Fostering the Health of Our Community

FY2018 Community Benefit Report
CHI Memorial FY2018 Board of Directors

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On the cover: CHI Memorial supports the mission of Ivy Academy - to provide a quality educational program with an emphasis on scholarship, environmental stewardship and volunteerism for all students, designed to prepare them to positively influence society and nature. Here students are on a nature walk to learn more about butterflies.

Our Mission:
The mission of CHI Memorial and Catholic Health Initiatives is to nurture the healing ministry of the Church, supported by education and research. Fidelity to the Gospel urges us to emphasize human dignity and social justice as we create healthier communities.
A Rich Heritage of Giving

In the past five fiscal years, CHI Memorial has provided more than $144 million in community benefit including approximately $44 million in financial assistance.
## Summary of Fiscal Year 2018
### Quantifiable Community Benefits

In FY2018, CHI Memorial provided more than **$29.8 million** in community benefit including more than **$9.9 million** in financial assistance.

<table>
<thead>
<tr>
<th>Description</th>
<th>Encounters</th>
<th>Total Cost</th>
<th>Offsetting Revenue/Grants</th>
<th>Net Community Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Charity Care</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Providing services free of charge or at reduced charges to individuals who meet certain financial criteria and are unable to pay</td>
<td>20,706</td>
<td>9,994,244</td>
<td>121,773</td>
<td>9,872,471</td>
</tr>
<tr>
<td><strong>Unpaid Costs of Medicaid/TNCare</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>The amount of costs for Medicaid and TNCare patients that are not reimbursed.</td>
<td>43,521</td>
<td>28,163,504</td>
<td>16,351,489</td>
<td>11,812,015</td>
</tr>
<tr>
<td><strong>Community Health Services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community health education, community based health services for underinsured or uninsured persons, support groups and self help programs, and community health initiatives addressing specific health targets and goals</td>
<td>1,769</td>
<td>1,874,204</td>
<td>171,186</td>
<td>1,703,018</td>
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<tr>
<td><strong>Subsidized Health Services</strong></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Clinical programs that meet an identified community need that incur a financial loss</td>
<td>7,712</td>
<td>1,356,238</td>
<td>387,991</td>
<td>968,247</td>
</tr>
<tr>
<td><strong>Health Professions Education</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Education and training for health care workers</td>
<td>605</td>
<td>2,832,712</td>
<td>–</td>
<td>2,832,712</td>
</tr>
<tr>
<td><strong>Research</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Direct and indirect costs associated with clinical trials and studies on health care delivery</td>
<td>–</td>
<td>17,661</td>
<td>–</td>
<td>17,661</td>
</tr>
<tr>
<td><strong>Financial Contributions, Community Building and Community Benefit Operations</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial support to community organizations and individuals, administrative costs for community benefit operations, and initiatives to support community based programs</td>
<td>3,238</td>
<td>2,569,017</td>
<td>–</td>
<td>2,569,017</td>
</tr>
</tbody>
</table>

| Total                                                        | 77,551  | $46,807,580 | **$17,032,439** | **$29,775,141** |
Organizations Receiving Community Benefit in FY2018

American Heart Association
A Night to Remember
American Cancer Society
American Red Cross
American Homepatient
American Sentinel University
Bethel Bible Village
Bethlehem Center United Methodist
Brainerd Baptist Church
Catholic Charities-East Tennessee
Catoosa County Chamber of Commerce
CFC Academy
Chamberlain College of Nursing
Chambliss Center for Children
Channels of Love Ministries
Chattanooga Area Chamber of Commerce
Chattanooga Hamilton County Government
Chattanooga Women’s Leadership Institute
Chattanooga Area Brain Injury
Chattanooga Cares
Chattanooga Community Kicthn
Chattanooga Football Club
Chattanooga Goodwill Industries
Chattanooga Lookouts
Chattanooga Neighborhood Enterprise
Chattanooga Room in the Inn
Chattanooga State Tech College
Chattanooga Symphony and Orchestra
Chattanooga Kids on the Block
Cherokee Area Council Boy Scouts
Choices Pregnancy Resource Center
Cleveland State Community College
Community Foundation of Greater Chattanooga
East Chattanooga Improvement
Epilepsy Foundation of SETN
Family Crisis Center of Walker County
First Baptist Church
Fitness and Exercise Solutions
Friends of Hixson
Generosity Trust
Girls Inc of Chattanooga
Glenwood Neighborhood Association
Greater Collegedale School System
Habitat for Humanity
Hamilton County Dept of Education
Hosanna Community
Hospice of Chattanooga
House of Refuge
Hunter Museum of American Art
Ivy Academy
Jacksonville University
Junior Achievement of Chattanooga
Junior League of Chattanooga
La Paz de Dios
Lee University
Life Care Associates
Life Care Centers of Red Bank
Life Care Centers of Athens
MCR Foundation
Medical Foundation of Chattanooga
Miracle League of Chattanooga
National Coalition of 100 Black Men
North River YMCA
Northside Neighborhood House
Notre Dame High School
Olivet Baptist Church
One Love Learning Center
Orange Grove
Our Lady of Perpetual Help
Partnership for Families
Public Education Foundation
Remote Area Medical
Richmont Community Counseling Center
Salvation Army
Scenic City Multisport
Scenic City Women’s Network
Sculpture Fields Montague Park
Southeast Tennessee Health
Siskin Hospital for Physical Rehab
Soddy Daisy Food Bank
Soddy Daisy Healthcare Center
South Bay Seventh Day Adventist
Southern Adventist
Southern Lit Alliance
St. Jude’s School
St. Luke’s Foundation
Stuffing Strut
Susan G Komen Race for the Cure
Tennessee Aquarium
Tennessee Tech University
Top of Georgia Economic Development
United Way Chattanooga
Unity Group
University of Tennessee/WUTC/Chatt
Urban League of Greater Chattanooga
Welcome to Chattanooga
Western Governor University
Women’s Fund of Greater Chattanooga
Guide, Connect & Strengthen

As the second largest racial or ethnic group in the United States, the Hispanic/Latino population has played a significant role in the country’s population growth – reaching a record 58.6 million in 2017. Chattanooga has also experienced this population explosion; and with this growth comes the need for culturally and linguistically appropriate guidance and support this community needs to thrive.

