

Many hands, one Mission

Our 2009 Community Benefit Report



A message from our Chief Executive



We live our Mission everyday here in Western Montana through our providers, employees and volunteers. The Sisters of

Providence have been visionaries in providing compassionate, quality healthcare to patients and their families, especially the poor and vulnerable, for more than 135 years.

As part of our heritage, we have been building communities through the services we provide. We are a system of health services made up of people, hospitals, physician services, research institutes and our Foundation. Through the work of these remarkable individuals and institutions, we provide free care, subsidized care, community programs and a variety of services to areas such as Missoula, Polson, Lolo, Anaconda, Seeley Lake and many more communities we call home.

Reflecting on 2009, I am proud to acknowledge our ability to meet growing healthcare needs through community benefit contributions. In addition, it has been a year of tremendous change as we brought on new physician practices and robotic surgery, remodeled and expanded our Emergency Department, and provided an important voice in the healthcare reform debate, to name a few highlights.

As I look to the future, I see us furthering our legacy of care through unifying communities and healthcare around the needs of the patients we strive to serve.

Jeff D. Fee, Chief Executive
Providence Health & Services
Western Montana Service Area

Highlights

- The new Emergency Department expanded to 21 rooms, with improved communication and safety features. In addition, a new software system used by the Missoula ambulance company allows them to send diagnostic-quality EKGs directly to the ED so a physician can evaluate them and activate the cardiac response team.
- For its method to reduce treatment time during the early stages of a heart attack, St. Patrick Hospital received *Chest Pain Center Full Cycle II Accreditation with Percutaneous Coronary Intervention*.
- St. Pat's also received an *Elite Gold Award from the American Heart Association* and *American Stroke Association* for sustained quality in stroke care to save patient brain tissue and reduce complications.
- St. Patrick Hospital Chronic Disease Prevention and Management Program – Cardiometabolic Risk Reduction Pilot was selected as *Providence Health & Services' 2009 President's Award for Excellence*.
- Premier gave St. Pat's five Hospital Quality Incentive Demonstration (HQID) pay-for-performance awards in the Centers for Medicare & Medicaid Services (CMS), project.
 - Top Performer in each clinical area for AMI, CABG
 - Attainment Performance for AMI, CABG, PN
- Western Montana Service Area Physician Services recruited high quality physicians and other healthcare providers – both primary care and specialists – to stabilize medical care in our region. To date, St. Patrick Hospital employs over 70 physicians.

Green for Good Awards

Sustainable Business Council Nonprofit of the Year – 2009: The Sustainable Business Council supports businesses that pursue more environmentally and socially sustainable practices, while maintaining their economic viability.

Better Bricks Award: The BetterBricks Award salutes facilities in the Northwest leading the way for high performance commercial buildings with an emphasis on energy efficiency.

Partner for Change Award: The Partner for Change award, from Practice Greenhealth, recognizes healthcare facilities that improve upon their mercury elimination, waste reduction and pollution prevention programs.

Making Medicine Mercury Free Award: Making Medicine Mercury-Free Award, also from Practice Greenhealth, recognizes facilities that have virtually eliminated mercury from their facilities.

Financial Overview

	1 Free & Discounted Care for Those in Need	2 Subsidized Services Provided in Our Ministries	3 Unfunded Portion of Government- Sponsored Medical Care	4 Medical Education & Research	5 Community Programs & Services	Total Cost of Care & Services Donated in 2009
Total*	\$7,768,725	\$3,250,659	\$4,436,603	\$275,701	\$1,047,538	\$16,779,226

FTEs†: 1,384 Persons Served: 56,220

* Numbers are unaudited at time of publication

† FTE is "full-time equivalent," which is calculated by dividing total hours worked per year by 2080. This number does not represent total number of employees.

1 Financial assistance for the uninsured and others who cannot pay for their care

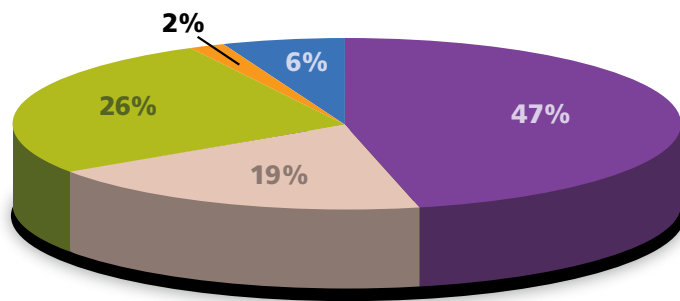
2 Clinical services provided despite a financial loss to meet a community need

3 The difference between cost of care and what is paid for by state and federal government – does not include Medicare

4 Subsidies for medical residency programs, nursing and other education and medical research

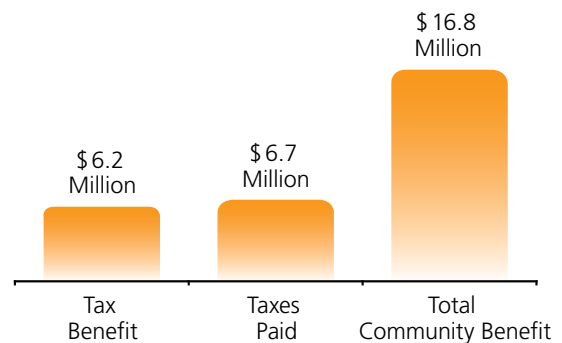
5 Cash gifts and in-kind donations, and free community services, such as patient education, health screenings, immunizations and support groups

2009 Community Benefit (by percentage)



- Free & Discounted Care
- Subsidized Services
- Unfunded Portion of Government-Sponsored Medical Care
- Medical Education & Research
- Community Programs & Services

Tax Status Benefit



As a not-for-profit service organization, St. Patrick Hospital and Health Sciences Center received an estimated \$6.2 million in federal, state and local tax exemptions in 2009. In comparison, we gave back nearly \$16.8 million to the communities we serve or nearly \$10.6 million in excess of our exemptions. In addition, there are taxes that we are not exempt from and we must pay as part of our normal course of operations, just like any other organization. These taxes totaled more than \$6.7 million in 2009 and include business and occupation taxes; taxes on non-exempt properties; and payroll and state taxes.

To see a story that reflects how St. Patrick Hospital and Health Sciences Center is helping patients and the community in Montana, visit

<http://www.blog-providence.org/montana/saintpatrick-2009-report>

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