

PHOEBE PUTNEY MEMORIAL HOSPITAL, INC.

SERVICE TO THE COMMUNITY

July 31, 2023

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Phoebe Putney Memorial Hospital, Inc. (Corporation) is a not-for-profit health care organization that exists to serve the community. The Corporation opened in 1911 to serve the community by caring for the sick regardless of ability to pay. As a tax-exempt hospital, the Corporation has no stockholders or owners. All revenue after expenses is reinvested in our mission to care for the citizens of our community - into clinical care, health programs, state-of-the-art technology and facilities, research, and teaching and training of medical professionals now and for the future.

The Corporation operates as a charitable organization consistent with the requirements of Internal Revenue Code Section 501(c)(3) and the "community benefit standard" of IRS Revenue Ruling 69-545. The Corporation takes seriously its responsibility as the community's safety net hospital and has a strong record of meeting and exceeding the charitable care and the organizational and operational standards required for federal tax-exempt status. The Corporation demonstrates a continued and expanding commitment to meeting our mission and serving the citizens by providing community benefits. A community benefit is a planned, managed, organized, and measured approach to meeting identified community health needs, requiring a partnership between the healthcare organization and the community to benefit residents through programs and services that improve health status and quality of life.

The Corporation improves the health and well-being of Southwest Georgia through clinical services, education, research and partnerships that build health capacity in the community. The Corporation provides community benefits for every citizen in its service area as well as for the medically underserved. The Corporation conducts community needs assessments and pays close attention to the needs of low income and other vulnerable persons and the community at large. The Corporation often works with community groups to identify needs, strengthen existing community programs and plan newly needed services. It provides a wide-ranging array of community benefit services designed to improve community health and the health of individuals and to increase access to health care, in addition to providing free and discounted services to people who are uninsured and underinsured. The Corporation's excellence in community benefit programs was recognized by the prestigious Foster McGaw Prize awarded to the Corporation in 2003 for its broad-based outreach in building collaboratives that make measurable improvements in health status, expand access to care and build community capacity, so that patients receive care closest to their own neighborhoods. Drawing on a dynamic and flexible structure, the community benefit programs are designed to respond to assessed needs and are focused on upstream prevention.

As Southwest Georgia's leading provider of cost-effective, patient-centered health care, the Corporation is also the region's largest employer with more than 3,200 members of the Corporation caring for patients. The Corporation participates in the Medicare and Medicaid programs and is one of the leading providers of Medicaid services in Georgia.

See independent auditor's report on supplemental information.

PHOEBE PUTNEY MEMORIAL HOSPITAL, INC.

SERVICE TO THE COMMUNITY, Continued  
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The following table summarizes the amounts of charges foregone (i.e., contractual adjustments) and estimates the losses incurred by the Corporation due to inadequate payments by these programs and for indigent/charity. This table does not include discounts offered by the Corporation under managed care and other agreements:

	<u>Charges Foregone</u>	<u>Estimated Unreimbursed Cost</u>
Medicare	\$ 836,000,000	\$ 276,000,000
Medicaid	230,000,000	76,000,000
Indigent/Charity	<u>154,000,000</u>	<u>51,000,000</u>
	<u>\$ 1,220,000,000</u>	<u>\$ 403,000,000</u>

**Indigent/Charity Care by County**

The Corporation provided care to a total of 18,293 Indigent/Charity patients during 2023. These patients came from numerous counties throughout Georgia and surrounding states. The following table summarizes the amounts of charges foregone and estimates the losses incurred by the Corporation by county.

	<u>Charges Foregone</u>	<u>Estimated Unreimbursed Cost</u>
Dougherty	\$ 83,000,000	\$ 27,000,000
Lee	14,000,000	5,000,000
Worth	10,000,000	3,000,000
Terrell	7,000,000	2,000,000
Mitchell	6,000,000	2,000,000
Sumter	6,000,000	2,000,000
Randolph	3,000,000	1,000,000
Baker	2,000,000	1,000,000
Calhoun	2,000,000	1,000,000
Colquitt	2,000,000	1,000,000
Crisp	2,000,000	1,000,000
Other Georgia	13,000,000	4,000,000
Out of State	<u>4,000,000</u>	<u>1,000,000</u>
Total	<u>\$ 154,000,000</u>	<u>\$ 51,000,000</u>

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PHOEBE PUTNEY MEMORIAL HOSPITAL, INC.

