

# 2005 Community Benefit Report

From within our state-of-the-art medical facilities to well beyond our doors, *Carroll Hospital Center touches the lives of thousands* of community members each year. Now 44 years strong, we reach out to our *neighbors* with one purpose in mind: to enhance their health and quality of *life*.

Last year alone, *our community* programs served 44,244 people with a variety of offerings that met the growing needs of community members young and old—from *educational* classes and support groups to financial assistance programs and complementary health services. This *outreach* would not be possible without our dedicated associates who make it their personal mission to forward *our vision*. In this year's *Community Benefit Report*, we spotlight some of their important efforts to connect with the community and have a positive impact on those we serve.



<i>Community Health Services</i> .....	\$863,195
Education, Screenings, Support Groups .....	\$168,005
The Women's Place .....	\$239,678
Health Access Call Center .....	\$98,814
SAFE Program .....	\$119,288
Financial Counseling & Interpreter Services .....	\$237,410

<i>Financial Assistance/ Uncompensated Care</i> .....	\$353,627
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<i>Partnership for a Healthier Carroll County, Inc.</i> .....	\$335,107
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<i>Access Carroll Medical Clinic</i> .....	\$212,966
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<i>Carroll Hospice</i> .....	\$264,432
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<i>Community Donations</i> .....	\$203,039
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<i>Education: Health Professionals &amp; Scholarships—Nurses, Physicians and Other Health Professionals</i> .....	\$217,202
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<i>Total Community Benefit</i> .....	\$2,449,568
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*Mary Peloquin* believes in giving people power over their personal health. The best way to gain that power, she says, is through education.

For the past 24 years, Peloquin has reaped personal and professional rewards from her work in nursing. But it wasn't until after 13 years at the bedside that she discovered what she loved most about this helping profession. While taking a few years off to care for her young children, Peloquin took a part-time assignment as a community educator at Carroll Hospital Center—a role in which she flourished. She was the perfect fit.

In her position, Peloquin coordinates and teaches programs through The Learning Center, which last year alone served nearly 6,000 people. "Education and access to information helps people make informed choices about their health and care," she says. "This can help them maintain their well-being or improve the course of a disease."

With a focus on prevention and wellness, The Learning Center sponsors support groups, including a new group for Parkinson's disease patients, and hosts regular screenings for blood pressure, prostate cancer and skin cancer. The staff also offers a variety of educational programs at Carroll Hospital Center and in the community that cover issues from first aid and tobacco cessation to cancer and heart health—to name a few. This past summer, The Learning Center introduced Camp SHAKE (Safety and Health Care Awareness for Kids Every Day), a weeklong day camp that offered 24 enthusiastic middle schoolers important health information and introduced them to careers in the health care field.

"Loving what you do is important," Peloquin says. "When I look



*Mary Peloquin, R.N., B.S.N., donor and community education coordinator*

back, I realize what I liked most about bedside nursing was teaching my patients. I think what I do now is just as important. Instead of working mostly with sick people, I can focus on keeping the community healthy."



*Tricia Supik, R.N., B.S.N., M.S., donor and executive director and CEO, The Partnership for a Healthier Carroll County, Inc.*

*Tricia Supik* considers herself a change agent. As executive director and CEO of The Partnership for a Healthier Carroll County, Inc., she works with individuals, companies and organizations to shape a healthier future for the residents of Carroll County. Working in conjunction with

partners who have an interest and expertise in health and quality-of-life issues, Supik's goal is to preserve what is great about the community and lead an intentional effort to make needed improvements.

Trained as a nurse, she has worked at Carroll Hospital Center for nearly 15 years. Before she took on her current role in 1999, Supik held several administrative posts within Carroll Hospital Center, including assistant vice president for a variety of services. "My career has largely been inside hospitals. It became obvious that inside a hospital, the opportunity for getting well is limited to the illnesses that bring people there," she explains. "In the community, the opportunity for health is endless. I have enjoyed working outside of the hospital walls to expand health and wellness."

