



# Community Benefit

Report 2015

## Providence Mission

Rooted in the loving ministry of Jesus as healer, we serve all persons with joy, care, and respect, giving special attention to persons who are poor and vulnerable. Our Catholic health ministry improves the health of individuals and of our community with compassion and justice.

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## Message from Duane Erwin, *Interim President and Chief Executive Officer*

For 155 years, Providence Hospital has responded to the needs of the District of Columbia community by providing acute and emergency care. Whether it is in the main hospital, primary care facility, or ambulatory care settings, taking care of those in need, particularly the most vulnerable, is part of our mission and proud tradition.

In this report, we will highlight some of our programs that provide community benefit and improve the health of residents across the city. This report will share successful collaborative efforts, such as the Ascension and Providence Medical Mission at Home, the effects of health and wellness, and prevention of diabetes. You will also learn about an innovative model to HIV prevention and outreach, such as utilizing information technology (IT) to manage individuals at risk for or infected with HIV.

Our commitment to the community extends afar as we care for and change people's lives where they work, live and play. Through our health professions education program, we are able to also extend our mission beyond the hospital walls as we prepare physicians and other health professionals to care for residents in DC communities.

In Fiscal Year 2015, the total benefit that Providence provided to our community was \$19,800,878. You will read about those contributions and many others that are just as valuable but not as easily quantifiable, in the report that follows.

As we look forward to exciting challenges and opportunities ahead through the programs covered in this report, the work of the hospital, and our many partners, Providence is poised to advance the health and well-being of the community that we serve.

## Healthcare That Leaves No One Behind

As part of Ascension, Providence is driven by compassion and a commitment to provide care for all. We fulfill this promise to our communities as we embrace *Healthcare That Leaves No One Behind* by initiating and expanding community-based programs to improve the health of those we serve.

Providence is committed to community health improvement and determined to improve health and wellness for those in our communities. Through partnerships and collaboration with other community stakeholders, we continue to develop programs that improve the health of all and especially those who are struggling the most.

## Financial Highlights

In fiscal year 2015 (July 1, 2014 – June 30, 2015), Providence provided more than \$19 million in overall community benefit, including more than \$12 million in financial assistance and \$7,771,887 in the community benefit categories outlined below. Providence community benefit consists of five categories:

**Category I** \$3,712,885

**Charity Care:** Provides free or discounted health services to persons who cannot afford to pay and who meet the eligibility criteria of Providence's financial assistance policy.

**Category II** \$8,316,106

**Unpaid costs of public programs:** Represents cost of public programs for low-income persons, that is, the shortfall created when Providence receives payments that are less than the cost of caring for public program beneficiaries.

**Category III** \$7,771,887

**Community Health Improvement Services:** Promotes activities carried out to improve community health that are usually subsidized by Providence. Such services do not generate inpatient bills, although they may involve a nominal patient fee and/or sliding scale fee. These services include community health education, community-based clinical services, support groups, health care support services, self-help programs, community-based chaplaincy programs and spiritual care, and community health initiatives addressing specific health targets and goals.

**Health Professions Education:** Contributes to educational programs for physicians, interns and residents, medical students, nurses and nursing students, pastoral care trainees, and other health professionals when that education is necessary for a degree, certificate, or training that is required by state law, accrediting body or health professional society.

**Subsidized Health Services:** Supports clinical programs that are provided despite a financial loss so significant that negative margins remain after removing the effects of financial assistance, bad debt and Medicaid shortfalls; the service is provided because it meets an identified community need and if no longer offered, it would either be unavailable in the area or fall to the responsibility of government or another not-for-profit organization to provide.

**Research:** Promotes clinical and community health research, as well as, studies on health care delivery that are generalizable, shared with the public and funded by the government or a tax-exempt entity.

**Cash and In-Kind Contributions:** Represents funds and in-kind services donated to community organizations or to the community at large for a community benefit purpose. Includes hours contributed by staff to the community while on Providence work time, the cost of meeting space provided to community groups, and the donations of food, equipment, and supplies.

**Community Benefit Operations:** Supports costs associated with assigned staff and community health needs and/or assets assessment, as well as, other costs associated with community benefit strategy and operations, including developing, executing, monitoring, and evaluating the implementation strategy/CHIP.