SERVICE TO THE COMMUNITY, Continued  
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The following is a summary of the community benefit activities and health improvement services offered by the Corporation and illustrates the activities and donations during fiscal year 2023.

**I. Community Health Improvement Services**

A. Community Health Education

The Corporation provided health education services that reached 9,611 individuals in 2023 at a cost of \$295,178. These services included the following free classes and seminars:

- Teen Pregnancy Prevention Education
- Teenage Parenting Classes (Network of Trust)
- CPR Training to Teachers
- Safe Sitter Classes
- Asthma & Epi-Pen Education
- Health Education at Summer Camps
- Breast Cancer Prevention Education
- Shop Talk discussions related to Prostate Cancer and Diabetes
- Various Cancer prevention lectures and presentations
- Presentations and Stakeholders meeting to address the Opioid Crisis
- A Men's and Women's Health Conference
- Albany Pink/Run-Walk

Men and Women's Health Conferences

The men's and women's conferences attracted a total of 569 participants. In June, the Men's Conference attracted 200 participants. The 2023 Men's Health Fair was a screen event that provided prostate cancer screening, blood pressure and glucose check, education on health wellness, and an information presentation with health events. The Women's Conference was held in October 2022 with a focus on breast, lung, and colorectal cancer. The total cost to the organization for both events was \$22,928.

Network of Trust

This is a nationally recognized program aimed at teen mothers to provide parenting skills, attempt to reduce repeat pregnancies, and complete high school. This program also includes a teen father program along with other teen programs. Internal evaluations show teens participating in the program are less likely to repeat a pregnancy prior to graduation. Network of Trust enrolled 19 teen parents (with zero repeat pregnancies) during the 2022/2023 school year at a cost of \$259,405. Program results demonstrate teens that graduated from the two-semester program are less likely to have a second pregnancy prior to age 21. Four of five Network of Trust seniors graduated in 2023. Network of Trust and the school nurse program provided teen pregnancy prevention programming, asthma and epi-pen education and conducted health education at summer camps.

See independent auditor's report on supplemental information.

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SERVICE TO THE COMMUNITY, Continued  
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I. **Community Health Improvement Services, Continued**

B. Community Based Clinical Services

Flu Shots

The Corporation provides free flu shots to volunteers, students and homeless shelters. In 2023, the Corporation administered 54 flu shots at an unreimbursed cost of \$1,169.

Mammography

The Corporation provided 200 mammograms to the uninsured this year at a cost of \$28,000.

School Nurse Program

The Corporation places nurses in nineteen schools in its Primary Service Area with a goal of creating access to care for students and staff, assessing the health care status of each population represented, and effectively establishing referrals for all health care needs. Nurses conducted CPR training, Safe Sitter classes, teen pregnancy prevention education, asthma and epi-pen education and health education summer camps. During the 2022/2023 school year, the school nurse program covered approximately 12,103 student lives. This program operated at a cost of \$431,791 in 2023.

Nurse Family Partnership

The Nurse Family Partnership (NFP) is an evidence-based community health program that serves first time mothers who face major barriers to accessing resources and supports those who are in need to achieve the greatest health and wellness outcomes. To enroll in NFP, the applicant must be a woman who: Is pregnant with her first child; Is pregnant 28 weeks or less; Is eligible for Medicaid or WIC; and within the Corporation's primary service area. Moms enrolled in NFP benefit by getting the care and support they need in order to have a healthy pregnancy. The program is a home visitation program which enables families to develop a close relationship with the nurse who becomes a trusted resource they can rely on for advice on everything from safely caring for their child to taking steps to provide a stable, secure future for their new family. The nurse remains with the family until the child's 2nd birthday. In 2023, the NFP provided services to 60 first time mothers at a cost of \$233,333.

