



Summa Health System
Community Benefit
Report 2011

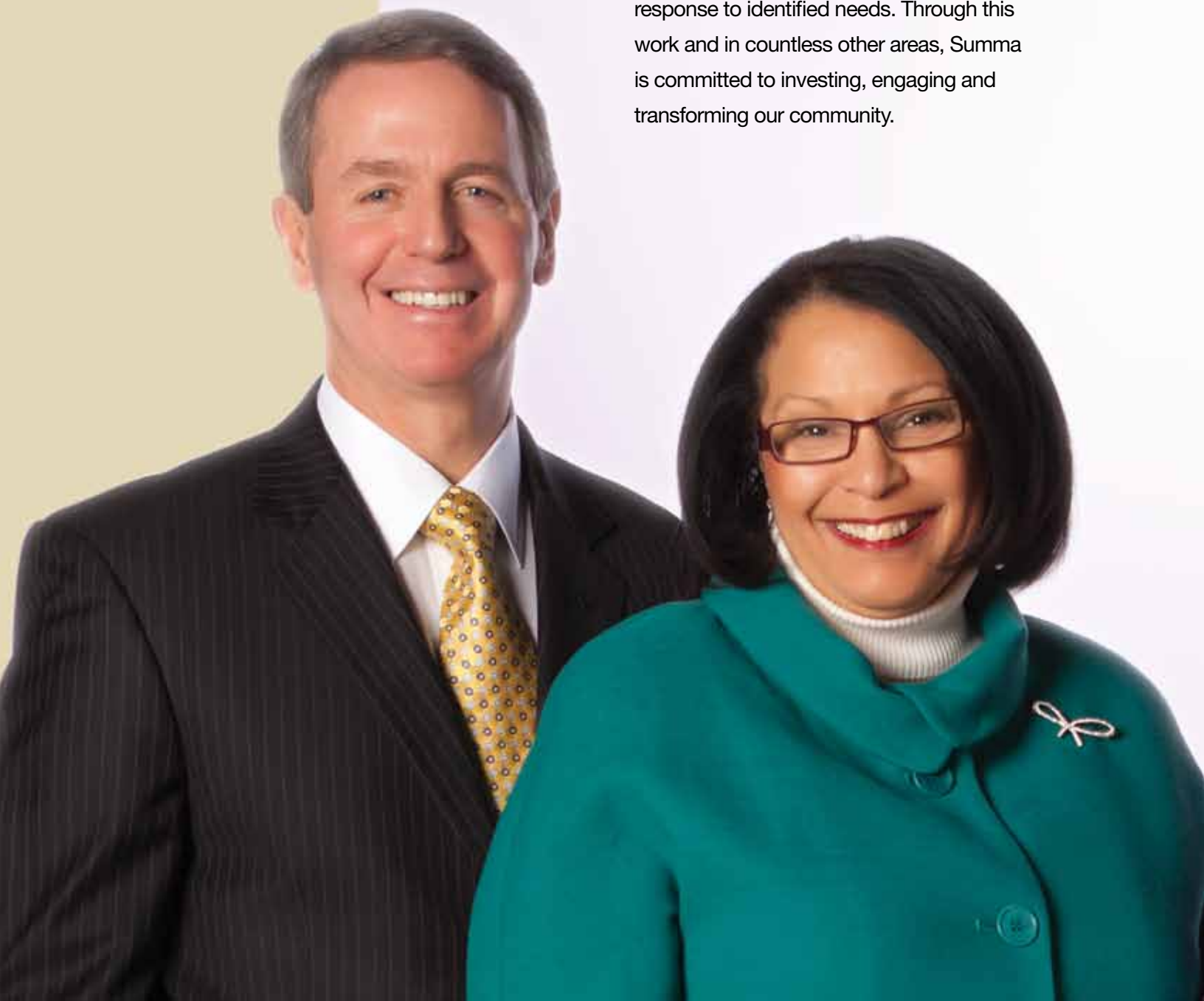
INVEST.

ENGAGE.

TRANSFORM.

