

# Community Benefits Summary

FY 2021

# **Polk Medical Center Inc.**

## **Community Benefits Summary for FY 2021**

### *Snapshot of Community Benefit*

Since 1942, the Floyd family of health services has served northwest Georgia and northeast Alabama. As part of that service, Floyd and its affiliated not-for-profit hospitals have provided care at no cost or at a discounted cost directly benefiting these communities, thus the term “Community Benefit.” In fiscal year 2021 (FY 2021), Floyd Polk Medical Center provided \$1,902,794 million in community benefit services. This total represents the direct cost to Floyd of providing these services, and includes the following areas:

- Traditional charity care - \$2,739,573
- Unreimbursed Medicaid - \$1,392,351
- Unreimbursed Medicare – (\$6,002,845)
- A percentage of bad debt attributed to individuals who cannot afford to pay for services - \$3,644,736
- Non-billed community services - \$ 146,979

The total community benefits provided by the Floyd health system includes the following areas:

- Traditional charity care - \$24,103,793
- Unreimbursed Medicaid - \$12,259,330
- Floyd County Clinic operations - \$1,335,733
- Unreimbursed Medicare - \$41,262,797
- A percentage of bad debt attributed to individuals who cannot afford to pay for services - \$24,985,318
- Non-billed community services - \$3,002,877
- Medical education - \$1,244,916

### *About Floyd Polk Medical Center*

Floyd Polk Medical Center is an economic engine in Northwest Georgia. The Georgia Hospital Association estimates that Floyd Polk Medical Center generates more than \$55.5 million in economic activity in the state. Floyd Polk Medical Center sustains another 630 fulltime jobs across the state in the form of support services and resources, including 170 full-time employees at the hospital. As an organization, Floyd is one of the region’s largest employers, with approximately 3,400 employees and an economic impact of \$969.4 million.

### *About Floyd*

The Floyd health care system includes Floyd Medical Center, Floyd Polk Medical Center, Floyd Cherokee Medical Center, Floyd Behavioral Health Center, Floyd Primary Care, Floyd Urgent Care, Floyd Outpatient Surgery Center, Floyd Physical Therapy & Rehab, Heyman HospiceCare at Floyd, The Breast Center at Floyd and numerous ancillary services. Floyd is vital to its four-county primary service area of Chattooga, Floyd and Polk counties in Georgia and Cherokee County, Alabama, as well as the additional counties that make up Floyd’s secondary service area: Bartow and Gordon counties in Georgia and Calhoun County, Alabama.

The mission of Floyd is to provide the communities we serve with a comprehensive and technologically advanced health care system committed to the delivery of care that is characterized by continually improving quality, accessibility, affordability and personal dignity. This report outlines many of the community-focused programs and services that enable us to achieve our mission and improve the health of our community.

As a not-for-profit, community hospital, we are committed to our responsibility to invest our resources into understanding and meeting the diverse health care needs of northwest Georgia and northeast Alabama. We continually strategize to ensure quality health care services are available to everyone, regardless of their ability to pay.

## *Summary of Services and Benefits*

### *Patient Services: Meeting the Needs of Our Community 24/7/365*

As a not-for-profit community hospital, Floyd Polk Medical Center provides the medical services critically necessary to support healthy living in Polk County. Those services include the following:

- Breast Health
- Cardiology
- Corporate Health
- Diabetes Care
- Emergency Care
- Emergency Medical Services (EMS)
- Family Medicine
- Hospice
- Imaging Services
- Infusion Therapy
- Laboratory Services
- Outpatient Rehabilitation
- Pediatrics
- Pulmonary Rehabilitation
- Senior Enrichment Center
- Subacute Rehabilitation
- Surgical Services
- Urgent Care
- Wound Care

Floyd Polk Medical Center is supported by the Floyd health care system, which provides a complete continuum of medical care to serve the health needs of people in northwest Georgia and northeast Alabama. Our organization includes more than 37 physicians on our medical staff covering 40 medical specialties. This includes more than 60 employed physicians. In addition, Floyd's medical staff includes approximately 180 advance practice providers (nurse practitioners and physician assistants), many of whom are employed. Floyd also provides inpatient and outpatient diagnostic, hospice, behavioral health and hospital services.