This past year, The Partnership has been making an important impact in several arenas. In January, it celebrated the opening of Access Carroll, a primary care clinic of volunteer physicians, nurses and other medical providers who offer free, top-quality care to the uninsured. The Partnership also is reaching out to unique segments of the community, such as clergy, to get them involved in community health programs. In the coming year, Supik and The Partnership will spearhead the Vital Signs project, which aims to measure the community's progress in core areas and provide a guide that will help businesses strategically plan for the future and individuals better manage their own health and well-being.

Supik also has traveled across the country to learn about the national movement to create healthier communities. She says, "Seeing what other areas have done makes me more confident than ever that our community can soar!"

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Nothing is more reassuring than knowing you have someone on your side. And perhaps no one knows that better than *Eileen Overfelt* and the patients she cares for. As coordinator of women's services in The Women's Place, Overfelt is charged with many things, but among those closest to her heart is The Breast Center. Founded in 2000, it provides comprehensive diagnostic and therapeutic services to women before and after a diagnosis of breast cancer. Overfelt finds the greatest satisfaction in offering support, guidance and referrals to women facing and dealing with a diagnosis of breast cancer. "This level of personalized care and one-on-one coordination is unique. We have the ability to do this and much more because we work within the community and are caring for people we know."

Designed with patients' needs in mind, The Breast Center's setting is relaxed and welcoming. Mammograms are available onsite at Advanced Radiology, and surgical consultations are scheduled within 24 hours of referral. What's more, specially trained physicians perform advanced procedures, such as minimally invasive stereotactic breast biopsies, right at The Breast Center.

The Breast Center also hosts a monthly breast cancer support group and regularly offers the American Cancer Society's "Look Good, Feel Better" and "I Can Cope" programs. To maintain confidence and a comfortable daily life, patients can shop in a new boutique that offers a selection of breast forms, bras, wigs, hats and turbans. Other services and resources include massage, acupuncture, reflexology and a library of educational books and videos.



*Eileen Overfelt, R.N., B.S.N., donor and women's services coordinator.*

"My goal is to alleviate some of the anxiety and offer patients peace of mind," Overfelt says. "My hope is to help women navigate this unexpected journey through education, support and coordination of care."



*Lori Buxton, donor and patient access officer.*

To say that *Lori Buxton* is a multi-tasker is an understatement. As patient access officer for Carroll Hospital Center, she oversees bed control, centralized scheduling services, access services, financial counseling, admitting, Emergency Department registration and obstetrics coordination. Of these roles, one of her most fulfilling is providing assistance to patients who are uninsured or underinsured.

"It can be embarrassing not to have insurance," Buxton explains. "People are worried about paying medical bills, and they may be afraid to seek care when they need it. As a hospital, we are committed to offering the best possible care to everyone in the community. That's why we provide assistance to people who do not have enough insurance, as well as those who have no insurance at all."

In 2005, Carroll Hospital Center provided \$353,627 in uncompensated care. Buxton remembers one woman who came in during the holidays. "She had lost her husband, was raising young children and had racked up nearly \$50,000 in medical bills from an unexpected illness," she says. "We tried every avenue to get her coverage. When those were exhausted, we found she was eligible for uncompensated care. I will never forget making the phone call to give her the good news. She was crying because she was so grateful that the hospital had lifted this tremendous burden."

Not everyone is eligible for uncompensated care, but Buxton and her staff go to great lengths to address financial hardship issues. Each patient undergoes a detailed application process. When their needs are determined, Carroll Hospital Center initiates an impressive team effort that can help these patients find other avenues to get care and coverage. Staff members even help patients obtain official documents, secure transportation for them and coordinate the appeals process—basically whatever patients need to get the care that they deserve.

"It's not just about the here and now," Buxton says. "These same people are going to need other services down the road. It's about being able to show them that there are options and that we're here to help."