

As a means to reduce costs, it is common for healthcare companies, including HCA, to utilize the services of a central oversight company, also referred to as a management company. Instead of having to employ several different individuals for each function (at each hospital), an affiliate contracts with one management company to provide the facility its essential services at a cost-effective rate. Using a management company's services streamlines an entity's operations and creates efficiencies that, without the management company, perhaps would not be achieved. In return for providing these integral services to the hospitals, corporate office receives an arms-length fee, charged monthly. The fee is calculated as a percentage of net revenues which is similar to other management companies in the healthcare industry. The fee charged to HCA's wholly owned hospitals is calculated at 6.5% of net revenues.

Services provided under this management agreement include: consulting services in areas such as long-range planning, budget control systems, financial reporting systems and practices, contractual agreements, accounts receivable management, government reimbursement (including cost report preparation and filing), capital planning, internal audit, managed care contracting, legal services, and human resources services (including employee benefit design and management). Corporate office prepares and files federal, state and local tax returns and reports as well as tax audit and appeals management. HCA performs advisory services relating to design, construction and inspection of new physical facilities, and renovations, repairs and maintenance of existing physical facilities. Corporate office will provide direction in areas such as health services marketing, community and public relations, government affairs, quality assurance, patient safety initiatives and market research. HCA has placed a particular emphasis on patient safety and quality and has made a significant investment in these initiatives which provides no additional reimbursement, but provides a safer environment for the patient. The preceding is certainly not a comprehensive list of all services but rather a quick snapshot of the extent and wide range of corporate office's business.

Community Benefits Structure

Hospital Mission Statement	<p>Our staff is committed to the care and improvement of human life. In recognition of this commitment, we will strive to deliver high-quality & cost-effective healthcare in the community we serve. In pursuit of our mission, we believe the following statements are essential and timeless:</p> <ul style="list-style-type: none"> - We recognize and affirm the unique and intrinsic worth of each individual, - We treat all those we serve with compassion and kindness, - We act with absolute honesty, integrity, and fairness in the way we conduct our business and the way we live our lives, <p>We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect, and integrity</p>
Hospital Vision	Same as mission statement
Hospital Values	Same as mission statement
Hospital Community Benefit Plan (groups to target, decision makers, goals)	Yes

Mission Mapping (these are not required fields)

	Yes	No
Does your mission map to your strategic planning process?	X	
Do you have a dedicated community benefits coordinator?		X
Do you have a charitable foundation?		X
Do you conduct teaching and research?	X (Nursing ancillary students)	
Do you operate a Level I or Level II trauma center?		X
Are you the sole provider in your geographic area of any specific clinical services? (If Yes, list services.)		X

Community Health Improvements Services

	Benefit \$189,069
Community Health Education	\$ 5,318
Community-Based Clinical Services	\$ 3,680
Health Care Support Services	\$ 180,071

Health Professions Education

	Benefit \$ 211,239
Physicians/Medical Students (net of Direct GME payments)	\$
Nurses/Nursing Students	\$ 211,239
Other Health Professional Education	\$
Scholarships/Funding for Professional Education	\$

Subsidized Health Services

	Benefit \$28,367,312
Total Uncompensated Cost from Uncompensated Cost Report filed with DHCFP	\$13,424,458
Less: Medicaid Disproportionate Share Payments received for the Period	
Less: Other Payments Received for these Accounts (County Supplemental Funds, etc.)	\$34,602
Net Uncompensated Care	\$13,389,856
Uncompensated SCHIP (Nevada Checkup) Cost	
Uncompensated Medicare Cost (see instructions)	\$15,157,526
Uncompensated Clinic or Other Cost	
Other Subsidized Health Services	
Less: Cost Reported in Another Category	\$(180,070)
Total Subsidized Health Services	\$28,367,312

Research

	Benefit \$ 0
Clinical Research	\$
Community Health Research	\$
Other	\$

Financial Contributions

	Benefit \$ 19,999
Cash Donations	\$ 19,999
Grants	\$
In-Kind Donations	\$
Cost of Fund Raising for Community Programs	\$

Community Building Activities

	Benefit \$ 71,088
Physical Improvements and Housing	\$
Economic Development	\$ 8,390
Community Support	\$
Environmental Improvements	\$ 62,698
Leadership Development and Leadership	\$

Training for Community Members	
Coalition Building	\$
Community Health Improvement Advocacy	\$
Workforce Development	\$

Community Benefit Operations

	Benefit \$ 8,649
Dedicated Staff	\$ 8,649
Community Health Needs/Health Assets Assessment	\$
Other Resources	\$

Other Community Benefits

(Briefly explain other community Benefits provided but not captured in sections above)	Benefit \$ 0
	\$
	\$
Other Community Benefits Subtotal	\$

Total Community Benefit

	Benefit \$
TOTAL	28,867,356

Other Community Support

	Benefit \$1,545,179
Property Tax	\$ 1,132,090
Sales and Use Tax	\$ 118,415
Modified Business Tax	\$ 294,674
Other Tax (describe)	\$
Assessment for not meeting minimum care obligation of NRS 439B.340	\$
Total Other Community Support	\$1,545,179

