is staffed by one nurse practitioner, one mental health provider, and one administrative assistant. Wellness Centers conduct school physicals and individual and group counseling, in addition to providing sick care and educational sessions. Delaware's high school Wellness Centers are primarily funded through a state contract. Bayhealth pays the salaries of the Wellness Center employees as an in-kind donation because the contract does not pay for the entire cost of running the Wellness Center programs.



Assistance for Healthcare Students Training at Bayhealth

Students on clinical rotations at *Bayhealth*, including students from the Philadelphia College of Pharmacy, Drexel University, the University of Maryland Eastern Shore, Jefferson University and Anne Arundel Community College, receive free room and board and a membership to *Bayhealth's* Lifestyles Fitness Center. *Bayhealth* provides these benefits to students on rotation because the *Bayhealth* community has been designated by the Federal government as medically underserved, and as having a health professional shortage. Hopefully, some of these students will return to work in Delaware after finishing their studies.

Trauma Department Works In The Milford Community

Since 2001, members of the Milford Memorial Hospital Trauma Team have been teaching the, Think First for Kids Injury Prevention Program, in area elementary schools. Think First for Kids makes the learning experience fun, yet meaningful, and involves teachers, parents and the community. The program targets children in grades 1-3 with lessons on protection of the brain and spinal cord; vehicle safety; bicycle safety; safety around weapons; and playground, recreational, sports and water safety. The trauma surgeons at Milford fund the programs and provide bicycle helmets to children identified by the program as needing this equipment. Helmets are also given to trauma patients who are injured as a result of not wearing a helmet. Lastly, the Trauma Office works with Milford Police and the local elementary school nurses and counselors to distribute helmets to keep children safe. Approximately, 300 children participate in the Think First for Kids Program annually, and over 500 helmets are donated, annually, through these programs and community events.

Another educational initiative has been to host “Mocktail Parties” at *Bayhealth*. In these parties, non-alcoholic beverages and light appetizers are served. Last year, the Cooperative Extension of the University of Delaware brought along the SIDNE (Simulated Impaired Driving Experience) go-kart. This unique tool is used to teach the serious impact of drinking and driving. The SIDNE is driven by participants around a track once, and then the instructor takes over the controls and maneuvers the go-kart in ways that disallow the driver to control the actions behind the wheel, thus simulating driving under the influence of alcohol.



“Mocktail Parties”

Beebe Medical Center

Encouraging Healthy Living, Preventing Illness, and Restoring Health

Community Outreach

Beebe Medical Center's (BBMC) Community Health Department reaches into the community with free screenings, educational health programs, and health fairs with the goal of improving overall health, improving cancer treatment outcomes, and tackling health disparities in minority populations. These services take place at local churches, schools, and community centers and are targeted at minorities, high-risk groups, and the underserved populations. Services include a comprehensive cancer outreach program in which people are encouraged to have cancer screenings in compliance with American Cancer Society guidelines.



Cathy Ward Cancer Education Outreach



Community Health Screening with BBMC Staff.

Beebe School of Nursing

Beebe Medical Center has operated a hospital-based School of Nursing since 1921, and it remains the only hospital-based School of Nursing in the State. Beebe's students receive an outstanding clinical education, as validated by their performance on the national licensure examination each year, and are well prepared for the many and varied specialties in nursing practice available to our students.

Gull House

BBMC offers a structured and supervised Adult Care Program Monday through Friday at the free-standing Gull House in Rehoboth Beach. Designed for functionally impaired adults, the program's primary goals are to avoid or forestall institutional placement; to support or improve social, mental, emotional, and physical levels of functioning; to enhance the quality of life; and to provide respite to family caregivers.