**WELCOME TO
SUMMA HEALTH
SYSTEM'S 2011
COMMUNITY
BENEFIT REPORT**

Summa Health System's mission is to provide the highest quality, compassionate care to our patients and members and to contribute to a healthier community. The members of our community are at the core of our mission and drive everything we do. Our Community Benefit and Diversity department assists in fulfilling our mission by designing, implementing and evaluating numerous programs and activities which are directed toward providing treatment or promoting health and healing as a response to identified needs. Through this work and in countless other areas, Summa is committed to investing, engaging and transforming our community.



At Summa, we believe we have an obligation to hold ourselves to high standards as we engage and support our community in fulfilling our mission, yet know we cannot accomplish this task alone. In the stories in this report, we share with you the efforts we have taken to begin to eliminate health disparities in the community. We explain how our employee volunteers provide services that revitalize our surrounding area. We demonstrate the steps we have taken to begin to recognize and understand the vast diversity of cultures within our community and how this knowledge has improved the care we deliver to all of our patients. Finally, we illustrate how building collaborations between our system and our community partners advances the goals of all partners involved.

The stories in this report illustrate only a small portion of the impact we make in the greater Akron region. By providing support for health improvement activities, financial and in-kind donations and community-building activities, Summa assists our partner organizations in fulfilling their goals as well as our own. In addition, our robust research and education initiatives demonstrate our investment in finding solutions to transform the health status of the community and in training our future healthcare workforce.

In 2011, Summa contributed more than \$106.7 million in community benefit, an increase of 3.1% over our contributions in 2010. Although this report provides a specific dollar amount, the true impact of our work is immeasurable. We remain committed to investing, engaging and transforming our community now and in the future and continue to strive to be recognized as one of the finest healthcare organizations in the nation.



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Summa Health System president and
chief executive officer*

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Community Benefit Committee*



FINDING SOLUTIONS FOR HEALTH DISPARITIES

Summa Health System is committed to managing the health of the populations we serve. Unfortunately, many barriers exist for patients to achieve optimal health, including health disparities.

Health disparities are preventable differences in disease that impede optimal health and can be related to gender, race or ethnicity, income, education, generation, sexual orientation or geography. In an effort to address health disparities and ultimately transform the community, Summa has developed programming to improve access, quality and outcomes for its patients.

In 2011, construction was completed at the Village at New Seasons, an \$11.4 million complex with retail space and affordable senior housing in West Akron. Summa's Center for Health Equity is its anchor tenant, and offers a new approach to providing care by bringing it directly

Summa recognizes that health disparities affect everyone. "If one population has poor health outcomes, it affects the entire community," said E. Demond Scott, M.D., MPH, executive director for health equity for Summa Health System and whose visionary leadership has helped to create Summa's Center for Health Equity. With a vision of "healthy people living in healthy communities," the Center collaborates with patients, community residents and community-based organizations to address social and behavioral factors influencing health in order to fulfill its mission to eliminate health disparities in our community. "For example, poorly controlled chronic diseases can lead to poor outcomes, possibly even loss of life for the head of a household. This loss of life and/or income could have a negative economic, social or developmental impact on the surviving family members or lead to loss of productivity

“Studies have shown that for every one dollar spent on proven community-based prevention programs, nearly six dollars are returned.”

to the community and enabling people to take an active role in their health.

Janice Davis, MBA, is a resident of the Village at New Seasons and a life-long resident of Akron. She watched this complex develop and is excited about the access it provides the community.

“The Center for Health Equity means a great deal to the community,” she shared. “Summa is making strides in senior outreach, diabetes education, healthy eating tips and more. I think it is great mental health exams are integrated into routine medical care. When you have a healthy mind, your view of your whole life changes; this is a critical factor to successfully bridging the health gap.”

