

  
Carle Foundation Hospital  
611 West Park Street  
Urbana, IL 61801

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CHAMPAIGN IL  
PERMIT NO 263



TRANSFORMING  
**HEALTHCARE**  
in east central illinois

At Carle, we're working  
to transform healthcare  
every day.

Read the full report at  
[carle.org/2010](http://carle.org/2010).

[CARLE.ORG/2010](http://CARLE.ORG/2010)

The Carle Foundation  
2010 Community Annual Report

## 2010 was a historic year for healthcare – and for The Carle Foundation.

As our nation worked to reform the healthcare system at large, Carle focused on our mission to advance healthcare here at home. We became an integrated delivery system, bringing together a hospital, physician group and insurance provider to offer a coordinated network of services. And we remained committed to the people we serve, investing in community benefit programs, exceeding national quality benchmarks, and providing more free and discounted care than ever before.

Thank you for taking the time to learn about our efforts in 2010. It's because of you that we continue finding ways to transform healthcare in east central Illinois.

# \$97 MILLION

in community benefit

COMMUNITY  
BENEFIT

CHARITY  
CARE

STROKE  
CENTER

MORTALITY  
RATES

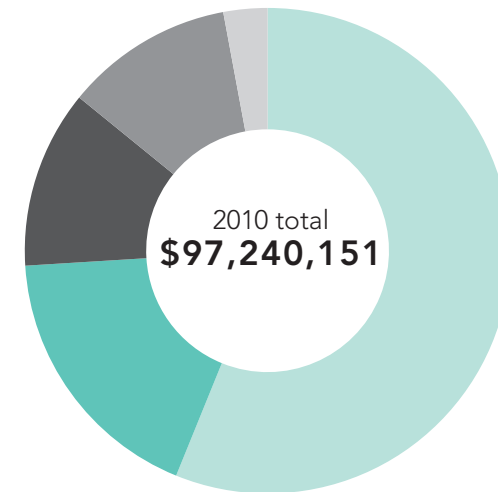
PATIENT  
SATISFACTION

EVIDENCE-  
BASED CARE

## MAKING CARE MORE ACCESSIBLE

Carle is committed to creating a culture of access to healthcare in our community. As a tax-exempt, not-for-profit organization, we make a significant investment through time, energy and dollars to support this goal.

Of the \$97 million Carle contributed in community benefit last year, \$11.5 million went to providing free or discounted care to more than 4,000 patients. We also maintained important services that operate at a loss and provided support through funding, space, supplies and expertise to local clinics that serve the uninsured and underinsured.



\$54,596,454  
Medicaid & Medicare  
Unpaid Cost



\$17,378,044  
Community Health



\$11,522,312  
Community Care/  
Charity Care



\$10,896,821  
Uncompensated  
Care/Bad Debt



\$2,846,520  
Corporate  
Contributions

# 11.5 million DOLLARS

— in charity care —

COMMUNITY  
BENEFIT

CHARITY  
CARE

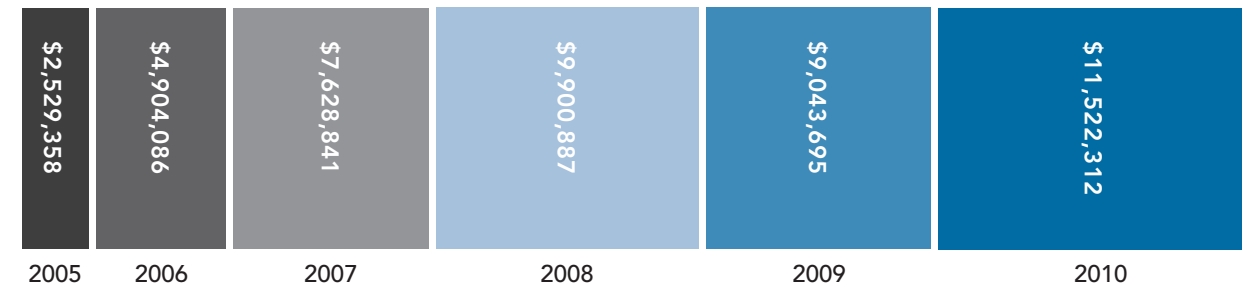
STROKE  
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## EXTENDING CHARITY CARE TO MORE PATIENTS



4,355. That's the number of qualifying patients who received free or discounted care through Carle's Community Care Discount Program in fiscal year 2010.