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I. **Community Health Improvement Services, Continued**

B. Community Based Clinical Services, Continued

*Taking Time for Teens*

Taking Time for Teens (T3) is a collaboration between Morehouse School of Medicine and Phoebe Putney Network of Trust Targeted population was youth aged 16-19 in Public Health District 8-2. Counties serviced with this program include: Dougherty, Lee, Worth, Terrell, Calhoun, Colquitt, Mitchell, Baker, Miller, Seminole and Early. The purpose of the funded project was to strengthen social and health systems to improve optimal adolescent health, reduce sexual risk behavior that leads to teen pregnancy, and increase positive youth behaviors known to protect against teen pregnancy. Through this program, 3,333 students were reached by implementing pre-approved Evidence Based Programs (EBPs) such as Love Notes, Too Good For Drugs, My Plan A, and SPORT Prevention Plus Wellness. In addition to providing health education to the students, each county formed a Youth Leadership Council (YLC) group. YLC is a team of students selected to serve as leaders in community or school projects.

C. Health Care Support Services

Although the Corporation anticipates possible reimbursement from various funding sources in FY2023, the Corporation wanted to highlight these life-saving benefits to the community.

*The Light House*

The Light House housing in Albany, GA provides a comforting and supportive haven for cancer patients and their families, offering a welcoming and nurturing environment during their challenging journey towards healing and recovery. It is designed to be a home away from home. The Light House affords each guest comfort, privacy, and state of the art accommodations for them and one family member. It's conveniently located across the street from the Phoebe Cancer Center and includes six bedrooms, each with a wheelchair accessible restroom and shower. There's a commons area, a large kitchen, two quiet rooms, a veranda, sunroom and screened-in porch. The Light House provides a comfortable home-like setting where qualified patients can relax between treatments or spend the night to avoid having to travel back and forth to their home. It's a place where patients and families find solace and a caring environment during their most difficult times. The Light House was built on love and faith by the philanthropy giving from the community, survivors, and local business owners. In , the Corporation spent \$22,835 on Light House facility maintenance.

See independent auditor's report on supplemental information.

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SERVICE TO THE COMMUNITY, Continued  
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I. **Community Health Improvement Services, Continued**

C. Health Care Support Services, Continued

*The Phoebe Wellness Center*

The Phoebe Wellness and Survivorship Center is a beacon of hope and support for Cancer patients, survivors and thrivers. It offers a comprehensive range of services, programs, and resources aimed at empowering survivors to thrive beyond treatment and their cancer journey. This center provides a holistic approach to physical, emotional, and mental well-being, helping survivors regain their strength, find a sense of community, and embrace life after cancer. The Wellness Center offers a diverse array of services including educational programs, fitness classes, counseling referrals, and support groups, all tailored to meet the unique needs of survivors. It serves as a sanctuary for survivors to heal, connect, share similar experiences, and rediscover a fulfilling and vibrant life, post cancer, after diagnosis, treatment and throughout survivorship and surveillance. In 2023, the Corporation spent \$17,930 on the Phoebe Wellness and Survivorship Center.

*Government Sponsored Eligibility Applications to the Poor and Needy*

The Corporation contracts for eligibility on behalf of the poor and needy that may be eligible for Medicaid. In some cases, it can take up to two years to be deemed eligible. In 2023 the Corporation paid \$876,550 to process these applications with 884 receiving Medicaid benefits.

*Financial Assistance Policy (FAP)*

The Corporation will extend free or discounted care to eligible individuals for all urgent, emergent, or otherwise medically necessary services. Patients whose household income is at or below 200% of the Federal Poverty Guidelines are eligible for free care. Patients whose household income is between 201% and 400% of the Federal Poverty Guidelines qualify for discounted charges based on a sliding fee schedule in the FAP. Phoebe will not charge eligible individuals more for emergency or other medically necessary care than the Amount Generally Billed (AGB) to individuals who have insurance coverage, and is compliant with the requirements for a not-for-profit charitable corporation in accordance with Internal Revenue Service Regulation §1.501(r).

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**II. Health Professions Education**

The Corporation recognizes that to continuously improve the Corporation's long-term value to our community and our customers, to encourage life-long learning among employees and to achieve a world-class employer status, it is in the Corporation's best interest to provide opportunities that will assist eligible employees in pursuing formal, healthcare related educational opportunities. The Corporation also provides non-employees financial support in pursuing healthcare related degrees. In fiscal year 2023, 1,126 students received clinical instruction from the Corporation's facilities at a total cost of \$1,901,151.