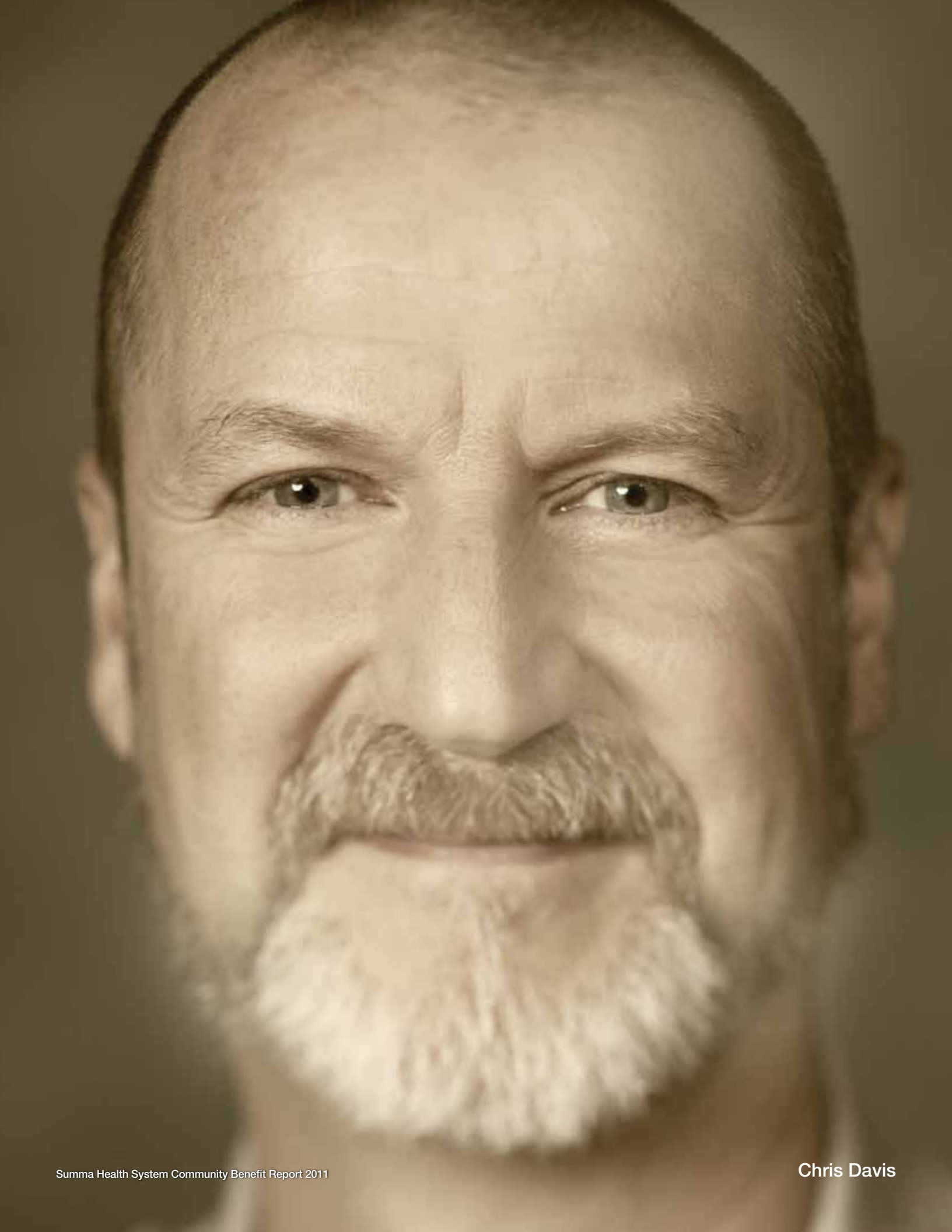
Summa developed programming to address the largest concerns in the community, which included obesity, diabetes and cardiovascular risk factors, all of which were confirmed by the community assessment conducted in 2010, as well as state and national surveys. The goal of this programming is to produce better outcomes and healthier lives.

within the community at large, potentially affecting the next generation. There's a domino effect in play,” explained Scott.

Between the years 2003-2006, 30 percent of adult medical care costs for African-American, Asian and Hispanic patients was due to excess costs related to health inequities. Eliminating differences in health status and healthcare access for minorities could result in as much as a \$230 billion savings in medical care expenditures according to one study. This staggering number has an effect on every community, including Akron.

The journey to eliminate health disparities is a long one, but Summa is committed to its path. “The transformation for Summa involves education for healthcare professionals, patients and the community at large. It's a cultural transformation that will be worthwhile in the long run,” shared Scott. “Studies have shown that for every one dollar spent on proven community-based prevention programs, nearly six dollars are returned. That's where our focus is.”