At the hub of the health system is Floyd Medical Center, a 304-bed, full-service acute care hospital that provides Joint Commission-certified specialty programs in advanced palliative care, heart failure,

inpatient diabetes, stroke care, hip replacement surgery, knee replacement surgery and spine surgery. In addition, Floyd Medical Center is a certified Chest Pain Center, a designated Bariatric Surgery Center of Excellence and The Breast Center at Floyd is a Breast Imaging Center of Excellence and a Quality Breast Center of Excellence. Floyd also is home to a state-designated level II Trauma Center, a level III Neonatal Intensive Care Unit and has specialty centers for Pediatrics and Wound Care and Hyperbarics. The health system also includes Floyd Polk Medical Center, a 25-bed critical access hospital in Cedartown, Ga., and 60-bed Floyd Cherokee Medical Center in Centre, Alabama. Floyd also operates Floyd Behavioral Health Center. Through these locations Floyd is uniquely positioned to provide the full circle of care, including the following medical specialties:

- Alcohol and Chemical Dependency Services
- Bariatric Medicine, Surgery and Aftercare
- Behavioral Health
- Breast Health
- Cardiac Catheterization
- Cardiology
- Cardiac Rehabilitation
- Corporate Health
- Diabetes Care
- Diagnostic Radiology
- Echocardiography
- Emergency Care
- Family Medicine
- Family Medicine Residency Program
- Gynecology
- Hospice
- Hospitalist Care
- Hyperbarics and Wound Care
- Intensive Care
- Interventional Cardiology
- IV Therapy
- Laboratory Services
- Level III Neonatal Intensive Care Unit
- Level II Trauma Care
- Maternity Services
- Neurology
- Neuropsychology
- Neurosurgery
- Neonatal care, intermediate and intensive
- Occupational Medicine
- Oncology
- Orthopedics
- Palliative Care

- Pediatrics
- Pediatric Intermediate Care
- Pharmacy, Inpatient and Outpatient
- Radiology
- Inpatient Rehabilitation Services
- Outpatient Rehabilitation Services
- Senior Enrichment Program
- Sleep Disorders
- Subacute Rehabilitation
- Surgery, Inpatient and Outpatient
- Urgent Care
- Vascular Surgery

### **Community Benefit Programs**

Our community benefit programs are extensions of many of these services into the community and cover a broad range of activities:

- Community Nutrition Support through Food Collection and Distribution
- CPR and first-aid classes
- Education and outreach for senior citizens
- In-kind donations/medical care at community events
- School-based health education programs
- Screening/Blood Pressure
- Screening/School-Based Sports Physicals
- Self Help/Fitness and Exercise
- Self Help/Stress Management
- Speakers for schools and civic groups
- Support groups for bereavement

### *Our Community's Demographics*

Floyd Medical Center is committed to the health of the people who live, work and visit our service area. Floyd completed its most recent Community Health Needs Assessment (CHNA) in June 2019 to provide a snapshot of the health of Floyd's primary service area. The assessment was developed in compliance with IRS 501(r) guidelines, incorporating input from community stakeholders and public health experts. The data used to determine community health needs was taken from publicly reported health information and internally generated statistical information.

Polk County encompasses 310.34 square miles in northwest Georgia. The predominantly rural area has an estimated population of 42,613 (2019).

*Poverty, Income and Employment:* The poverty rate in Polk County is 21.8%.

In FY18, 40% of Floyd Medical Center and Floyd Polk Medical Center's patient populations were covered by Medicare, and 19% of patients were covered by Medicaid. FY18 statistics for Floyd Cherokee Medical Center were not available in time for the 2019 Community Health Needs Assessment.

*Health Care Providers:* There is a wide variance in the availability of primary care physicians and mental health providers in the northwest Georgia and northeast Alabama region. This disparity in availability in the more rural counties translates to community perception of health and availability of care for residents. The rates of primary care physicians per 100,000 residents are:

- Floyd County – 135.33 per 100,000
- Polk County – 31.6 per 100,000
- Cherokee County, Alabama – 27 per 100,000
- Chattooga County – 4.01 per 100,000.

*Social Service Resources:* There is a robust social service sector and invaluable support and services provided by non-profit, faith-based and community-based organizations. There is, however, a gap in the awareness of available services. There is general concern that there is a lack of broad-based impactful communication, transportation and general access to these services.

*Education:* Area schools and colleges are assets with good access to a quality education from preschool through college. The percentage of Polk County residents who graduated high school or have a general education development (GED) certificate is 79.1%.

The rate of residents with a bachelor's degree in Polk County is 12.2%.

