Community Benefit Report 2014

Lourdes Health System
Fifty years ago, the creation of Medicare revolutionized health care by providing a safety net for Americans 65 and older. The Affordable Care Act (ACA) has been another game-changer, giving millions access to low-cost health insurance and fundamentally altering how the healthcare industry operates. For hospitals, success is no longer calculated by the number of patient admissions, but by the health of the community the hospital serves.

This new national focus on community health and well-being, referred to as “population health,” has actually been central to the mission of Lourdes Health System for more than 60 years. From our founding by the Franciscan Sisters of Allegany in Camden to our expansion to Burlington County to opening physician offices across South Jersey, we’ve been dedicated to providing comprehensive, compassionate care, close to home. In 2015, Our Lady of Lourdes was recognized by Healthgrades as one of America’s 50 Best Hospitals for Cardiac Surgery and by Truven Health Analytics as one of the nation’s 50 Top Cardiovascular Hospitals.

In 2013, Lourdes partnered with four other health systems, three county health departments and local groups on a Community Health Needs Assessment for Burlington, Camden and Gloucester counties. The assessment (a requirement of the ACA) found lack of access to care, chronic disease, weight management and mental health as primary concerns of residents. In response, Lourdes has opened an urgent care center, expanded diabetes education and weight-loss programs and began work with other South Jersey hospitals to improve access to mental health services, among other initiatives. In 2013, we also launched LHS Health Network, an accountable care organization (ACO), a group of more than 100 area primary care physicians who have teamed up with Lourdes to coordinate high-quality, patient-centered care.

This work, together with our many long-standing programs for the poor and underserved, youth and elderly, reflects our commitment to provide quality, compassionate care in the community.

For the 2014 fiscal year, we dedicated $26.6 million to community benefit activities. Charity care, subsidized health services and the unpaid cost of public programs account for a portion of the benefit we provide, but our commitment goes beyond dollars and cents. During the year, our colleagues devoted more than 24,000 hours to services such as health screenings, support groups, health education programs and lectures. We continue to train the next generation of healthcare providers through Our Lady of Lourdes School of Nursing and our affiliations with the Rowan University School of Osteopathic Medicine, Drexel University and others.

Over the years, Lourdes Health System has been a beacon for many in the community. As we move forward, we remain committed to serving all who come to us for care.

Alexander J. Hatala
President and CEO
Lourdes Health System

Sister Maureen Shaughnessy, SC
Vice President of Mission
The Lourdes Health System is one of the region’s leading healthcare providers, recognized nationally for excellence in clinical care and service to the community. The system has two general acute care hospitals, located in Camden and Willingboro, New Jersey, and a growing network of ambulatory care facilities and physician practices located throughout southern New Jersey. A major teaching affiliate of the Rowan University School of Osteopathic Medicine, Lourdes provides a full range of medical, surgical, obstetrical, behavioral health, rehabilitation and long-term acute care services. Lourdes is a member of Trinity Health, the second-largest Catholic health system in the United States.

Our Lady of Lourdes Medical Center is a 325-bed destination hospital for heart care. It has been recognized consistently for quality care by leading health ratings organizations for outstanding cardiovascular services. It was recognized by Healthgrades in 2015 as among the 50 Best Hospitals in America for Cardiac Surgery and by Truven Health Analytics for Cardiovascular Care. In addition, Lourdes specializes in cardiothoracic, vascular, general, bariatric, orthopedic and urologic surgery, using the most minimally invasive approaches available. The medical center is the only facility in South Jersey performing solid organ transplants. The Lourdes Regional Rehabilitation Center is the only comprehensive rehabilitation facility located within an acute care hospital in southern New Jersey. Our Lady of Lourdes was the first hospital in the tri-state area to receive the American Hospital Association’s top honor for excellence in community outreach services.

Lourdes Medical Center of Burlington County is a community hospital in Willingboro noted for quality care by organizations like the Joint Commission on key core measures. It was recognized by Healthgrades in 2015 for being a five-star hospital for Stroke Care. Lourdes Medical Center of Burlington County specializes in general, bariatric, orthopedic, colorectal and urologic surgery, using the most minimally invasive approaches available. The hospital is well-regarded for its behavioral health services, including programs designed to assist the special needs of the military. The Lourdes Specialty Hospital, a unit for patients who require an extended hospital stay, is among the largest long-
LIFE—Living Independently for Elders—at Lourdes is a Program of All-Inclusive Care for the Elderly (PACE), assisting seniors to live safely at home while being helped by a team of healthcare experts. LIFE provides adult day care and medical care, medications, social services and transportation, when needed. Funded by Medicare and Medicaid, LIFE serves qualified residents of Camden County.