IMPROVING THE COMMUNITY THROUGH VOLUNTEERISM

One of Summa Health System's core values is community service. The Employee Volunteer Program (EVP) engages Summa employees and their families in volunteer service throughout our region. Summa offers opportunities for employees to strengthen their commitment to the communities where they live and work.

The benefits of Summa Health System's EVP are many, touching employees, the organization and ultimately, the community. This service builds teamwork and leadership skills for employees. Summa strengthens trust and loyalty among community members and engages them. Finally, volunteers provide a skilled and talented volunteer pool, offer direct cost savings for organizations, create quantifiable social impact and help bring organizations' needs into focus.

biodiversity in the Cuyahoga Valley watershed by removing trash and invasive plants such as Japanese Knotweed.

"The whole food web can be destroyed by invasive plants," explained Chris Davis, plant biologist with Cuyahoga Valley National Park. "It is impossible to combat these exotic plants with just the park staff. We count on volunteers to help us restore a healthy, functional ecosystem again. The work we have completed has allowed thousands of native plants to begin growing again."

In addition, Summa had two service projects in 2011 at the Akron Zoo: World Ocean's Day and Boo at the Zoo. World Ocean's Day is held in June of each year to celebrate a vital part of the ecosystem— the ocean.

“We count on volunteers to help us restore a healthy, functional ecosystem again.”

Through Summa's EVP, employees and their families and friends may volunteer to participate in group or department service opportunities such as volunteering as a team to serve lunch at a local homeless shelter, ship care packages to our U.S. troops overseas with the United Service Organization of Northern Ohio or volunteer for Habitat for Humanity. Employees can also participate in recurring service opportunities such as volunteering for AkronReads, a tutoring program that pairs up a Summa employee and a 3rd grade student to work on his/her reading. Summa also assists employees in finding board opportunities that are of interest to them and in filling board positions upon request from non-profit agencies.

In 2011, Cuyahoga Valley National Park (CVNP) and the Conservancy for Cuyahoga Valley National Park sought energetic volunteers to help clean up the Cuyahoga River watershed in celebration of the 21st Annual RiverDay on Saturday, May 21. Volunteers helped conserve

Boo at the Zoo in October is an important annual fundraiser. It enables zoo visitors to enjoy festive decorations and lighted displays throughout the zoo, all while trick-or-treating at 12 different themed stations. Summa volunteers dressed up as different characters and interacted with children, helping to build their imagination and sense of creativity.

Summa assumes the responsibility to be a good corporate citizen towards the community and environment and was recently recognized by two organizations. Northcoast 99 awarded Summa a special Corporate Social Responsibility Award which recognized Summa's unique and innovative approach to this work. The inaugural Pinnacle Awards of Summit County, sponsored by *Inside Business*, in partnership with the United Way of Summit County, selected Summa as a recipient based on our practice of corporate social responsibility and our continuing commitment to improve the quality of life of the local community.





ESTABLISHING A NEW LIFE IN AKRON

Contributing to the diversity you find in the Akron community is our growing refugee population. Because Akron serves as a federal refugee relocation center, Summit County has welcomed more than 1,100 refugees since 2006. According to statistics from the Ohio Department of Job and Family Services, most of these refugees are from camps outside of Bhutan and Myanmar.

Summa Health System has a true appreciation for Akron's diversity. The Family Medicine Center at Summa Akron City Hospital currently provides healthcare for 800 refugee patients. This influx of refugee patients has provided Summa the opportunity to change the model of care to meet the needs of this widely diverse population.

I have shadowed both an anesthesiologist and pathologist at Summa. These experiences have helped me decide my major in college.”

Ghimirey graduated at the top of her class with a 4.013 grade-point average and was named one of the 2012 class valedictorians at Akron's North High School; she will major in biology in the fall at Kent State University.

To help families like the Ghimireys, the Family Medicine Center has responded to the refugee population's health needs in a number of ways. Language barriers are key issues in healthcare delivery. Summa employs a multi-lingual physician, works with various language interpreting services and provides office appointments of greater length to assist refugee patients. In 2011, Summa spent more than \$300,000 on language access services.