## COMMUNITY BENEFIT

<b>Total Community Benefit for Fiscal Year 2015</b>	<b>\$19,800,878</b>
Financial Assistance	\$3,712,885
Medicaid	\$8,316,106
Total Community Benefit Categories	\$7,771,887
Community Health Improvement Services	\$4,311,011
Health professions education	\$3,460,876

## Program Highlights

### Congress Heights and Model Cities Senior Wellness Centers

Physical activity and exercise are vital at any age. There is also strong evidence that physical activity and exercise can help one stay healthy, energetic and independent as one gets older. Providence’s Congress Heights and Model Cities programs offer health and wellness services to help DC seniors over the age of 60 stay active and healthy. Fitness and education programs are designed to assist members in improving and maintaining their health.

Congress Heights Senior Wellness Center (CHSWC) promotes health and wellness through comprehensive fitness, nutrition, and physical activity programs to improve the health, well-being, and longevity of the senior population residing in Ward 8. Model Cities Senior Wellness Center (MCSWC) sees wellness as an optimum state of health and well-being achieved through disease prevention and health promotion. Providence associates work to develop programs that address needs of seniors with health issues such as diabetes, obesity, hypertension and visual impairment. They also identify health risks and teach program members the necessary lifestyle changes to reduce those risks.

The Model Cities and Congress Heights Senior Wellness program is the result of a partnership with the District of Columbia Office on Aging. DC Office on Aging provides financial and other program supports. Similarly, partnerships with community-based organizations throughout the city enable Providence to provide services that help improve and maintain the health of DC seniors. Last year, CHSWC enrolled more than 75 new members; conducted over 125 health promotion programs emphasizing the importance of nutrition; and offered 21 classes with greater than 1,900 seniors participating from which 75 participated in the enhanced fitness program.

MCSWC enrolled just over 150 new members; conducted 28 health promotion programs with an emphasis on healthy eating and nutrition; and offered daily exercise classes with diversity of fitness components such as cardiovascular, muscular strength, muscular endurance, flexibility/balance, and body composition to over 1,600 seniors. In addition, more than 1,600 seniors participated in daily programming that focused on spiritual, social, intellectual and community interaction to improve quality of life for seniors.

### Prevention At Home

In recent years, the District of Columbia HIV/AIDS rates have declined; but the District still has some of the highest STD rates in the country. The World Health Organization defines generalized HIV epidemics as those in which the prevalence of HIV is greater than one percent in the overall population. Even with a nearly 60 percent decline in new diagnoses, in July 2015, Mayor Muriel Bowser announced that the city’s prevalence rate for HIV in DC is still high, at 2.5 percent.

In collaboration with George Washington University (GWU), Providence is doing its part to improve HIV prevention and care through the Centers for Medicare & Medicaid Services (CMS) funded Prevention at Home (PAH) project. The project uses a model that utilizes mobile technologies and optimizes the prevention and care continuum (e.g., early detection, treatment adherence, retention in care, viral load suppression, and decreased hospitalizations) for HIV-positive individuals.

As part of the model, HIV prevention, outreach, and healthcare providers share integrated information technology (IT) systems to manage individuals at risk for or infected with HIV. Together, these IT systems provide Medicaid beneficiaries with the ability to receive online education, order home testing and home specimen collection for sexually transmitted infections (STIs) and HIV, receive HIV viral load test results, request e-prescriptions, link to healthcare, and receive ongoing education and treatment support. In addition, the PAH IT systems provide Care Partners (CPs) with a mobile tool to collect recruitment data; guide HIV/STI counseling, testing, and linkage services; and manages panels of HIV infected patients. In the first few months of the project, Providence associates were able to establish partnerships with internal physicians to participate with PAH.

## Holistic Care Program

By definition, holistic is considering all aspects of one's needs by taking into account the mental and social factors, rather than just the physical indicators of a disease. Many factors affect health, some can be influenced by individuals; however, most factors are outside of individuals' control.

Providence Holistic Care program (HCP) through the Center for Infectious Diseases (CID) was designed to care for Medicaid patients and those who cannot afford to pay healthcare because they do not qualify for Medicaid. The fact is, HIV/AIDS treatment is expensive; patients don't follow-up because they cannot afford their monthly medications or doctor appointments. As a result, they return to the hospital with deadly opportunistic infections and/or late complications of the disease.