*Nursing Students*

In fiscal year 2023, the Corporation provided \$1,365,372 in clinical supervision and training to 852 nursing students. In 2021, the nursing clinical team added three full time employees for Academic Clinic Instructors to assist college nursing program supervisors and provided Simulation Lab instruction to all the nursing students.

*Other Students*

During fall 2022 and spring 2023, the Simulation Center trained medical residents in emergency response and labor and delivery measures. The medical residents attend training in the Simulation Center each quarter.

*Simulation & Innovation Center*

PPMH's technologically advanced Simulation & Innovation Center is the leading provider of nurse training and development in Southwest Georgia. The Simulation & Innovation Center features a state-of-the-art skills lab and simulators for labor & delivery, NICU, pediatrics, med-surg, surgery, trauma and critical care. Students participate in full patient codes on life-like mannequins that respond to a variety of conditions. What nurses experience in the Simulation & Innovation Center will mirror what one would experience on the floor. In 2023, the Simulation & Innovation Center provided various training to 9,013 participants.

*Other Health Professional Education*

The Corporation provided an additional \$535,779 in clinical supervision and training to pharmacy, pharmacy techs, and other allied health professionals providing clinical opportunities for 274 students.

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**III. Subsidized Health Services**

A. Other Subsidized Services

*Inmate Care*

The Corporation provides care to persons in jail for Dougherty County. In 2023 the Corporation provided \$923,036 of unreimbursed medical and drug treatment to 477 inmates.

*Indigent Drug Pharmacy*

Indigent Drug Pharmacy provides medication upon discharge to patients that are either indigent or uninsured. In 2023, the pharmacy dispensed 3,250 prescriptions to patients at a cost of \$123,971.

**IV. Financial and In-Kind Support**

In 2023, the Corporation provided \$537,463 in cash donations and in-kind support to non-profit organizations in Southwest Georgia. Listed are some highlights:

- Contributed \$85,863 in Forgone Rent to local non-profits
- Gave \$149,550 to Horizons Community Solutions to support cancer screenings
- Donated 4 properties with a market value of \$216,400 to Habitat for Humanity
- Purchased Zoll Defibrillator for EMS at a cost of \$26,928
- Flint River Fresh received a donation of \$25,550 to address food scarcity
- Gave \$30,716 to the United Way of Southwest Georgia.

**V. Community Building Activities**

A. Economic Development

The Corporation supports the Economic Development Commission of Dougherty County with funding to support improved employment and health coverage as a way to improve the overall health of the residents of the region.

See independent auditor's report on supplemental information.



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**V. Community Building Activities, Continued**

**B. Workforce Development**

The Southwest Georgia Region along with the nation is facing a crisis with a shortage of frontline healthcare staff. In an effort to address this shortage, Phoebe Putney has been an innovative leader in partnering with local academic institutions to develop program specific initiatives to address our workforce pipeline needs. Phoebe reached agreements with five institutions of higher learning and one career academy to support Phoebe's nursing and healthcare career infrastructure, with a total investment of \$487,437. Through various investments with our academic partners, Phoebe has enabled the nursing programs to increase student enrollment by providing funding for full and/or part-time faculty for each of the nursing programs. The additional funding of three full-time clinical educators located in the Simulation & Innovation Center has enabled nursing program partners to expand the hands-on clinical experience for students. The institutions of partnership are Albany Technical College, Albany State University, Andrew College and 4C Academy.

**Simulation & Innovation Center**

The Corporation's \$5.3 million dollar Simulation Plan became operational in 2021. It was built to train workers in a variety of healthcare roles and duplicates hospital environments exactly, including patient and operating rooms, intensive care units, and the emergency center. The following are some training highlights for 2023:

a. **Workforce Development**

Through various investments with our academic partners, the Corporation has enabled the nursing programs to increase student enrollment by providing funding for full and/or part-time faculty for each of the nursing programs, as well as for three full time clinical faculty who are located in the Simulation & Innovation Center.

b. **ASU Summer Health and STEM Camp:**

This camp will provide experiential learning opportunities to high school students in the areas of biology, chemistry/physics and biomedical/healthcare fields. Students will engage in scientific experimentation and demonstrations with ASU faculty in the aforementioned areas. Additionally, students will meet with keynote motivational speakers and personnel at PPMH for a tour of medical facilities.