“These experiences have helped me decide my major in college.”

One such refugee family is that of 17-year-old Nirmala Ghimirey. Ghimirey's family arrived in Akron in April 2009, after spending nearly 19 years in a refugee camp in Nepal; they are originally from Bhutan. Ghimirey's family had a whole new world to navigate, coming from a bamboo hut without electricity and running water, to a city with a different language and harsher weather. Upon arrival, the family sought medical care from Summa's Family Medicine Center.

Ghimirey was determined to succeed in her new life, and wanted to pursue her interest in science. She participated in Summa's Career Immersion collaborative program with Akron's North High School and for three years, spent time on the Summa campus learning about a variety of healthcare career options associated with biomedical sciences.

Summa has reached out to the community on two fronts: to the refugee population to educate them about common health issues and the community-at-large through the Summit County Refugee Task Force. This task force engages organizations throughout the community and builds bridges between services; it's an investment in resources, education and collaboration.

“I think we are beginning to better understand the refugee journey,” shared Sally Missimi, R.N., Ph.D., Summa's director of community benefit. “As part of our work with our refugee population, we are examining care processes for all patients and have discovered areas we can improve without regard to a person's ability to speak English; this work continues to be part of a true transformation of Summa's care delivery system,” said Missimi.

“It was a big opportunity for me to see firsthand how certain fields work.





MAKING CONNECTIONS THROUGH COMMUNITY PARTNERSHIPS

“Summa Health System stands by its mission to provide the highest quality, compassionate care to its patients and members and to contribute to a healthier community,” said Robert DeJournett, director of community relations and diversity. “We have to be an integral part of the community and serve as a good corporate citizen. Everything we do should match our mission, and the community is a huge part of that,” added DeJournett.

Community partnerships are critical to the success of Summa fulfilling its mission, and we can’t do it alone. It’s about establishing relationships and making connections.

“We can only influence part of the health continuum,” said Sally Missimi, R.N., Ph.D., Summa’s director of community benefit. “Collaboration with our community partners helps

communities, respectively, providing medical and dental services, mammograms, back to school exams and supplies and more.

Throughout 2011, work continued at The House of the Lord—Monica Gardner Legacy Diabetes Ministry program, a faith-based approach to diabetes management. Multiple sessions of the 23-week educational program were completed in 2011 and more than 30 of those participants continue to experience measurable, favorable results in their battle with diabetes. The outcomes demonstrate sustained decreases in blood pressure, waist measurements and blood sugar levels for, on average, 65% of the participants. This education and support provides a lasting impact on the health of the community.

“If you have the knowledge and education, you can take care of yourself and see the solution within yourself.”

us improve the health of the whole community. That is how you transform a community.”

Since Summa has been a part of the community for such a long time, we have the reputation as a key resource to a plethora of other community organizations. Organizations turn to Summa as one of the leaders in the community, one that is able to make the right connections to resources. Capitalizing on the partnerships it has forged, Summa can impart its wisdom, time and resources. The power we have—as a whole community—can make an enormous difference in people’s lives.

In 2011, Summa partnered with a number of organizations, through various methods, including the use of our resources, funds, sponsorships or in-kind support.