### *Summary of Community Health Needs*

By viewing the prevalence of chronic diseases in relation to indicators (e.g., poor diet and exercise) and outcomes (e.g., high rates of obesity and diabetes), causal associations emerge, allowing a better understanding of how certain community health needs may be addressed. In reviewing these alongside secondary data sources, surveys and focus groups, community health needs emerge:

- Access to care
- Cardiovascular disease
- Mental and behavioral health
- Nutrition and wellness

*Access to Medical Care and Prevention Services:* Access to care is a primary concern. Despite the expansion of health care coverage, financial, transportation and linguistic barriers prevent some residents from receiving care in a timely and consistent manner. A significant portion of the population does not qualify for Medicaid coverage and does not have the resources to purchase health care insurance on the federal exchange. Approximately 18.8% percent of the residents of Polk County are uninsured. Transportation combined with few health care providers, particularly in rural communities, prevents residents from getting to appointments. And, there are gaps in the awareness of available services to assist with access.

*Cardiovascular Disease:* Cardiovascular disease is a significant health care issue for the community. The mortality rate from cardiovascular disease per 100,000 residents in Polk County is 331. Coronary heart disease is a leading cause of death in the United States. Contributing factors include obesity, tobacco use, high blood pressure, high cholesterol levels and lack of physical activity. The mortality rate in 2019 for African American residents for major cardiology disease in Polk County is shockingly higher than the state average: 418.1 (198.4 higher than the state average).

And, cost of care for patients requiring open heart surgery is a prohibitive obstacle. The only provider of open-heart surgery in the service area has rates that are the third-highest in the state (\$99,771 higher than the state average). This is recognized by the Department of Community Health as a significant barrier to open heart surgery. (2019, DCH OHS Survey Database)

*Diabetes:* The prevalence of diabetes in the four-county primary service area ranges from 15% in Floyd County to 12% in Chattooga County. In the Medicare population, these rates begin to show changes in prevalence with a 32.3% rate in Polk County.

*Mental and Behavioral Health:* Mental health services are a pervasive community health need. Diagnoses range from stress and depression to attention deficit disorders and schizophrenia. Primary care physicians have begun to ask patients depression-related questions and reported rates of depression of risen in the Medicare population since these questions were added to wellness exams. In Polk County, that rate is 24 percent.

*Nutrition:* Good nutrition is vital to good health, disease prevention and healthy growth and development of children and adolescents. A lack of access to healthy foods is a barrier to healthy eating habits, and low-income and underserved areas often have limited access to healthy foods. In addition, people living farther away from grocery stores are less likely to have access to healthy food options and, thus, are more likely to consume less healthy, more convenient food options. This is exacerbated in the summer months when children do not have daily access to school breakfast and lunch programs. In Polk County, the food insecurity rate is 13 percent.

### *An Entire System Working Together*

Access to care, cardiovascular disease, mental health services and healthy nutrition disease were determined in the 2019 CHNA to be significant concerns that affect many residents. The distribution of behaviors and health outcomes consistently follow social and economic patterns. Furthermore, some barriers to accessing care continue to prevent current programs and initiatives from reaching the populations in need. These challenges present important opportunities for the future. As we move forward as an integrated community of health care, social service and community leadership, we can leverage community assets to improve the health of residents in Polk County. Following are the key community health needs identified by Floyd that will serve as the guide for this implementation plan.

Together, Floyd Medical Center, Floyd Polk Medical Center and Floyd Cherokee Medical Center provide nearly \$50 million in free medical services to uninsured and underinsured patients. As the region's trauma center and neonatal intensive care provider, Floyd offers emergency care and intensive care to patients regardless of their ability to pay. In addition, Floyd offers discounted medical services including financial counseling, indigent prescriptions and operation of the Floyd County Clinic for that county's uninsured and underemployed population.

- The Floyd Family Medicine Clinic provides a county clinic available to specific low-income and uninsured populations and We Care program participations along with a large number of Medicaid/Medicare patients.
- Mobile Mammography – The Mobile Mammography Coach travels to businesses, industries and medical practices throughout the four-county primary service area to provide onsite screening

mammography. Mammography scholarships are available to qualifying individuals through Floyd Healthcare Foundation.