See independent auditor's report on supplemental information.

**V. Community Building Activities, Continued**

**B. Workforce Development, Continued**

**Simulation & Innovation Center, Continued**

**c. SOWEGA-AHEC Pathway to Medicine:**

SOWEGA-AHEC, in collaboration with AAPHC and the Phoebe Family Medicine Residency Program, created the Pathway to Med School Program to address the critical need for primary care physicians in Southwest Georgia. Knowing that students from rural communities are more likely to return to a rural area to practice and understanding the need to increase the pipeline of rural students enrolled in Georgia medical schools, it was determined that students from the 38-county region needed to become more competitive in the application process. This year, the Sim-Lab hosted 11 Pathways to Medicine Students and 15 UGA PharmD. In addition, they hosted 15 9<sup>th</sup> and 10<sup>th</sup> grade students interested in healthcare.

To determine how to make the students more competitive, AHEC polled the admissions committees from each of the medical schools in Georgia to determine what, beyond MCAT scores and GPA would increase their chances of being accepted. The overwhelming consensus was a much needed and significant structured clinical shadowing and medical research experience. The Albany based Pathway to Med School Program was structured accordingly as a 4-week residential experience to include 50 hours of clinical shadowing in a primary care setting and 75 hours of community-based research to include data collection, interpretation, and presentation.

Southwest Georgia is a medically underserved area (MUA) and by supporting the efforts of local aspiring medical students at the pre-med academic level, we can improve access to healthcare in our communities.

**d. 4C Academy**

The Simulation Center hosted the faculty from 4C to provide insight on training the center provides. Forty-five students attended hands-on training in the Simulation Center to motivate them to seek/attain a healthcare profession.

See independent auditor's report on supplemental information.

**V. Community Building Activities, Continued**

**B. Workforce Development, Continued**

**Simulation & Innovation Center, Continued**

**e. Young Doctors and Health Professions Program:**

The Young Doctors and Health Professions Program is a STEM program designed to expose participants in grades 5-8 to the field of healthcare, while enhancing their competence in mathematics, science, and problem-solving. This group was hosted in the Simulation Center to receive an introduction to various medical devices and supply. They participated in hands on skills (such as listening to heart tones and respiration) to educate them on medical skills and careers. With the addition of the Phoebe Health Science Pathway which begins in 9<sup>th</sup> grade, the Simulation team has made a concerted effort to reach middle school students to increase their interest in a healthcare career.

**f. UGA PharmD/ASU/AHEC Camp:**

The UGA School of Pharmacy, Albany State University, and SOWEGA AHEC partnered to host a free healthcare career explorations overnight camp for middle school students from Southwest Georgia in order to raise awareness about the area's breadth of training, education, and job opportunities in the following areas: Nursing, Health Sciences (Dental Hygiene, Sonography, Occupational Therapy, Radiology, etc.), Human Performance, Pharmacy, Pharmaceutical Sciences, Medicine, and more. The participants came to the Simulation Center and observed a cardiac arrest simulation, as well as participated in hands on skills and training to increase their knowledge and interest in the nursing profession.

**g. Turner Job Corp CNA Students:**

Students from Turner Job Corp spent time in the Simulation Center learning about health career opportunities at Phoebe and to participate in hands on training with the skills mannequins. Although there is a definite need within our organization for CNAs, we also sought to inform them of funding available for employees to return to school to further their education. Many students were not aware that the hospital hires CNAs and were interested in job opportunities as well as in the funding provided to Phoebe employees.

See independent auditor's report on supplemental information.

**V. Community Building Activities, Continued**

**B. Workforce Development, Continued**

**Simulation & Innovation Center, Continued**

**h. Colony Bank Leadership Academy:**

The Colony Bank Leadership Academy aims to encourage high school juniors to recognize their own potential and develop their leadership skills. As part of the curricula, this group attended a day in the Simulation Center to participate in hands on skills (such as listening to heart tones and respirations) to educate them on medical skills and careers in hopes of encouraging them to seek a career in healthcare.