The HCP team works to integrate care within Providence in order to better assist patients, particularly around behavioral health services, substance abuse issues, primary care services, and infectious diseases treatment. In addition, a team of professionals advocates for the needs of each patient while encouraging self-efficacy through support, counseling and education. The goal of the outpatient HCP is to connect patients who are seen in CID with much needed community resources. In the first few months of the program, social workers were hired, and associates assessed patients to determine their needs for supportive counseling and referral to community services.

In the Pope Francis Emergency Care Center (ECC), social workers provided preventative services to patients with mental health crisis. In a period of four months, 29 patients were connected to intensive inpatient and outpatient psychiatric services.

## Ascension and Providence Medical Mission at Home

Last summer, Providence hosted its inaugural Medical Mission at Home (MMAH), a day of Hope, Health and Healing at St. Elizabeth's East R.I.S.E Center to benefit the Ward 8 community and others around the Washington, DC area. This MMAH helped to deliver on our mission to serve all persons with special attention to those who are struggling the most. Providence and its partners delivered free health care and social and support services to more than 190 people in the DC area.

In partnership with Ascension and local community organizations, more than 250 volunteers came together to provide comprehensive community health services, including more than 30 Providence



MMAH Registration 1



physicians and residents; more than 25 nurses and nurse practitioners; four pharmacists; six dentists and 80 dental students; and many other caregivers, patient navigators, foot washers, parking attendants and security officers. We provided health screenings and testing (e.g., blood pressure, cholesterol, etc.), medical care, dental care, foot care and foot washing, behavioral health support, and spiritual counseling and prayer.

## “On the Road” Living Well with Diabetes

As the sixth leading cause of death in the District of Columbia, diabetes disproportionately affects the city's low-income minorities and the medically underserved. According to 2010 U.S. Census Bureau data from an estimated 600,000 District residents, more than 52,000 were diagnosed with diabetes with the prevalence rate highest among blacks (13.4 percent) compared to whites (2.5 percent), more than twice the national average (5.5 percent). Diabetes accounted for 85 percent of deaths for people 55 years or older and the mortality rate for blacks/African Americans was 42.0 per 100,000, almost seven times the rate for whites (6.0 per 100,000).

The “On the Road” (OTR) Living Well with Diabetes program was developed in partnership with the District of Columbia Department of Health. Providence through the Joslin Diabetes Center, utilized trained community health educators to deliver diabetes prevention, education and lifestyle information classes, as well as point-of-care (POC) testing of hemoglobin A1C (A1C) and blood pressure (BP) to low-income and underserved populations with diabetes, at high risk for diabetes (“pre-diabetes”), or the family members and caregivers of persons with diabetes.

The primary goal of the OTR program is to help participants go from higher-risk category of A1C and/or blood pressure (BP) to a lower-risk category at three-month follow-up, preventing or delaying progression from pre-diabetes to diabetes and/or shifting people with pre-diabetes to no diabetes. Last year, more than 1,300 participants were enrolled in the OTR program with 51 percent three month follow up rate. Participants' A1C improved by 44 percent and blood pressure improved by more than 61.2 percent.

## **Providence Hospital Komen Accelerating Breast Cancer Diagnosis Project (ABCD)**

Early detection of breast cancer with screening mammography means that treatment can be started earlier in the course of the disease, possibly before it has spread. The Providence Hospital Komen Accelerating Breast Cancer Diagnosis (ABCD) project was designed to provide comprehensive breast cancer screening, diagnosis and treatment services to women in Wards 7 and 8 in the District of Columbia due to increased incidence of late stage breast cancer diagnosis, low screening rates, difficulty navigating the healthcare system and fragmented care.

In collaboration with Unity Health Care, approximately 2,880 women were referred for screening of which about 52 percent were screened and received education. In addition, average time from abnormal findings to diagnosis was decreased to one to five days. Similarly, the average time from diagnosis to treatment decreased to 18 to 21 days.

## **Smoking Cessation and Wellness Program**

According to the 2013 Behavioral Risk Factor Surveillance System (BRFSS) annual report, there has been a steady decline among adult smokers in the District of Columbia and nationwide. Even so, smoking cessation for some people is very difficult. That is why services such as the Smoking Cessation and Wellness programs are important.