- Athletic Trainers at schools – Floyd has athletic trainers in high schools and colleges in the four-county area, including the two public high schools in Polk County, providing care on the sidelines and in the schools to athletes in every competitive sport offered. In addition, the Floyd Family Medicine Residency program works with our Sports Medicine department to provide free athletic physicals for student athletes throughout the area.
- Dental Care – Floyd Medical Center provides surgery space for patients seen through the Floyd County Health Department's dental program, which is available to Floyd County residents in need of dental care and who do not have dental insurance.
- School Nurses – Floyd Corporate Health became the provider of health care to the Polk County School District's 7,000 students and 700 employees in August 2017. Floyd Corporate Health also serves the Rome and Floyd County school systems' more than 17,000 students and 1,700 employees. Nurses advise, assist, and guide school-based families in the most appropriate direction for health care while providing prompt medical care when a student is sick or injured.

#### **2019 Community Health Needs Assessment Cardiovascular Disease Management Identified Resources:**

- Corporate Health – Floyd Corporate Health works with business and industry to develop and hardwire corporate wellness programs specific to the needs of each industry. This has resulted in successful reduction of loss time and benefits cost-savings for companies in our service area.
- Education Programs – Floyd provides numerous education programs at every level, from pre-school through senior adulthood. The Speakers Bureau is available to provide experts to speak about health, safety and resources available to the community.
- Patient-Centered Medical Homes – The Floyd Primary Care network, which has physician offices in all four counties in the primary service area as well as locations in the secondary service area, follows the patient-centered medical home philosophy, providing more intensive disease management to patients.
- Partnership with local gyms – Floyd and the Rome-Floyd County YMCA partner to provide health education opportunities to YMCA members and residents of the service area who attend educational opportunities at the Y.
- Health Screenings – Floyd participates in health fairs organized by the Northwest Georgia Regional Cancer Coalition, 100 Black Men of Rome and other entities, providing diabetes, wound care, high blood pressure, cholesterol and many other screenings free of charge or at cost.
- High Blood Pressure – Floyd routinely offers blood pressure screenings at health fairs and to community groups upon request.
- Diabetes – Floyd routinely offers diabetes screenings at health fairs and to community groups upon request. In addition, Floyd offers pre-diabetes classes to help those at risk of developing the disease to adopt a healthier lifestyle with a goal of reducing the likelihood of developing Type II Diabetes.



### ***Mental Health Services Identified Resources***

- Floyd Behavioral Health provides inpatient and outpatient adult psychiatric care to patients with a range of needs from depression and substance abuse to dementia and Alzheimer's disease. Floyd Behavioral Health also hosts depression screenings, support groups and individual counseling to patients and the community.

### ***Nutrition Support Identified Resources***

- Rockmart Farmers' Market – Floyd Polk Medical Center works with the Rockmart Farmers' Market, which aims to make fresh produce available to members of the community at a central location. WIC participants can take advantage of a one-for-two credit system enabling them to further their food dollars while bringing nutritionally better options into their kitchens.
- Community Kitchen and Rome Action Ministries – Floyd supports the work of the Community Kitchen in Rome through food donations and volunteer opportunities. One of the food pantries operated by Rome Action Ministries has focused its mission on working with Cancer Navigators, an affiliate of Floyd, to make quality nutrition products available to cancer patients and their families.
- The Polk County School District offers summer nutritional support for students, whose access to food is hampered when school is not in session. Floyd supports these efforts through donations and providing health care support at special nutrition distribution events.

### ***Providing a Helping Hand: Charity Care and Community Benefits***

Perhaps most significant in meeting community health needs is the continuing commitment of Polk Medical Center to provide comprehensive health care services to all individuals regardless of ability to pay. In FY 2021, \$7,776,660 in unreimbursed care was delivered to individuals in the form of traditional charity care and through public programs and services. The value of all community benefit activities combined totaled \$1,902,794.

Indigent care is the care provided to individuals who live in a family whose combined income falls below 125 percent of the federal poverty level for a family of a specific size. Currently, a family of four with a total annual family income of less than \$33,125 is eligible for indigent care. Patients who qualify as indigent receive their hospital services at no cost to them.

Charity care is the medical care provided to low-income patients at a discounted rate. Floyd hospitals discount hospital charges on a sliding scale for patients whose combined family income falls between 125 percent and 400 percent of the federal poverty level for uninsured families of a specific size. The limit for insured families is 400 percent of the federal poverty level. For example, an individual living in a family of four with a total annual family income of \$106,800 is eligible for a discount of 70 percent.