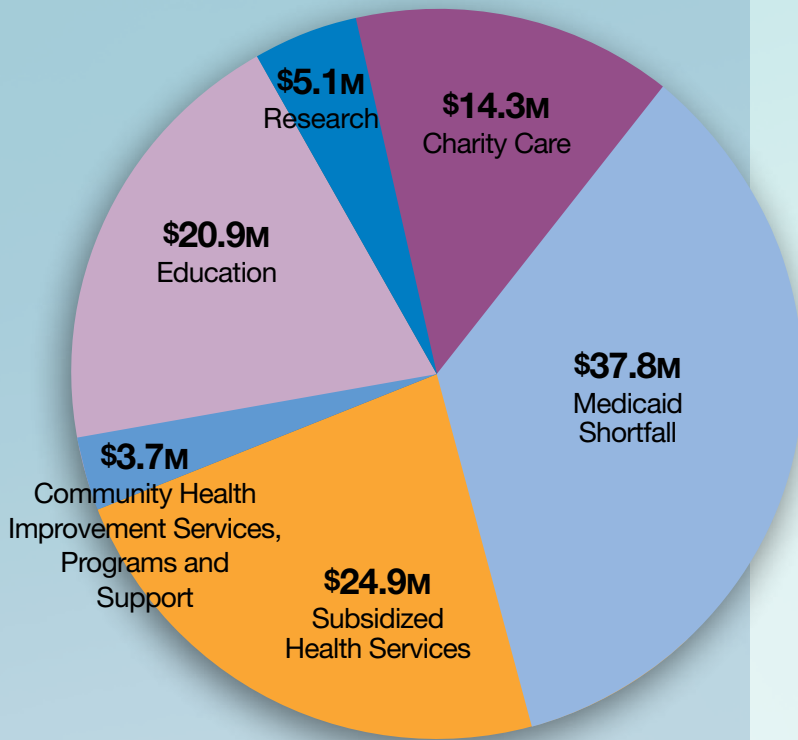
Summa supplied numerous resources at both Project Homeless Connect and Cornerstone LEAP, two community events that serve the homeless and under served

Mrs. Mamie Gardner established the program in her daughter’s name after losing her to the disease in 2009.

“I started this program to inspire people to take better care of themselves,” said Gardner. “I wanted to give people the vision of what could happen if they changed a few things in their life and to learn that diabetes can be controlled. If you have the knowledge and education, you can take care of yourself and see the solution within yourself.”

“Through collaborative efforts with stakeholders, healthcare providers and other community members, we work together to identify areas in need of improvement and the resources required to make those improvements,” said Missimi. “Summa is proud to be part of a community health improvement solution that works, now and in the future. This approach allows a community to change and thrive.”





**2011 COMMUNITY
BENEFIT COSTS AND
INVESTMENTS**
\$106.7M

This chart totals \$106.7M and is net of Hospital Care Assurance Program (HCAP) Benefit of \$18.3M

SUMMA HEALTH SYSTEM AND AFFILIATE*

- \$14.3M** Charity Care
- \$37.8M** Medicaid Shortfall
- \$24.9M** Subsidized Health Services
- \$ 3.7M** Community Health Improvement Services, Programs and Support
- \$20.9M** Education
- \$ 5.1M** Research

Charity Care (at cost)

As the area's top safety net provider, in 2011 Summa Health System provided more than \$14.3 million in charity care. This amount represents the net costs, not charges, associated with providing care and does not include bad debt.

Patients with incomes up to 200% of the federal poverty income guidelines, or who have a hospital bill that exceeds 25% of their gross annual income are eligible to apply for charity care assistance. In addition, there is a sliding scale discount program for those who have income between 200% and 400% of the federal poverty income guidelines. In 2011, the charity care program (including HCAP) benefited more than 94,000 patient encounters.

Un-reimbursed Cost of Medicaid

As one of Northeast Ohio's top providers of hospital care for Medicaid patients, in 2011, Summa Health System's unpaid costs for Medicaid totaled more than \$37.8 million. Ohio Medicaid reimbursements historically have not covered the cost of providing the care to Medicaid beneficiaries.

Community Health Improvement Services

An important part of Summa's mission is offering preventative and wellness programs to build a healthier community. Throughout 2011, Summa provided more than \$1.1 million to help fund vital health improvement activities such as free and low-cost health screenings, health education services and wellness programming.

*To measure and report community benefit, Summa Health System, which includes Summa Akron City and St. Thomas Hospitals, Summa Barberton Hospital, Summa Wadsworth-Rittman Hospital, Crystal Clinic Orthopaedic Center, Summa Western Reserve Hospital, Robinson Memorial Hospital, a Summa Health System affiliate, and Summa Physicians Inc., follows Internal Revenue Service and Catholic Health Association guidelines.

Bad Debt Expenses

An important part of Summa Health System's commitment to providing quality and accessible healthcare includes covering the expenses of payments that were expected but not received. While Summa Health System recognizes that the cost of bad debt is part of the cost of doing business, Summa agrees with the Ohio Hospital Association that it is important to report these costs to show the total picture of how much care Summa Health System provides to the community without full reimbursement. In 2011, the cost for bad debt exceeded \$28.3 million.