“La Paz Chattanooga is the only local organization whose purpose is dedicated to the integration of Latino people across the region. We’re filling a key need in southeast Tennessee by guiding individuals and families to resources, meeting specific needs of Latino families and developing business opportunities and professional skills,” says Stacy Johnson, CEO/executive director of La Paz. “Every La Paz program and service is planned and implemented as a reflection of our mission and is specifically tailored to the languages, cultures, and backgrounds of the Hispanic and Latino community.”

La Paz Chattanooga works to empower and engage the Latino community and offers services through the key lenses of social impact, business development and community engagement. CHI Memorial has played a role in supporting their social impact focus by sponsoring the Promotores de Salud (Community Health and Wellness) program which focuses on health education and community wellness activities.

“Promotores de Salud, evidence-based model uses community health workers who are natural leaders in the community to serve as “bridges” between service providers and Latinos who lack adequate access. We have used this model since 2007 as a way to recruit, train and build leaders. We currently have four women who have earned their Promotores de Salud certificates and are now empowered to take the information they learn into the community. They are leading wellness activities, such as Zumba and walking clubs in their neighborhoods, as well as assisting the Health and Wellness Director with health education workshops,” says Johnson. “These individuals are our ears within the community, interacting with and hearing directly from a wider number of people. The Promotores inform us of community needs and requested services to help them grow stronger, healthier and more successful.”

Since opening in 2004, La Paz has worked to create a diverse and tolerant environment in Chattanooga where Latinos can thrive. In that time, more than 37,000 people have been reached through direct services, in depth case management, education and referral programs.

“We have a growing Latino market that is expanding beyond belief, and I believe La Paz Chattanooga is essential to support that growth and to support the wellbeing of our Latino community members,” says Johnson. “When we support families and businesses and encourage acceptance, we believe we are bettering our city as a whole.”
For the last 20 years, Family Promise of Greater Chattanooga has worked tirelessly to prevent, reduce and end homelessness by offering help while not subscribing to institutionalized shelters as a solution. By striving to keep families together, offering support services and connecting people with local resources, Family Promise is helping families become stable, employed, and self-sufficient.

“We are seeing more first-generation homeless families than ever before, due in part to the continued instability in the job market,” says Cary Bayless, development director, Family Promise of Greater Chattanooga. “Many homeless families are working, but they don’t have a set schedule or make a livable wage. With no safety net, a job layoff or a medical emergency can leave people without a safe place to live.”

Family Promise provides several programs to address a wide range of needs including the IHN Overnight Shelter Program, a faith-based program that works with churches and synagogues to offer shelter, food and hospitality. A centralized intake center quickly connects people with available resources, and their day center program provides food, a safe place for people to shower and do laundry, play areas for children, and Internet access to aid in job searches.

“Since 2016, Family Promise has partnered with the city of Chattanooga, working hand in hand to help any homeless or at-risk veteran in our community,” says Bayless. “Through partnerships with local hotels and other organizations, we use funding provided by the city to get veterans rapidly rehoused within 48 hours and connected with services they need.”

Even though Family Promise has a fast turnaround time for many families, securing safe and affordable housing remains a challenge. Beginning in January 2019, Family Promise is assembling a committee with a board of trustees to help them determine where they could build, buy or partner with local landlords or property owners to create transitional houses for families as they get back on their feet.

“We are a small staff, but because we are small we can be very flexible to make quick decisions and to help people in crisis,” says Bayless. “Homelessness is still on the rise and homeless families are one of the fastest growing segments of the population. And until this crisis is over, we will be here.”

20 Years of Laundry
Since 1998, CHI Memorial has played a role in caring for homeless families in Chattanooga by providing clean linens – including all bedding, towels, and washcloths – every week to Family Promise! Volunteers bring dirty linens to the hospital that are swapped for fresh, helping Family Promise provide a clean environment for the people they serve.
Empowering and Educating Minorities to Close the Health Gap.

CHI Memorial sponsored the 16th Annual Hamilton County Minority Health Fair, hosted by the Southeast Tennessee Health Consortium. This free event is designed to help individuals and families take steps to improve their health and the health of their loved ones. It included more than 125 free health screenings and educational opportunities that allowed participants earlier entry into Hamilton County’s health care system, helping to reduce major health care disparities.

Our Values
We are guided by our Mission and Core Values of Reverence, Integrity, Compassion and Excellence.

Reverence
A profound spirit of awe and respect for all of creation, shaping our relationship to self, one another and to God, and acknowledging that we hold in trust all that has been given to us.

Integrity
Moral wholeness, soundness, uprightness, honesty and sincerity as the basis of trustworthiness.

Compassion
Feeling with others, being one with others in their sorrows and joy, rooted in the sense of solidarity as members of the human community. It is the heartfelt concern for the needs of others that compels us to respond. Compassion makes a difference you can feel.

Excellence
Outstanding achievement, merit and virtue, continually surpassing standards to achieve and maintain quality.