**i. Junior Leadership Lee:**

Junior Leadership Lee County draws together rising high school sophomores, juniors, and seniors who are deeply committed to our future and empowers them with the essential knowledge about every element of our community – from government, healthcare, and education to news, history, and charity. As part of the curricula, this group attended a day in the Simulation Center to participate in hands on skills (such as listening to heart tones and respirations) to educate them on medical skills and careers in hopes of encouraging them to seek a career in healthcare. Dr. Tracy Suber facilitated their session regarding communication.

**j. Mini-Simulation User Network (SUN) Conference:**

The Simulation Center hosted a free Mini-SUN Conference, sponsored by Laerdal, for 50 nurse educators from around the state of Georgia. The agenda covered critical issues in simulation-based training and education – all of which related to producing better and higher quality learning output to shape the best healthcare workforce possible. There was special emphasis on Healthcare and Obstetric Emergencies, EMS, Virtual Simulation, and Health Equity.

**k. Boys & Girls Club of Albany:**

The mission of the Boys & Girls Club is to provide a safe environment for kids to grow and thrive, deliver engaging programs focused on academics, health and leadership, and offer trained staff who guide, coach, and motivate kids to be successful. The Boys & Girls Club of Albany visited the Simulation Center to learn more about healthcare careers and participate in hands on training.

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**V. Community Building Activities, Continued**

C. Coalition Building

In honor of Martin Luther King, Jr. Day, 33 Phoebe employees participated in the January 15, 2023 MLK Day of Service. Phoebe allowed staff to volunteer and remain on the clock for the day of service, located at the 5<sup>th</sup> Avenue community garden. Phoebe has monetarily supported the community garden since its inception. The volunteer cost of the MLK Day of Service was \$4,855.

The Corporation incurred \$10,126 in dedicated staff to operate the community benefit programs. The Corporation also provided \$49,005 in data management and community dashboard that displays over 180 community health indicators on our website:

**<http://www.phoebehealth.com/health-matters/building-healthy-communities>**

See independent auditor's report on supplemental information.

PHOEBE PUTNEY MEMORIAL HOSPITAL, INC.

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**Summary**

	<b><u>2023</u></b>
<b>Community Health Improvement Services:</b>	
Community Health Education	\$ 295,178
Community Based Clinical Services	696,627
Healthcare Support Services	<u>917,315</u>
<b>Total community health improvement services</b>	<b><u>1,909,120</u></b>
<b>Health Professions Education:</b>	
Nurses/nursing students	1,365,372
Other health professional education	<u>535,779</u>
<b>Total health professional education</b>	<b><u>1,901,151</u></b>
<b>Subsidized Health Services:</b>	
Other subsidized health services	<u>1,047,007</u>
<b>Total subsidized health services</b>	<b><u>1,047,007</u></b>
<b>Financial and In-Kind Support:</b>	
Cash donations	238,444
In-kind donations	<u>537,463</u>
<b>Total financial and in-kind support</b>	<b><u>775,907</u></b>
<b>Community Building Activities:</b>	
Workforce development	487,437
Economic development	3,000
Coalition Building	<u>4,855</u>
<b>Total community building activities</b>	<b><u>495,292</u></b>
<b>Community Benefits Operations:</b>	
Dedicated staff and other resources	<u>59,131</u>
<b>Total community benefit operations</b>	<b><u>59,131</u></b>

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**Summary, Continued**

	<b><u>2023</u></b>
<b>Other:</b>	
Traditional charity care - estimated unreimbursed cost of charity services	\$ 51,000,000
Unpaid cost of Medicare services - estimated unreimbursed cost of Medicare services	276,000,000
Unpaid cost of Medicaid services - estimated unreimbursed cost of Medicaid services	<u>76,000,000</u>
<b>Total other</b>	<b><u>403,000,000</u></b>
<b>Total summary</b>	<b>\$ <u>409,187,608</u></b>

This report has been prepared in accordance with the community benefit reporting guidelines established by Catholic Health Association (CHA) and VHA. The Internal Revenue Services' requirements for reporting community benefits are different than the guidelines under which this report has been prepared.

See independent auditor's report on supplemental information.