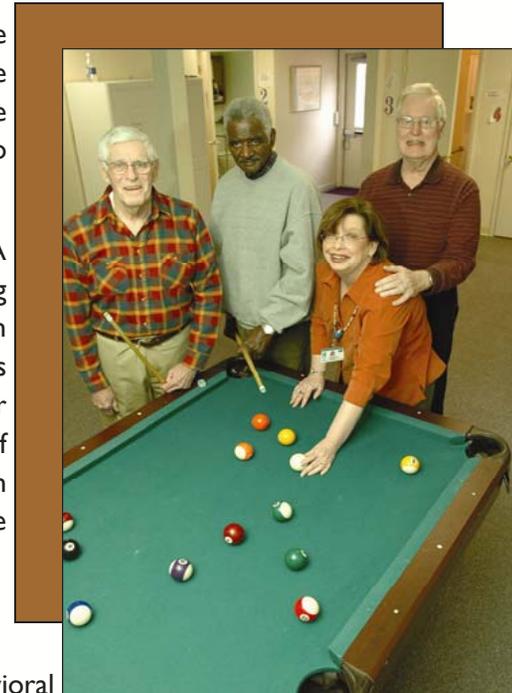
Planned activities are scheduled daily and all staff members are certified dementia practitioners. A full-time RN/LPN is available to give medications, monitor vital signs, and perform basic nursing procedures. Snacks are provided daily and a hot lunch is provided twice a week. Special diets can be arranged and all meals meet the U.S. Recommended Daily Allowance. A free Caregivers Support Group, facilitated by trained professionals, meets once a month at the BBMC for discussion, encouragement, and sharing of ideas and resources. The Gull House is part of BBMC's Chronic Disease and Prevention Program, and is funded through the Delaware Division of Services for Aging and Adults with Physical Disabilities with Federal grant money from the Older Americans Act.

Behavioral Health Services

With the goal of restoring optimal health to those in our service area, BBMC operates a Behavioral Health Services program through its Emergency Department, where mentally and emotionally unstable emergency patients can be evaluated by psychiatric professionals. If these patients are found to be a threat to themselves or others, BBMC arranges for transportation to a specialized medical facility where they can receive the necessary medical care.

Patient Financial Services

BBMC does not deny medically necessary hospital services based upon the patient's ability to pay for those services. BBMC's Patient Financial Services and Community Health Departments assist patients in the fulfillment of their financial responsibility for care received at the facility. This assistance includes, the Community Healthcare Access Program (CHAP), the Charity Based Assistance Program, the



The Gull House, Rehoboth Beach, DE

Financial Aid Program, and assistance for the patient in the enrollment of public or private insurance programs. The hospital provides assistance to uninsured and underinsured Delaware residents in our community, who meet specific financial requirements, to obtain preventive healthcare and medical services at an affordable cost. In true spirit of the Beebe mission, Beebe Medical Center will not require debt payment that forces a family, either insured or uninsured, into medical indigence.

High School Wellness Centers

BBMC operates on-site Wellness Centers at three high schools in its service area: Cape Henlopen, Sussex Central, and Indian River. These Centers, also supported by the Delaware Division of Public Health and the Cape Henlopen and Indian River School Districts, pick-up where the school nurse leaves off, in making sure that local teens have access to the healthcare they need.

While the school nurse is the first line of defense for day-to-day events, Wellness Centers take the longer view, providing free health education, nutritional help, emotional support, and referrals to students' personal physicians for follow-up care, when appropriate.



School-based wellness centers provide free health education among other services for high school students in the BBMC area.

NANTICOKE MEMORIAL HEALTH SERVICES

Improving the Quality of Life in Sussex County through Superior Health Services

Community Education: Riverfest

Nanticoke Memorial Health Services participates in Seaford's annual Riverfest each summer. This year, Nanticoke Health Services' Health Education Tent provided information on healthy lifestyles and prevention, interactive displays, cholesterol screenings, and screenings to detect a risk for circulatory problems (ABI: Ankle-Brachial Index Screening). Nanticoke Health Services representatives, along with new community physicians, were on-hand to greet Sussex County residents. Approximately, 10,000 people attend Riverfest each year. Nanticoke's Health Education Tent welcomed more than 450 visitors.



Nanticoke Memorial Health Services provides 24/7 Emergency Room Services. Nanticoke is a Level III Trauma Center and has around the clock orthopedic coverage.



Nanticoke Memorial's Annual Prostate Screening Day

September is National Prostate Cancer Awareness Month. Each year at a daylong screening event, Nanticoke Memorial's Cancer Care Center provides prostate screenings at a reduced cost. Nanticoke Memorial Health Services subsidizes a portion of these screenings by donating staff time in order to provide this very important community service. Last year, approximately 400 men made a prostate screening appointment, and paid only \$5 on the day of the screening.

Dr. Nana Yaw Darkwa, a family practice physician based in Seaford, providing free stroke assessment checks at a community health fair.