The Providence Smoking Cessation and Wellness program — modeled after the American Lung Association's Freedom From Smoking program — was designed to increase the number of DC residents that utilized effective smoking cessation techniques. The primary target populations were those with the highest smoking prevalence rate to include African Americans, Hispanics, and the elderly and persons living in Wards 5, 6 and 8. The program aimed to provide smoking cessation community education and group clinics. In addition, it provided referrals to the DC Quitline for counseling and free nicotine patches and lozenges.

Through this program, Providence associates and volunteers from the community became Certified Smoking Cessation Specialists. Fifteen hundred community members received education on smoking cessation through the 1500 Steps to Being Smoke Free Slide Guides and referrals. In collaboration with other organizations, 120 service providers came together to implement The Ask-Advise-Refer campaign. In addition, 50 percent of participants who completed the group clinic were smoke free by the end of the seven-week session.

## **Community Health Needs Assessment**

In 2013, Providence Hospital through the DC Healthy Community Collaborative conducted a community health needs assessment (CHNA). Four priority areas—obesity/overweight, mental health and substance abuse, sexual health, and asthma—were identified. This comprehensive community health needs assessment described the health status and access to health care among District residents, assessed the health environment, and considered various health care policy options for future needs. A host of data sources were used to achieve a sound and extensive analysis of health conditions, health behavior, and hospital discharge and claim data. In addition, focus groups were conducted throughout the city comprised of community stakeholders, which provided qualitative measures.

The findings from the community health needs assessment assisted Providence and its partners in decision making for infrastructure development and data collection priorities; health promotion and disease prevention program planning, development, and monitoring; influence on public policy change; and baseline measures for outcomes and evaluation. Over the past three years, Providence and its partners have used this assessment to support overall community benefit program, define targeted approach, and develop a community health improvement plan to address these clinically identified needs to improve the health of the communities that we serve.

## **Community Impact**

**Ruth Pollard**

**AVP Community Health Network and Government Affairs**

The Patient Protection and Affordable Care Act of 2010 (ACA) has accrued interest in the benefits provided by nonprofit and public hospitals to their communities in exchange for the tax benefits or public funding that they receive. Community benefit includes a wide range of services and activities that hospitals provide to improve health in communities and increase access to health care.

Each year, Providence Health System invests in Washington, DC metropolitan area communities by providing care to patients and families who are in need, and who may have difficulty accessing care. This has come in ways of programs and services that meet the needs of those who are struggling the most, provide education and preventive care, and address health issues that are disproportionate among certain populations.

The last community health needs assessment in 2013 has been a valuable tool in helping Providence and its partners set health priorities for the community, advocate for reforms and policy changes, improve the infrastructure, explore innovative approaches to care, and develop targeted and viable interventions to improve access and reduce disparities.

## Community Benefit Programs and Partners

- Ascension and Providence Medical Mission at Home
- Congress Heights Senior Wellness Center
- Education of Psychiatric Residents and Medical Students
- Holistic Care
- Model Cities Senior Wellness Center
- “On the Road” Living Well with Diabetes
- Perry Family Health Center
- Prevention at Home
- Providence Hospital Komen Accelerating Breast Cancer Diagnosis (ABCD)
- Smoking Cessation and Wellness

### PARTNERS INCLUDE:

- AARP Legal Counsel for the Elderly
- Advisory Neighborhood Commissioners (ANCs)
- Alzheimer’s Association
- Arcadia Mobile Market
- Community of Hope
- District of Columbia Department of Health
- District of Columbia Fire and Emergency Medical Services
- District of Columbia Healthy Community Collaborative (DCHCC)
- District of Columbia Office on Aging
- George Washington University
- Joy of Motion
- Lead Agency Family Matters of Greater Washington
- Mary’s Center
- Metropolitan Police Department
- SHARE Food Network
- Sibley Memorial Hospital
- YMCA

## All About Providence Health System

### COMMUNITY BASED PRIMARY CARE

Providence Health Services has eleven community based primary care center locations in Washington, DC and Maryland.

