

Fostering the Health of Our Community



FY2018 Community Benefit Report

CHI Memorial FY2018 Board of Directors

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Jill Aplin, retired, Catholic Health Initiatives, vice chair and quality and value committee chair

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Sister Elizabeth Blanford, Sisters of Charity of Nazareth

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Mary Tanner, PhD, retired, UTC interim provost

William Warren, MD, cardiologist, The Chattanooga Heart Institute

Jeffery Wilson, DMin, pastor of New United Missionary Baptist Church

On the cover: CHI Memorial supports the mission of Ivy Academy - to provide a quality educational program with an emphasis on scholarship, environmental stewardship and volunteerism for all students, designed to prepare them to positively influence society and nature. Here students are on a nature walk to learn more about butterflies.

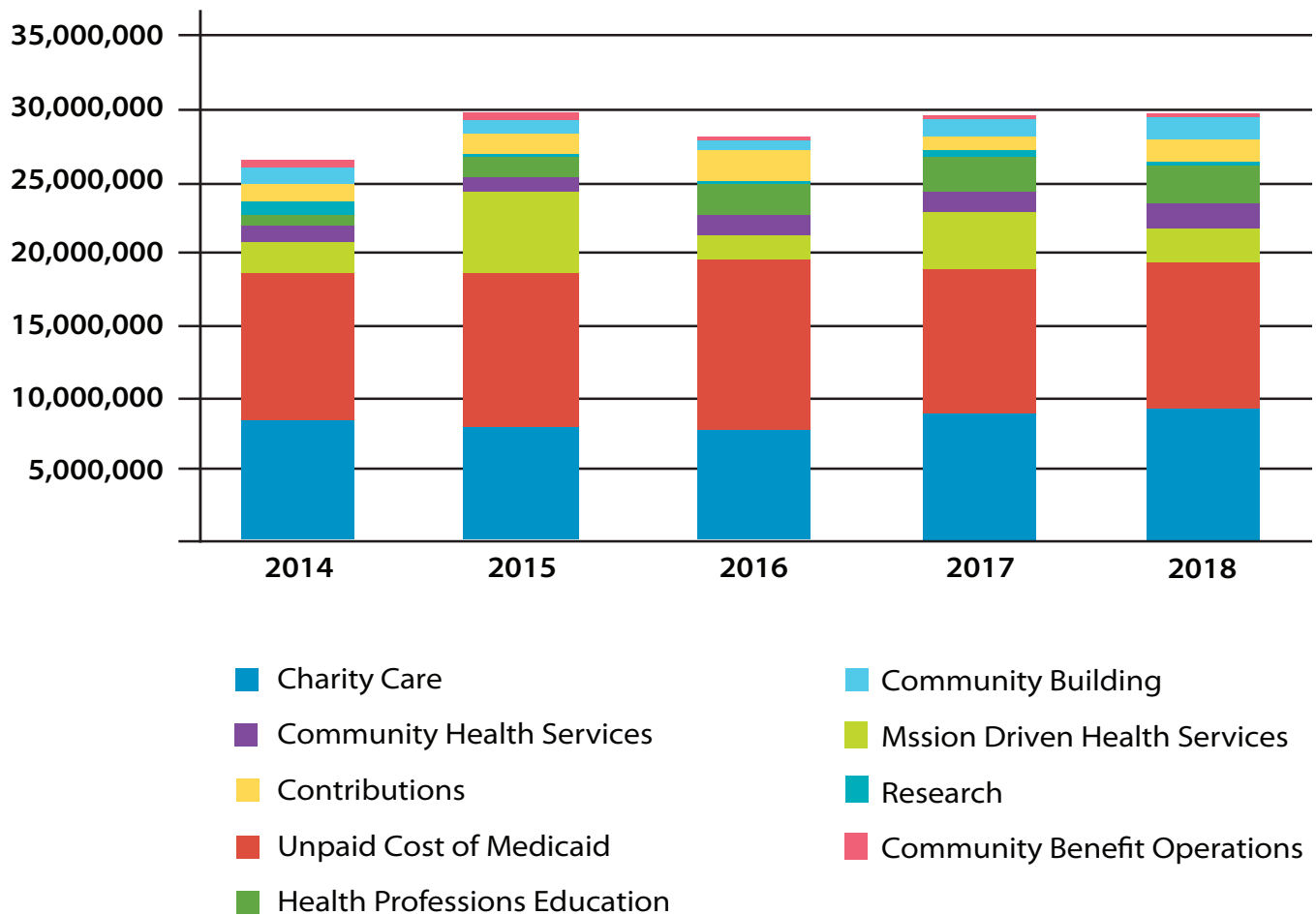
Our Mission:

The mission of CHI Memorial and Catholic Health Initiatives is to nurture the healing ministry of the Church, supported by education and research. Fidelity to the Gospel urges us to emphasize human dignity and social justice as we create healthier communities.



A Rich Heritage of Giving

In the past five fiscal years, CHI Memorial has provided more than **\$144 million** in community benefit including approximately **\$44 million** in financial assistance.