Patients who come to Floyd Medical Center, Floyd Polk Medical Center, Floyd Cherokee Medical Center or our behavioral health facility with no health insurance coverage or a low annual income meet with a financial counselor to determine if they are eligible for government assistance or for indigent or charity care. In FY 2021, Floyd financial counselors assisted 375 low-income residents in seeking eligibility for Medicaid programs including presumptive eligibility. 19,112 individual Medicaid patients were treated at Floyd Medical Center for a total of 42,817 encounters. At Floyd Polk Medical Center, 4,917 individual Medicaid patients were treated for a total of 10,026

encounters, and at Floyd Cherokee Medical Center, 2,074 Medicaid patients we treated for a total of 3,441 encounters. Also, 221 individual Medicaid patients were treated at Floyd Behavioral Health Center for a total of 350 encounters

### *Community Service*

Individually and corporately, Polk Medical Center continues to be actively involved in the communities where we have a presence, lending leadership, time and other valuable resources to efforts to improve the quality of life for families in the area.

In FY 2021, Polk Medical Center's outreach into the community, along with the provision of trauma and neonatal intensive care services resulted in more than 13,160 encounters through community outreach. Floyd co-workers and volunteers contributed nearly 2,425 hours to community endeavors at an expense of \$146,979.

- Cardiopulmonary resuscitation, Stop the Bleed and First Aid educators provide CPR and First Aid training to Floyd employees, employees of other companies and to members of the public. In addition, Floyd's Chest Pain program provides hands-only CPR training in the community. In FY 2021, 45 individuals in Polk County received CPR and/or First Aid training from Floyd staff members at a cost to the organization of \$335.
- Floyd Emergency Medical Services, supplemented by other Floyd departments, is a fixture at community events throughout the year, providing onsite ambulance back-up, First Aid stations and medical support when it is needed. In FY 2021, 6,439 Polk County residents and visitors benefitted from medical care and support at community events at a cost of \$13,677 to the organization.
- Polk Medical Center employees made the COVID-19 vaccine available to the public through the on-site clinic. In FY21, The Polk clinic administered 2,425 vaccinations at a cost of \$131,555 to the organization.
- Floyd is heavily invested in local schools. In addition to the 8,000 students and 530 employees who are covered by the school nurses provided in Polk County schools, Floyd provides health and safety training programs and career day speakers to students throughout the area. In FY 2021, approximately 4,000 students benefitted from school-based education programs presented by Floyd departments at a cost of \$ 390. As part of those efforts, Floyd, of which Polk Medical Center is a part, supplies Certified Athletic Trainers to both high schools in Polk County. Providing Athletic trainers to schools cost the organization \$1,328,796 in the past fiscal year.
- Floyd provides maintenance prescription pharmaceuticals to low-income uninsured outpatients at no cost to the patient through its hospital pharmacy. Any qualified, low-income patient being discharged from Polk Medical Center may be eligible to receive the prescribed medications. In FY 2021, the Floyd Polk Medical Center pharmacy provided \$ 950.43 in prescription pharmaceuticals to low income, uninsured patients.
- The Floyd health system's Mobile Mammography Coach, operated by The Breast Center at Floyd, is equipped with state-of-the-art, digital mammography equipment and is used to reach out to the

mostly rural and underserved areas in and around the four-county service area. The coach provided 2,482 mammograms to women in our service area in FY 2021. Of those, 711 patients were past due for a mammogram, 146 women had never had a mammogram before, and 174 screenings revealed an abnormality that required further testing. And, 11 women were diagnosed with cancer as a result of their visit to the mobile mammography coach. The goal of this program is to reach women who have never had a mammogram, in hope of reducing the breast cancer mortality rate in our region, which is among the highest in the nation. The coach traveled 7,210 miles in FY 2021 to women in seven Georgia counties and two Alabama counties to make mammography and clinical breast exams convenient for them. This program seeks to provide services and education to these women with the goal of reducing the mortality rate and improving the lives of these women and their families.

- As a not-for-profit community hospital, Polk Medical Center is continuously looking for opportunities to reach farther into our community to meet the needs of the full spectrum of individuals who seek medical care in northwest Georgia and northeast Alabama. We currently have several outreach programs aimed at improving access to health care in our community.
- Members of the Polk and Floyd health system team are committed to the community in many ways. In FY 2021, Polk co-workers loaned their talents and leadership skills to school, civic and professional organizations. A partial list of the leadership roles Polk employees held during this time includes:
  - Member, Kiwanis Club of Polk County Board of Directors
  - Chair, Polk County Chamber of Commerce Board of Directors
  - Medical Representative, Polk County College and Career Academy
  - Member, Polk County Water Authority Board of Directors
  - Chair, Rockmart Farmers Market Board of Directors

### *Quality Leader*

Floyd is a recognized state and national leader in customer engagement, and our comprehensive health care services have earned Floyd regional, state and national accolades and certifications. Over the past fiscal year, Floyd affiliates received state, national and international recognition.