Total Community Benefits & Other Community Support

	\$30,412,535

List and briefly explain educational classes offered
--

Southern Hills Hospital & Medical Center offers a number of educational opportunities for the community. Those classes include the following:

- **Lunch and Learn Series**
Southern Hills Hospital offers free Semi-monthly Health Education Classes for the community. Monthly topics cover most health concerns including: Heart Disease, Hospice Care, Living Wills, Cancer, Diabetes, etc. Local physicians are available for Q&A after the seminars.
- **Senior Health Fair**
Southern Hills Hospital offers educational opportunities for the senior population, focusing on health and wellness.
- **AARP Safe Driving Classes**
Southern Hills Hospital provides meeting space for safe driving classes.
- **Support Groups**
Southern Hills Hospital provides monthly meeting space for the 12-step alcoholic program at no cost to the group.

To compliment these educational opportunities, Southern Hills Hospital & Medical Center offers a number of health screening annually, such as:

- **Community Screenings**
Because many of the leading causes of death and disability in the United States are preventable through early detection, intervention, and changes in behavior, Southern Hills Hospital provides free health screenings to the community.
- **Flu Shot Clinic**
Southern Hills Hospital understands the importance of flu prevention and provided free flu shots to the community.

Southern Hills Hospital is committed to developing the next generation of highly qualified clinical expertise through the following mechanisms:

- **Clinical Setting for Undergraduate/Vocational Training**
Southern Hills Hospital provides an acute care setting for nursing students to apply their learned theories, techniques, and the application of the nursing process. Through the clinical rotation, nursing students are assigned an experienced clinical preceptor to serve as a clinical role model and resource person.
- **Nurse Education Room**
Besides the “hands on” education as outlined above, Southern Hills Hospital provides a dedicated education room for nursing students to further enhance their education opportunities.

In addition to those items listed above, Southern Hills Hospital & Medical Center provides space for local home owner associations and local community groups at no charge for the facilities.

List and briefly describe other community benefits provided to the community for which the costs cannot be captured

Southern Hills Hospital & Medical Center provides a number of services where costs cannot be captured completely. These services include:

- Social Service Support for the homeless population served,
- Purchased medications for those patients with the inability to purchase those needed medications,
- Community Resource Definition
- Educational Pamphlets & Materials

Community Assistance Support to assist in gaining approval for government support of medical bills for those services needed outside the acute care setting, such as home health, IV infusion therapy, dialysis, SNF, Rehab etc.

Discounted Services & Reduced Charges Policy & Procedures

Charity Care Policy: (attach copies of actual policies if first filing or policy changed)		Policy Effective Date:
Does the hospital have a policy? (Yes or No)		Yes
Policy covers up to what % of Federal Poverty Level?		200%
Discounts given up to what %?		100%
Amount of time to make arrangements (in days or months)		Limits based on account balance
Other comments		
Prompt Pay or Other Discounts: (attach copies of actual policies if first filing or policy changed)		Policy Effective Date:
Does the hospital have a policy? (Yes or No)		Yes
Discounts given up to what %?		Inpatients: 83% OP Surgery: 83% OP: 77% ED: 77%
Amount of time to make arrangements? (in days or months)		Southern Hills Hospital & Medical Center makes every effort to qualify its uninsured population for Medicaid, Clark or Nye County Indigent program, or its charity program. If a patient does not qualify for these resources, a 30-day period is available for the patient to make reasonable payment arrangements with the hospital.
Other comments		Southern Hills Hospital provides the resources needed to assist the patients in gaining approval for the available indigent programs, Medicaid or County programs. If the patient does not qualify for these government programs, each uninsured patient is screened against the hospital's charity program for possible acceptance. Should the patient not qualify for the hospital's charity criteria, each patient is offered a standard uninsured discount.

Collection of Accounts Receivable Policies & Procedures

Effective Date of Policy		
Does hospital have established policy?		Yes
Does hospital make every reasonable effort to help patient to obtain coverage? (Yes or No)		Yes
Number of patient contacts before referral to collection agency		Private pay > \$5,000 4 letters, 5 telephone contact attempts. Private Pay < \$5,000 3 letters, 2 telephone contact attempts. Patient liability after insurance < \$3,000 4 letters, 3 telephone contact attempts. Patient liability after insurance >

	\$3,000 3 letters, 5 telephone contact attempts
Is collection policy consistent with the Fair Debt Collection Practices Act? (Yes or No)	Yes
Methods of communication with patient (e.g. phone, letter, etc.)	Phone and Letters
Number of days prior to referral to collection agency	Average: 71 Days w Max of 140 Days
Is the patient notified in writing of referral to collection agency?	Yes
Is the patient notified in writing prior to a lawsuit being begun?	Yes
Other comments	

Chargemaster

Is hospital chargemaster available in accordance with NRS 449.490 (4) requirements? (Yes or No)	Yes
Is the chargemaster updated at least monthly? (Yes or No)	Yes
How is the chargemaster made available? (E.g. format, location, etc.)	The chargemaster is available during normal business hours in the hospital administrative offices. The hard copy document is sorted numerically by hospital billing number.