Lourdes Wellness Services combines mainstream medicine, alternative therapies and spirituality to enhance a healthy lifestyle. Focusing on mind, body and spirit, Lourdes Wellness offers community health education and specialized services—including massage, acupuncture, yoga and t’ai chi—at convenient locations across the area.

Lourdes Medical Associates, Lourdes Cardiology and LHS Health Network (accountable care organization) provide primary and specialty care across the region. Our outpatient facilities—including surgical, diagnostic and testing centers—offer a wide range of high-quality services.

Lourdes also has many teaching programs. It is an affiliate of Rowan University School of Osteopathic Medicine. Lourdes operates the Our Lady of Lourdes School of Nursing (in conjunction with Camden County College), the Lourdes Nurse Anesthesia Program (with Drexel University) and the Lourdes Institute of Wholistic Studies.
Lourdes by the Numbers
Fiscal Year 2014

Facilities and Staff
2 acute-care hospitals
5 outpatient sites
1 PACE center
35 physician offices from the Delaware River to the Jersey Shore
150 employed physicians
More than 1,000 physicians on staff
More than 3,500 employees
ACO with 70,000 covered lives

Inpatient Admissions:
Our Lady of Lourdes Medical Center: 13,231
Lourdes Medical Center of Burlington County: 6,653

Outpatient Visits:*
Our Lady of Lourdes Medical Center: 134,641
Lourdes Medical Center of Burlington County: 113,171
*Figures includes outpatient visits to the Emergency Department

Emergency Department Visits:
Our Lady of Lourdes Medical Center: 55,533
Lourdes Medical Center of Burlington County: 37,652
Lourdes Emergency Department at Deborah: 25,493

ECONOMIC IMPACT

Our Lady of Lourdes Medical Center
Total Expenditures: $266,805,000
Purchased Services: $53,047,000
Full-time Equivalent Jobs: 1,465
Total Employee Payroll: $98,945,000
Estimated State Income Taxes Paid by Employees: $5,466,700
Annual Taxes Paid by Hospital: $1,797,800

Lourdes Medical Center of Burlington County:
Total Expenditures: $110,410,000
Purchased Services: $28,091,000
Full-time Equivalent Jobs: 722
Total Employee Payroll: $43,237,000
Estimated State Income Taxes Paid by Employees: $2,388,800
Annual Taxes Paid by Hospital: $748,000
SERVING THE COMMUNITY

Lourdes Health System operates various outreach programs that serve the community. These include:

- Child Development Services for babies and toddlers with developmental delays or disabilities
- The Bridge, a teen support and enrichment program
- Senior services such as Foster Grandparents, Helping Hands and Senior Companions
- Free health screenings and wellness events
- Cancer patient navigator
- Reach Out and Read program
- Parish nursing program

- American Red Cross blood drives
- Share and Care holiday food and gift drives
- Support for various community programs, including American Cancer Society Relay for Life, American Heart Association Heart Walk and Catholic Charities Emergency Services
- Marketplace for Healthy Living food distribution
- Global Health Ministry
- Health Insurance Marketplace education and enrollment activities

Charity Care: $5,763,510
People served: 13,026

Medicaid: $17,738,829
People served: 58,246

Community Programs and Services: $3,113,527
People served: 138,217

Charity Care: Providing services free of charge or at reduced charges to individuals who meet certain financial criteria and are unable to pay. This figure does not include bad debt (uncollectible charges).

Medicaid: Payments received from Medicaid are less than the cost of providing care to program beneficiaries, resulting in a shortfall.

Community Programs and Services: Health screenings, lectures, programs and donations aimed at improving the health of the communities we serve. This figure also includes health professions education. Staff hours: 10,668; Volunteer hours: 12,968; Staff volunteer hours: 595.

NOTE: Lourdes Health System also experienced a shortfall of $17,463,948 in caring for 58,246 Medicare patients. This shortfall is not reflected in total community benefit.
OUR MISSION

We, Lourdes Health System and Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities. In the tradition of the Franciscan Sisters of Allegany, New York, Lourdes Health System serves all who come to it with reverence and integrity in a simple, joyful and hospitable manner.

OUR CORE VALUES

Reverence
We honor the sacredness and dignity of every person.

Commitment to Those Who Are Poor
We stand with and serve those who are poor, especially those most vulnerable.

Justice
We foster right relationships to promote the common good, including sustainability of Earth.

Stewardship
We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.

Integrity
We are faithful to who we say we are.

Hospitality
We receive and treat everyone warmly and graciously.

Joy
We develop and share our own happiness, experience the goodness of others and share in their talents and gifts.

Lourdes Health System is a member of Trinity Health.
1600 Haddon Avenue, Camden NJ, 08103 | 856.757.3500 | lourdesnet.org