Community Partnerships: La Red Health Center

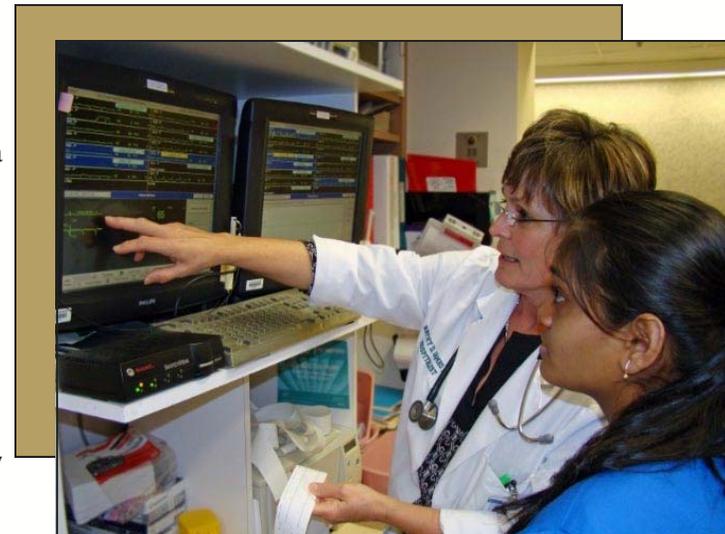
Since its inception, Nanticoke Health Services has played a key role in the development and growth of La Red Health Center, a Federally Qualified Health Center serving residents of Sussex County. Nanticoke Health Services donated La Red's main facility and Nanticoke Memorial Health Services continues to support this vital organization with support from the Nanticoke Physician Network, and through involvement with the Board, staff volunteers, and collaboration on community health needs.

Community Support: Prescription Drug Fund

When a patient is discharged from Nanticoke Memorial Hospital and cannot afford the cost of their initial prescription, the Prescription Drug Fund at Nanticoke Health Services is there to help. Last year, the Prescription Drug Fund funneled nearly \$50,000 towards patients who need prescription drug payment assistance. This program is funded with proceeds from the annual golf tournament, financial support from the medical staff, and through community gifts.

Healthcare Career Exploration: Health Career Internship Program

Throughout the year, Nanticoke Memorial Health Services offers many opportunities for teens to learn about health career opportunities and to become involved with the hospital. The Health Career Internship Program is a formal program provided in cooperation with area high schools, and provides teens with the opportunity to gain first hand knowledge about health careers. A program coordinator is provided free of charge by Nanticoke Health Services to Seaford and Woodbridge School Districts. Students accompany health professionals throughout the hospital and share in the experiences of nurses, physicians, and therapists. Each year, the Health Career Internship Program hosts approximately 50 teens. This past year, Nanticoke's Health Career Internship Program received the DACCT Outstanding Contribution by a Business Award.



Kathy James, FNP, with Nanticoke's Hospitalist program, provides education and training to high school students.

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 healthcare 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 healthcare issues and their impact.

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

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

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



Association Staff:

Wayne A. Smith, President & CEO

Suzanne E. Raab-Long, Vice President, Professional Services

Lisa A. Schieffert, Director, Health Policy

Christine R. Pauley, CAP, Executive Assistant

DHA Members



1600 Rockland Road
 P.O. Box 269
 Wilmington, DE 19899
 302.651.4000
 888.533.3KID
www.nemours.org



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 640 S. State St. 21 W. Clarke Ave.
 Dover, DE 19901 Milford, DE 19963
 302.674.4700 302.430.5300
www.bayhealth.org



424 Savannah Road
 Lewes, DE 19958
 302.645.3300
www.beebemed.org



Christiana Hospital Wilmington Hospital
 4755 Oglethorpe-Stanton Rd. 501 W. 14th St.
 Newark, DE 19718 Wilmington, DE 19801
 302.733.1000 302.733.1000
www.christianacare.org



801 Middletown Road
 Seaford, DE 19973
 302.629.6611
www.nanticoke.org



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 Wilmington, DE 19805
 302.757.8260
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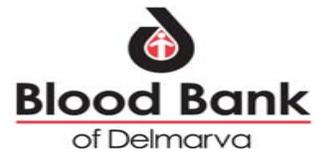


701 N. Clayton Street, #5
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 302.421.4545



1601 Kirkwood Highway
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 302.994.2511
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302.737.8405

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Wilmington, DE 19810

302.478.3600

www.qide.org

Delaware Healthcare Association

1280 S. Governors Avenue

Dover, DE 19904-4802

Office: 302.674.2853