Subsidized Health Services

Summa Health System is committed to providing subsidized health services—clinical services that meet an identified community need and are provided despite a financial loss. Vital services such as our Center for Senior Health, Care Center for HIV/AIDS patients, DOVE program for crisis services, the Summa Center for Dental Health and our diabetes education efforts are offered even though they are not profitable. In 2011, the cost of our subsidized health services exceeded \$24.9 million dollars.

Research

Over the past decade, Summa's integrated approach to scientific inquiry and research has earned high rankings and demonstrated our dedication to the advancement of medical knowledge. Innovation is at the very core of our programs, providing the ability to redefine medical treatments and keep us on the frontier of medical discovery. In 2011, Summa contributed a net cost of \$5.1 million to the advancement of medical care and treatments through research. Our mission to continually transform and improve patient care all over the world is facilitated by the commitment of our physicians and researchers in all departments to support and expand research

initiatives. Through their efforts and commitment in 2011 we were awarded more than \$3.9 million in funding from outside sources to conduct research to improve patient care.

Financial and In-kind Donations

Every year, Summa contributes financial assistance and in-kind services to support community organizations and events that provide care and promote health and wellness. From neighborhood health facilities such as OPEN M, to Access to Care, to Akron Community Health Resources, Akron's only federally funded health center, Summa participates in numerous community programs and helps other not-for-profits fulfill their missions. Summa also provides support to the Austen BioInnovation Institute in Akron's (ABIA) Center for Clinical and Community Health Improvement to help develop care delivery models. In total, Summa contributed more than \$1.7 million to community organizations in 2011.

Community Building Activities

Throughout 2011, Summa Health System provided strong leadership and support in various regional alliances and initiatives designed to revitalize our community. As a founding member of the Austen BioInnovation Institute in Akron (ABIA), Summa collaborates with other area institutions to pioneer the next generation of life-enhancing and life-saving innovation that will transform Akron and the surrounding region into a model for biomedical discovery and enterprise. As a member of Northeast Ohio Health Science and Innovation Coalition (NOHSIC), Summa is working to address workforce shortages through numerous partnerships. Summa also has a strong alliance with Akron Public Schools to help students explore healthcare careers. Summa's financial contributions to community building activities in 2011 totaled nearly \$259,000.



Health Professions Education

As a national leader in medical education, Summa Health System fosters a sought-after learning environment for the next generation of caregivers. At three of Summa's hospitals, more than 246 graduates from U.S. and international medical schools train in 17 accredited residency and fellowship programs and 40 percent of residents remain in the community to practice at Summa hospitals. Summa has also invested more than \$20.9 million of its resources to provide clinical learning experiences in medicine, nursing and allied health.

Listed below are some of the organizations Summa Health System supported (either financially or in kind) in 2011 through which lives have been improved:

Akron Canton Regional Food Bank
AkronReads
Akron Urban League
Alzheimer's Association
American Diabetes Association
American Heart Association
American Red Cross
Austen Biolnnovation Institute in Akron
Battered Women's Shelter
Cornerstone LEAP
Diversity Center of Northeast Ohio
East Akron Community House
Elves and More
Girl Scouts of Northeast Ohio
Habitat for Humanity
Hattie Larlham
Leukemia and Lymphoma Society
Love Akron
Medina Health Ministry
Minority Health Roundtable
National Association for the Advancement of Colored People
National Multiple Sclerosis Society
Northeast Ohio Medical University (NEOMED)
Oak Clinic
OPEN M
Project GRAD
Project Homeless Connect
Project Learn of Summit County
Shaw Jewish Community Center
Tuesday Musical Association
University Park Alliance
Victim Assistance

AKRONREADS

Summa Health System employees volunteered more than 180 hours to read and tutor Akron Public School students in 2011 improving test scores.

CORNERSTONE LEAP

Summa provided educational supplies and back to school physicals for more than 200 clients.

PROJECT HOMELESS CONNECT

Summa provided medical and dental services for more than 500 clients.

