



Finding ways to meet the need.
2004 Community Benefit Report



Justin Scott did not have health insurance. Nor did his wife, Allison. But that did not diminish their need for quality and compassionate care at Carle Foundation Hospital. At the age of 27, Allison needed to focus on beating cancer.

We found a way to help them through our Community Care Program, as we did for more than 1,800 individuals last year. In this Community Benefit Report, you'll read about the Scott family, as well as others who found hope and healing at Carle Foundation Hospital.

We are honored to give back to our community because we know the impact that exceptional medical care, charity care, education and wellness programs, corporate contributions, and community partnerships have on the lives of real people. Each program supported by Carle is chosen because of its ability to improve the health and quality of life of those who live and work in our community.

In fiscal year 2004, Carle's total community benefit amounted to more than \$20 million, including \$2 million in discounted and no-cost care to those in need. But the real benefit is so much more than a dollar figure.

We're finding ways to meet the needs of our community.

James C. Leonard, M.D.
President and CEO
The Carle Foundation

Allison Scott, 27, began to experience dizzy spells, slurred speech and difficulty walking. This was early 2004. For Justin Scott, Allison's husband, this was his worst fear. Two years earlier Allison had been treated for a brain tumor in California, one they hoped wouldn't return.

The symptoms worsened, and Justin took his wife to the Carle Foundation Hospital emergency room. From the time they arrived, Justin made it clear that his wife had no health insurance. They wished they could afford the care, but they simply could not.

Carle Foundation Hospital officials told Justin, "We'll worry about it later."

After Allison was seen by a number of physicians and specialists, Justin's fears were realized. A few days later, Allison was operated on for a glioblastoma – one of the most aggressive forms of brain tumors. She turned 28 a week later.

While Allison was undergoing diagnosis, a patient accounting representative came to speak with Justin about the Carle Foundation Hospital Community Care program. "They walked me through the application process in less than 15 minutes," Justin said. "After two craniotomies, physical therapy and hospice, I still haven't seen a bill from Carle Foundation Hospital. They took care of everything."



Justin fondly recalls his wife's nurses and physicians who made sure he and his two children had everything they needed. "The nurses went above and beyond for my family," Justin continued. "They offered me a room at the Auxiliary Guest House, but I felt that was too far away from Allison. So they moved a bed into her room for me; then made sure I was taken care of."

Carle Foundation Hospital staff arranged for Allison to receive physical therapy in the

hospital until hospice services took care of Allison at home. "When we finally were able to go home, Carle continued to help," Justin said. "Hospice had everything Allison needed. The nurses and staff helped us through some very difficult months."

Regrettably, this story has an unhappy ending. Justin lost his wife, and his two young children lost their mother. In spite of the many challenges faced by the family, Justin remains extremely thankful for the care and compassion they received from Carle Foundation Hospital.

Today, Justin continues to pursue his bachelor's degree in political science and hopes to attend Eastern Illinois University in the fall. He is grateful he can concentrate on putting his family's life back together rather than worry about paying the bills from his wife's hospital care.

Donald Hartwick, 45, enjoys being outdoors, taking care of his home and reading. But his life has not been easy.

When first diagnosed with HIV/AIDS, Donald's family doctor in Indianapolis callously told him to "clean up his lifestyle and take vitamins." When he became extremely ill several years later, Donald was referred by a friend to the Carle HIV Clinic at the Carle Clinic Association.

"When I came to Carle in 1991, I had no way to pay for the bills. And they were quickly adding up," Donald said. "Thanks to the Carle team, I found assistance in affording my care. With their help, I applied for public aid and have been able to get the help I needed."

Carle Foundation Hospital recognizes the debilitating effects of HIV/AIDS and works to offer sophisticated treatment coupled with compassionate patient care. Through the HIV Clinic Outreach Services team, Carle Foundation Hospital offers patients a trusting and safe environment where they can find accurate information, support and encouragement.

This team of physicians includes an internist, infectious disease specialist and psychiatrist. These physicians work closely with a nurse practitioner, nurses, social workers and case managers. Carle's HIV team is dedicated to caring for the whole person. Primary care combined with specialty care, outreach,

counseling and community collaboration provides a supportive environment. This coordination ensures the hospital, clinic and community agencies work together effectively.