Summary of Fiscal Year 2018

Quantifiable Community Benefits

In FY2018, CHI Memorial provided more than **\$29.8 million** in community benefit including more than **\$9.9 million** in financial assistance.

	Encounters	Total Cost	Offsetting Revenue/ Grants	Net Community Benefit
Charity Care <i>Providing services free of charge or at reduced charges to individuals who meet certain financial criteria and are unable to pay</i>	20,706	9,994,244	121,773	9,872,471
Unpaid Costs of Medicaid/TNCare <i>The amount of costs for Medicaid and TNCare patients that are not reimbursed.</i>	43,521	28,163,504	16,351,489	11,812,015
Community Health Services <i>Community health education, community based health services for underinsured or uninsured persons, support groups and self help programs, and community health initiatives addressing specific health targets and goals</i>	1,769	1,874,204	171,186	1,703,018
Subsidized Health Services <i>Clinical programs that meet an identified community need that incur a financial loss</i>	7,712	1,356,238	387,991	968,247
Health Professions Education <i>Education and training for health care workers</i>	605	2,832,712	–	2,832,712
Research <i>Direct and indirect costs associated with clinical trials and studies on health care delivery</i>	–	17,661	–	17,661
Financial Contributions, Community Building and Community Benefit Operations <i>Financial support to community organizations and individuals, administrative costs for community benefit operations, and initiatives to support community based programs</i>	3,238	2,569,017	–	2,569,017
	77,551	\$46,807,580	\$17,032,439	\$29,775,141

Organizations Receiving Community Benefit in FY2018

American Heart Association	Community Foundation of Greater Chattanooga	Olivet Baptist Church
A Night to Remember	East Chattanooga Improvement	One Love Learning Center
American Cancer Society	Epilepsy Foundation of SE TN	Orange Grove
American Red Cross	Family Crisis Center of Walker County	Our Lady of Perpetual Help
American Homepatient	First Baptist Church	Partnership for Families
American Sentinel University	Fitness and Exercise Solutions	Public Education Foundation
Bethel Bible Village	Friends of Hixson	Remote Area Medical
Bethlehem Center United Methodist	Generosity Trust	Richmont Community Counseling Center
Brainerd Baptist Church	Girls Inc of Chattanooga	Salvation Army
Catholic Charities-East Tennessee	Glenwood Neighborhood Association	Scenic City Multisport
Catoosa County Chamber of Commerce	Greater Collegedale School System	Scenic City Women's Network
CFC Academy	Habitat for Humanity	Sculpture Fields Montague Park
Chamberlain College of Nursing	Hamilton County Dept of Education	Southeast Tennessee Health
Chambliss Center for Children	Hosanna Community	Siskin Hospital for Physical Rehab
Channels of Love Ministries	Hospice of Chattanooga	Soddy Daisy Food Bank
Chattanooga Area Chamber of Commerce	House of Refuge	Soddy Daisy Healthcare Center
Chattanooga Hamilton County Government	Hunter Museum of American Art	South Bay Seventh Day Adventist
Chattanooga Women's Leadership Institute	Ivy Academy	Southern Adventist
Chattanooga Area Brain Injury	Jacksonville University	Southern Lit Alliance
Chattanooga Cares	Junior Achievement of Chattanooga	St. Jude's School
Chattanooga Community Kitchen	Junior League of Chattanooga	St. Luke's Foundation
Chattanooga Football Club	La Paz de Dios	Stuffing Strut
Chattanooga Goodwill Industries	Lee University	Susan G Komen Race for the Cure
Chattanooga Lookouts	Life Care Associates	Tennessee Aquarium
Chattanooga Neighborhood Enterprise	Life Care Centers of Red Bank	Tennessee Tech University
Chattanooga Room in the Inn	Life Care Centers of Athens	Top of Georgia Economic Development
Chattanooga State Tech College	MCR Foundation	United Way Chattanooga
Chattanooga Symphony and Orchestra	Medical Foundation of Chattanooga	Unity Group
Chattanooga Kids on the Block	Miracle League of Chattanooga	University of Tennessee/WUTC/Chatt
Cherokee Area Council Boy Scouts	National Coalition of 100 Black Men	Urban League of Greater Chattanooga
Choices Pregnancy Resource Center	North River YMCA	Welcome to Chattanooga
Cleveland State Community College	Northside Neighborhood House	Western Governor University
	Notre Dame High School	Women's Fund of Greater Chattanooga



Education is a key component of La Paz's work in the community. Shown here, La Paz employees and other Hispanic business owners hold a panel at McCallie School for Hispanic Heritage Month.

Guide, Connect & Strengthen

As the second largest racial or ethnic group in the United States, the Hispanic/Latino population has played a significant role in the country's population growth – reaching a record 58.6 million in 2017. Chattanooga has also experienced this population explosion; and with this growth comes the need for culturally and linguistically appropriate guidance and support this community needs to thrive.