### **Accreditations and Certifications**

In 2021, Polk Medical Center held the following certifications and accreditation from The Joint Commission:

- Critical Access Hospital
- Laboratory
- Heart Failure
- Acute Stroke Ready

### **Get With The Guidelines American Heart Association/American Stroke Association**

- Polk Medical Center – Heart Failure Gold Plus Quality Achievement 2019, 2020, 2021

### **Leapfrog Group Top Rural Hospital**

Floyd Polk Medical Center was named a Top Rural Hospital by The Leapfrog Group in 2020. Polk was one of only 19 hospitals in the United States awarded this honor, which recognizes excellence in patient safety and quality care.

In 2021, Polk Medical Center also held the following quality designations from other organizations:

- American Heart Association Get with the Guidelines Gold Award for Heart Failure Care
- Level IV Trauma Center for Floyd Polk Medical Center from the Georgia Department of Public Health
- Antibiotic Stewardship Gold Honor Roll

Floyd's commitment to its role as an excellent community hospital may be best illustrated by the extraordinary acts of kindness and compassion that permeate our culture. We believe that it is important to always keep our values and our mission in front of us. On a daily basis, the employees of Floyd realize that each encounter is an opportunity to put our mission into action. Our commitment to our values and to high levels of employee and patient satisfaction enables a culture of high performance.

**Polk Medical Center Inc.**  
**Summary of Quantifiable Benefits**  
**For period from 07/01/20 through**  
**06/30/21**  
Classified as to Uninsured/Medically  
Indigent and Broader Community

<b>Category</b>	<b>Occasions of Service</b>	<b>Net Revenues</b>	<b>Total Cost</b>	<b>Offsetting Revenues</b>	<b>Net Community Benefit</b>
<b>BENEFITS FOR UNINSURED/MEDICALLY INDIGENT</b>					
<b>I. Traditional Charity Care:</b>			\$2,739,573		\$2,739,573
<b>II. Costs of Public Programs:</b>					
A. Medicaid		\$4,530,995	\$5,923,346		\$1,392,351
B. Floyd County Clinic					
<b>III. Community Services:</b>					
A. Nonbilled Services					
<b>IV. Bad Debt*:</b>			\$3,644,736		\$3,644,736
<b>BENEFITS FOR BROADER COMMUNITY</b>					
<b>I. Costs of Medicare</b>		\$16,351,792	\$10,348,947		(\$6,002,845)
<b>II. Community Services:</b>					
A. Nonbilled Services	13,164		\$146,979		\$146,979
B. Medical Education					
<b>Grand Totals:</b>					<b>\$1,920,794</b>

**NOTE: Consolidated Numbers**

## *Definitions*

**Bad Debt** – Those amounts that are patient responsibilities that have been deemed uncollectable.

**Cash/ In-kind Donations** – This category includes any cash or in-kind donations made by Floyd Medical Center and its affiliates.

**Floyd County Clinic** – The clinic provides services to approved indigent patients that are residents of Floyd County.

**Medicaid** – Medicaid is a jointly funded, Federal-State health insurance program for certain low-income and needy people. It can cover children, adults, elderly and disabled citizens.

**Medical Education** – This category includes medical education provided by Floyd Medical Center and its affiliates. The key components of this category are the Family Medicine Residency Program and Medical Clerkships to third and fourth year medical students.

**Medicare** – Medicare is health insurance for people ages 65 and over, along with those that have certain disabilities.

**Net Community Benefit** – The total net benefit provided to the community.

**Non-billed Services** – This category includes those services provided by Floyd Medical Center and its affiliates that are outside the normal patient care services. Examples include free sports physicals for youth, community health screenings and health education programs.

**Occasions of Service** – The number of patient visits or number of people served.

**Offsetting Revenues** – Cash or grants received to offset the cost of a particular program.

**Total Charges** – The total charges for patient services.

**Total Expenses/ Write-Offs** – Expenses are the total expenses for providing health care services. Write-offs are considered Bad Debts and Allowances. Bad Debts are those amounts that are patient responsibilities that have been deemed uncollectable. Allowances are those amounts that are prohibited by federal regulation to be collected from patients.

**Traditional Charity Care** – This category includes services that have been provided to patients determined to be indigent according to the federal poverty guidelines.