With prejudice, fear and ignorance part of every HIV/AIDS patient's story, Donald is an example of Carle providing high quality care and improving the health of all people served.

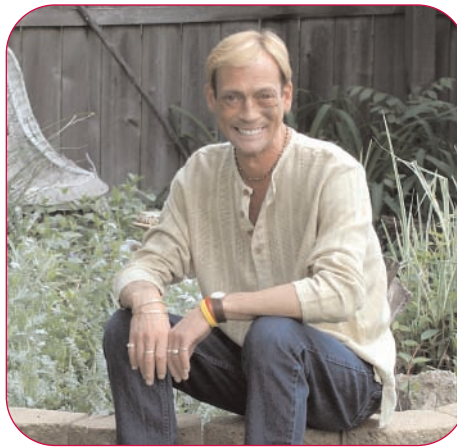
"Without the staff at Carle Foundation Hospital I don't know how I would have survived,"

Donald said. "When I finally went home after months in the hospital, I still was not able to care for myself. Thankfully a case manager at Carle arranged for home services to come in and help me until I regained strength and mobility."

Donald continues to experience complications related to his HIV. But he

has a place to turn to for the answers and care he needs. He is thankful for that.

An activist for HIV/AIDS, Donald organizes an annual candlelight vigil and has served on the Vermilion County AIDS Taskforce for more than 10 years. He continues to volunteer as much as possible to create understanding and acceptance of the disease he lives with everyday.



Jamie Kelley knew something was wrong when Ryan, her two-month-old, didn't startle at the dog's bark – or even seem to hear it.

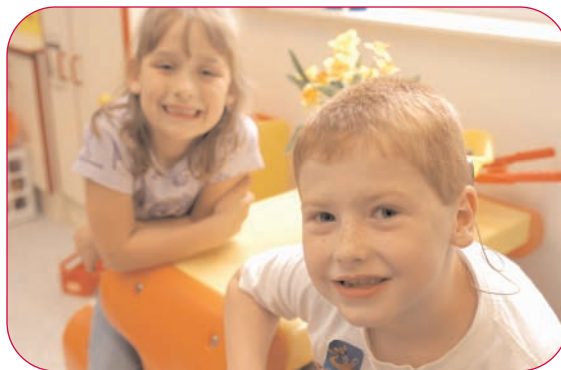
Worried, she took Ryan to the local hospital for testing. After a number of physician visits, initial tests showed Ryan had significant hearing loss in both ears. Diagnosis: Ryan would need to wear hearing aids for the rest of his life and doctors said he would still face significant limitations.

Two months later, after Ryan was fitted with his first hearing aids, Jamie and her husband, John, said, "We have to find a better solution."

Their search brought them to Carle's ECHO (Expanding Children's Hearing Opportunities) program where Ryan was identified as an excellent candidate for a cochlear implant, a medical device that can help many patients hear and go on to develop speech skills.

Ryan received the cochlear implant at 14 months, and just before his second birthday, was enrolled in the St. Joseph Institute for the Deaf at Carle. St. Joseph works with children and their families to create a speech and listening training program suited specifically for the individual. After reviewing Ryan's age and specific needs, St. Joseph created a program targeting Ryan's auditory development.

It worked. Ryan was enrolled in mainstream preschool later that year and at age three was dismissed from auditory therapy. "Before coming to Carle, Ryan received therapy twice a week," Jamie said. "To have him finish within a year was amazing."



While the Carle ECHO program requires extensive commitment from the child, parents and family, and educators, it was well worth it, according to Jamie and John.

Ryan has now attended mainstream schools since he was three years old and is a successful kindergartner. Carle's ECHO program continues to help Ryan, his family and his school with acceptance of his cochlear implant. Staff conducts in-service trainings for Ryan's teachers and school staff. The ECHO program also observes his classroom setting and makes recommendations. Ryan's teachers are encouraged to contact the ECHO program with any questions or concerns.

Today, Ryan is an active six year old who enjoys playing soccer, basketball and spending time on his grandfather's farm. And with Carle staff by his side, his mom is confident her son will continue to succeed.