“La Paz Chattanooga is the only local organization whose purpose is dedicated to the integration of Latino people across the region. We’re filling a key need in southeast Tennessee by guiding individuals and families to resources, meeting specific needs of Latino families and developing business opportunities and professional skills,” says Stacy Johnson, CEO/executive director of La Paz. “Every La Paz program and service is planned and implemented as a reflection of our mission and is specifically tailored to the languages, cultures, and backgrounds of the Hispanic and Latino community.”

La Paz Chattanooga works to empower and engage the Latino community and offers services through the key lenses of social impact, business development and community engagement. CHI Memorial has played a role in supporting their social impact focus by sponsoring the Promotores de Salud (Community Health and Wellness) program which focuses on health education and community wellness activities.

“Promotores de Salud, evidence-based model uses community health workers who are natural

leaders in the community to serve as “bridges” between service providers and Latinos who lack adequate access. We have used this model since 2007 as a way to recruit, train and build leaders. We currently have four women who have earned their Promotores de Salud certificates and are now empowered to take the information they learn into the community. They are leading wellness activities, such as Zumba and walking clubs in their neighborhoods, as well as assisting the Health and Wellness Director with health education workshops,” says Johnson. “These individuals are our ears within the community, interacting with and hearing directly from a wider number of people. The Promotores inform us of community needs and requested services to help them grow stronger, healthier and more successful.”

Since opening in 2004, La Paz has worked to create a diverse and tolerant environment in Chattanooga where Latinos can thrive. In that time, more than 37,000 people have been reached through direct services, in depth case management, education and referral and outreach programming.

“We have a growing Latino market that is expanding beyond belief, and I believe La Paz Chattanooga is essential to support that growth and to support the wellbeing of our Latino community members,” says Johnson. “When we support families and businesses and encourage acceptance, we believe we are bettering our city as a whole.”



Homelessness impacts children, too. Executive Director Mary Ellen Galloway displays artwork created by one of the children at Family Promise, showing what it's like to live under a bridge.

Hope and Help for Families in Crisis

For the last 20 years, Family Promise of Greater Chattanooga has worked tirelessly to prevent, reduce and end homelessness by offering help while not subscribing to institutionalized shelters as a solution. By striving to keep families together, offering support services and connecting people with local resources, Family Promise is helping families become stable, employed, and self-sufficient.

"We are seeing more first-generation homeless families than ever before, due in part to the continued instability in the job market," says Cary Bayless, development director, Family Promise of Greater Chattanooga. "Many homeless families are working, but they don't have a set schedule or make a livable wage. With no safety net, a job layoff or a medical emergency can leave people without a safe place to live."

Family Promise provides several programs to address a wide range of needs including the IHN Overnight Shelter Program, a faith-based program that works with churches and synagogues to offer shelter, food and hospitality. A centralized intake center quickly connects people with available resources, and their day center program provides food, a safe place for people to shower and do laundry, play areas for children, and Internet access to aid in job searches.

"Since 2016, Family Promise has partnered with the city of Chattanooga, working hand in hand to help any homeless or at-risk veteran in our community," says Bayless. "Through partnerships with local hotels and other organizations, we

use funding provided by the city to get veterans rapidly rehoused within 48 hours and connected with services they need."

Even though Family Promise has a fast turnaround time for many families, securing safe and affordable housing remains a challenge. Beginning in January 2019, Family Promise is assembling a committee with a board of trustees to help them determine where they could build, buy or partner with local landlords or property owners to create transitional houses for families as they get back on their feet.

"We are a small staff, but because we are small we can be very flexible to make quick decisions and to help people in crisis," says Bayless. "Homelessness is still on the rise and homeless families are one of the fastest growing segments of the population. And until this crisis is over, we will be here."

20 Years of Laundry

Since 1998, CHI Memorial has played a role in caring for homeless families in Chattanooga by providing clean linens – including all bedding, towels, and washcloths – every week to Family Promise! Volunteers bring dirty linens to the hospital that are swapped for fresh, helping Family Promise provide a clean environment for the people they serve.



Empowering and Educating Minorities to Close the Health Gap.

CHI Memorial sponsored the 16th Annual Hamilton County Minority Health Fair, hosted by the Southeast Tennessee Health Consortium. This free event is designed to help individuals and families take steps to improve their health and the health of their loved ones. It included more than 125 free health screenings and educational opportunities that allowed participants earlier entry into Hamilton County's health care system, helping to reduce major health care disparities.

Our Values

We are guided by our Mission and Core Values of Reverence, Integrity, Compassion and Excellence.

Reverence

A profound spirit of awe and respect for all of creation, shaping our relationship to self, one another and to God, and acknowledging that we hold in trust all that has been given to us.

Integrity

Moral wholeness, soundness, uprightness, honesty and sincerity as the basis of trustworthiness.

Compassion

Feeling with others, being one with others in their sorrows and joy, rooted in the sense of solidarity as members of the human community. It is the heartfelt concern for the needs of others that compels us to respond. Compassion makes a difference you can feel.

Excellence

Outstanding achievement, merit and virtue, continually surpassing standards to achieve and maintain quality.