#### Family Medicine

1140 Varnum Street, NE  
Providence Medical Building, Suite 102  
Washington, DC 20017  
(202) 854-4092

12200 Annapolis Road, Suite 118  
Glenn Dale, Maryland 20769  
(301) 464-9300 (O)

#### Internal Medicine

1140 Varnum Street, NE  
Providence Medical Building, Suite 202  
Washington, D.C. 20017  
(202) 854-4242 (O)  
(202) 854-4245 (F)

1140 Varnum Street, NE-  
De Paul Building, Suite 311  
Washington, D.C. 20017

#### Center for Infectious Diseases

1140 Varnum Street, NE  
Providence Medical Building, Suite 107  
Washington, D.C. 20017  
(202) 854-4052 (O)  
(202) 854-4832 (F)

### COMMUNITY BASED SPECIALTY

Our prominent specialty practices are located in both D.C. and Maryland.

#### Bariatric/Plastic/Rheumatology Care Center

1150 Varnum Street, NE  
DePaul Building, Suite 110  
Washington, DC 20017  
(202) 854-4080 (O)  
(202) 854-4082 (F)

#### Multispecialty Care Center

1160 Varnum Street, NE  
DePaul Building, Suite 300  
(202) 854-4014 (O)  
(202) 854-7319 (F)

#### Center for Otolaryngology

1140 Varnum Street, NE  
Providence Medical Building , Suite 200  
Washington, D.C. 20017  
(202) 854-4355 (O)  
(202) 854-4398 (F)

#### Rankin Orthopedics & Sports Medicine

1160 Varnum Street, NE  
DePaul Building, Suite 312  
Washington, DC 20017  
(202) 854-4400 (O)  
(202) 854-4412 (F)

### RESIDENCY PROGRAMS

#### Fort Lincoln Family Medicine Center

4151 Bladensburg Road  
Colmar Manor, MD 20722  
(301) 699-7700 (O)  
(301) 779-9001 (F)

#### Family Medicine Residents Dept. 23300

#### Perry Family Health Center

128 M Street, NW  
Washington, DC 20001  
(202) 682-3840 (O)  
(202) 682-3854 (F)

### HOSPITAL BASED

#### Inpatient Medicine Critical Care Hospitalists/Intensivists

1150 Varnum Street, NE  
Main Hospital, 2<sup>nd</sup> Floor  
Washington, DC 20017  
(202) 854-7874 (O)  
(202) 854-7842 (F)

**Center for Geriatric Medicine**

1160 Varnum Street, NE  
Suite 021  
Washington, D.C. 20017  
(202) 854-7785 (O)  
(202) 854-7734 (F)

**Center for Life**

1150 Varnum Street, NE  
St. Catherine's Hall, 2<sup>nd</sup> Floor  
Washington, DC 20017  
(202) 854-7074 (O)  
(202) 854-7470 (F)

**Obstetrics Specialty Services**

1150 Varnum Street, NE  
Suite 300  
Washington, DC 20017  
(202) 854-4365 (O)  
(202) 854-3369 (F)

**Obstetrics Professionals  
(Laborist)**

1160 Varnum Street NE  
Suite 216  
Washington, DC  
(202) 854-7752 (O)  
(202) 854-7754 (F)

**OB/GYN Associates**

1150 Varnum Street, NE  
DePaul Building, Suite 216  
Washington, DC 20017  
(202) 854-7525 or (202) 854-7752 (O)  
(202) 854-7754 (F)

**Joslin Diabetes Center**

1150 Varnum Street, NE  
DePaul Building, Suite 110  
Washington, DC 20017  
(202) 854-7128 (O)  
(202) 854-4082 (F)

**Rockville Orthopedics**

9707 Medical Center Drive, Suite  
310  
Rockville, MD 20850  
(301) 315-6380 (O)  
(301) 315-6382 (F)

**General Surgery**

1160 Varnum St, NE, Suite 306  
Washington, DC 20017  
(202) 854-4481 (O)

14300 Gallant Fox Lane, Suite 224  
Bowie, MD 20715  
(301) 262-7740 (O)  
(202)832-8320 (C )

**Behavioral Health**

1053 Buchanan Street, NE  
Suite 055 - Ground Floor  
Washington, DC 20017  
(202) 854-7623 (O)  
(202) 854-7616 (F)

**Neonatology**

1150 Varnum Street, NE  
Main Hospital, 3rd Floor  
Washington, DC 20017  
(202) 854-7387 (O)

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