"We couldn't ask for a more caring, dedicated staff," said Jamie. "They even came to Ryan's first individual education planning (IEP) meeting for support. That reassured us Ryan would have everything he needed to succeed in school, and he does."

"The thought that your child can't hear your dog barking is difficult to bear, but when you realize he may never hear your voice, it is devastating." Luckily Jamie and John recognized the problem early, and Ryan received the care he needed.

A commitment to our community

Being a true community partner means working hard to understand the changing needs and challenges facing our community. It also means working hand in hand with local community and government agencies to solve the healthcare issues of real concern.

That's why Carle's commitment extends beyond financial assistance for medical care. From offering community health and healthcare workforce education to providing beneficial healthcare services that operate at a loss, giving back to the community is an essential part of what Carle does.

Finding ways to meet the need

Besides improving the quality of health care available in east central Illinois, Carle focuses its efforts on helping the uninsured and underinsured, injury prevention, and community health and professional education. Below are just some of the services Carle provides and programs it supports to improve the health of the community.

- AirLife, an airborne emergency room equipped to handle critical care procedures en route.
- Community Parish Nurse Program, educating nurses to serve church communities.
- Interpersonal Violence Intervention, a program assisting victims of violence and promoting violence prevention.
- Community Prenatal Care, offering financial support to make low-cost prenatal care available to improve infant and maternal health.
- Carle Having Your Baby Program, a free service that teaches parents about baby care and pregnancy.
- Carle Breastfeeding Clinic, a program that offers free consultation with nurses who can address the breastfeeding concerns and needs of mother and baby.



- Carle Auxiliary Guest House, a home away from home for families of critically ill patients.
- Carle Mobile Clinic, a clinic on wheels currently used to provide additional clinical space at Frances Nelson Health Center.
- Affordable housing, providing rental homes for families at costs less than market rates.
- Carle Patient Advisory Nurse, a service that allows community members needing medical advice or assistance to speak with a nurse.
- Carle Sports Medicine, giving free injury evaluations and time for youth athletic camps, tournaments and career days.
- Playing It Safe, an annual family safety fair.
- The Community Medical School and other health education programs for children and adults in the community.
- Primary sponsor of the annual Salvation Army Toy Drive, collecting thousands of toys for needy children.

In 2004, Carle Foundation grants benefited University of Illinois' breast cancer research (\$138,779), Cunningham Children's Home (\$100,000), Parkland College Nursing Program (\$100,000), and the Life Span Center – Coles County Council on Aging (\$25,000).

Besides these grants, the Hospital made 92 additional cash contributions, as well as 93 gifts ranging from bandages and furniture to recycled computers and accessories.

Community health is a long-term commitment. Carle continues to develop and support programs that respond to emerging needs in the community, in addition to maintaining ongoing programs that remain essential to community health and well-being.



Carle Foundation Hospital

Community Care at cost	\$2,034,496
Unreimbursed care/IPA losses at cost	\$2,744,993
Unreimbursed care/Medicare losses at cost	\$2,429,751
Uncompensated care/bad debt	\$4,126,284

Subtotal **\$11,335,524**

Corporate Contributions

Cash donations	\$1,520,422
Community service	\$509,550
In-kind gifts	\$260,323
Grants	\$379,210
United Way (matching grants, time, expenses)	\$44,212

Subtotal **\$2,713,717**

Community Health

Program expenses **\$4,982,773**

The Carle Foundation

Community Care at cost	\$7,690
Unreimbursed care/IPA losses at cost	\$218,454
Uncompensated care/bad debt	\$205,574

Subtotal **\$431,718**

Carle Development Foundation

Community Care	\$70,232
Education	\$77,482
Medical research	\$10,196
Patient care/Hospice	\$46,348
Carle Auxiliary Guest House	\$37,400

Subtotal **\$241,658**

All Other Carle Foundation Businesses

Program expenses **\$310,396**

Grand Total **\$20,015,786**

Note: This report includes bad debt, volunteer service hours and costs for language assistance services. These are now considered reportable community benefits by the State of Illinois Community Benefits Act of 2003.

For more information about this community benefit report, please call (217) 383-3016.



Carle Foundation Hospital

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