

Fiscal Year 2018 (Third Quarter: July 1, 2017 - March 31, 2018)

# Mercy Hospital Lincoln Community Benefit Report

## COMMUNITY HEALTH WORKER

CHIP Focus: Access to Care - Navigation



Through a partnership between Lincoln County Health Department (LCHD) and Mercy Hospital Lincoln, with partial funding from the Mercy Caritas Grant, Lincoln County has a new healthcare position in the area: a Community Health Worker.

Community Health Worker (CHW) positions are on the rise in the United States. Job descriptions seek a person who is a trusted resident of the community, is knowledgeable of health and social services and is not a degreed nurse or social worker. Job responsibilities concentrate on connecting residents to primary care physicians and specialty care, such as dental and vision providers, educating patients on using health insurance and finding services to help with their basic needs, such as food and housing.

Glenda Keeteman fit the bill in Lincoln County. Glenda is an employee with the

Lincoln County Health Department who obtained her Community Health Worker training in Fall 2017 through St. Louis Community College and began working with Mercy Hospital Lincoln's Emergency Department (ED) and Urgent Care Center (UCC) in Spring 2018. Through referrals only, Glenda helps patients navigate through the health and social services systems while also helping them complete needed applications for assistance programs.

"Last week I spent 2½ hours with a woman at McDonald's re-applying for her disability insurance. She does not have a computer and admitted there was no way she would be able to do this on her own. In fact, I did the typing and she told me what to write."

Both Mercy and LCHD believe implementing the CHW model in health care today will result in a healthier community tomorrow.

Total Community Benefit  
**\$1,607,265**

### Charity Care

Includes the actual cost of providing free or discounted care to persons who cannot afford to pay and who are not eligible for public programs. Charity care does not include bad debt.

Benefit: \$626,937

### Community Outreach Services

Includes activities carried out to improve community health and services that are subsidized because they are needed in the community. Examples: education, support groups, health screenings, and immunizations.

Benefit: \$50,126

### Health Professionals Education and Research

Includes the cost of providing clinical placement for physicians, nurses and other health professionals plus the costs of the nursing anesthesia, EMS and radiology schools.

Benefit: \$18,826

### Cash, In-Kind Donations, Workforce Enhancement and Fundraising

Includes cash, in-kind donations, fundraising costs, food & supplies to shelters, use of Mercy rooms and facilities, donated office space and recruitment of health professionals in medically underserved areas.

Benefit: \$2,013

### Medicaid Subsidies

Includes the actual unpaid cost of providing care to Medicaid patients and represents the shortfall between cost of care and the payments received by the government.

Benefit: \$909,363



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