The integration of Carle Foundation Hospital and Carle Physician Group means an even greater number of individuals have begun to benefit from the help with their medical bills. With the physician practice now under The Carle Foundation umbrella, we can offer financial assistance not just for hospital services, but for qualifying doctor's office visits and outpatient procedures as well.

PROUD TO EARN THE  
**GOLD**  
SEAL FOR STROKE CARE

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### PRIMARY STROKE CENTER CERTIFICATION

In 2010, Carle Foundation Hospital received advanced certification as a Primary Stroke Center from The Joint Commission. This designation means we follow the highest national standards of safety and care – proven to achieve faster treatment times and better outcomes. Carle is the only Primary Stroke Center serving our area that is based in a Level I Trauma Center with a neurointerventional team available 24 hours a day, seven days a week.

As part of our mission, we have programs in place to educate the public about the signs of stroke and the importance of seeking immediate medical attention.

#### Signs of Stroke: Act FAST

|        |  |
|--------|--|
| Face   | Sudden weakness or numbness in the face          |
| Arms   | Sudden weakness or numbness in one arm or leg    |
| Speech | Sudden trouble speaking, seeing or understanding |
| Time   | Time to act fast and call for emergency care     |

CARLE  
RANKS IN THE TOP

# quartile

in low  
mortality

COMMUNITY  
BENEFIT

CHARITY  
CARE

STROKE  
CENTER

MORTALITY  
RATES

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EVIDENCE-  
BASED CARE

Proportional  
representation of  
people who survived  
when they weren't  
expected to



## HELPING MORE PATIENTS BEAT THE ODDS

Carle's low mortality rates are ranked in the top 25% when compared to the 200-plus hospitals that participated in Premier health alliance's Quest initiative for quality care. Carle's mortality rate shows fewer actual deaths than expected based on clinical criteria. Of 554 admitted hospital patients, 139 lived when not expected to, according to a study of 19,790 eligible discharges.

By working on quality at every level – from adherence to national evidence-based care measures to preventing hospital-acquired infections – Carle is helping our patients enjoy the best outcomes.



# TOP TEN % for patient satisfaction

COMMUNITY  
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## PROVIDING THE QUALITY CARE YOU COUNT ON

Carle continues to meet and exceed national quality standards, making us the place patients trust for healthcare in east central Illinois.

In fact, we're performing among the top 10% of reporting hospitals when it comes to patient satisfaction. In 2009-2010, we scored above the 90<sup>th</sup> percentile for patients likely to recommend Carle to family and friends, based on more than 1,000 surveys conducted by Press Ganey, one of the largest independent healthcare rating systems.

## HOW CARLE COMPARES

PRESS GANEY RANKING FOR PATIENTS LIKELY TO RECOMMEND HOSPITAL TO OTHERS



**90th percentile**  
(above 90% of reporting hospitals)

CARLE FOUNDATION HOSPITAL IS PERFORMING AT

ninety  
six  
percent  
according to national evidence-based care measures

COMMUNITY  
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### USING PROVEN RESULTS FOR BETTER OUTCOMES

Carle is committed to delivering care based on what's known to get the best results for most patients.

This approach, known as evidence-based care, has the potential to improve patient safety and reduce cost from ineffective treatments. It's where healthcare is heading – and Carle is ahead of the curve. In 2009-2010, we performed at 96% – better than or equal to top performance when compared to the 200-plus hospitals participating in Premier healthcare alliance's Quest initiative for quality care.

This is a composite score of how we delivered care to patients in four main areas: surgery, heart attack, heart failure and pneumonia.

Read more about our achievements in quality at [carle.org/2010](http://carle.org/2010).

% of patients who received care according to all recommended guidelines

FOR SURGICAL CARE, HEART ATTACK, HEART FAILURE AND PNEUMONIA  
JULY 2009 TO JUNE 2010

