



Good Samaritan

ANNUAL REPORT

**COMMUNITY
BENEFITS**

2020

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Welcome

Thank you for taking the time to read our 2020 Community Benefits Report. Every day, Good Samaritan strives to provide the best patient care to those in our community and surrounding region. This dedication was especially seen in all staff in 2020 as we worked together to treat patients through a global pandemic.

As you read through this year's publication you will meet Good Samaritan's leadership team and the members of our governing board. Their work is instrumental in everything we do. Next, take a moment to learn a little bit about our organization and our impact on health.

In the next few pages, you will read some of the major highlights in 2020. The first story is about our work and dedication through the COVID-19 pandemic. Although I hope to never again see a similar situation in the future, I can rest easy knowing the ability of the staff here at Good Samaritan will see our organization through any hurdle. You will also read about our Internal Medicine residents who began their training last year and the incredible work our Samaritan Center will do for our patients with a \$4 million grant.

Finally, the last few pages illustrate our work toward improving the health of the community. Here you will find the number of health screenings and other preventative care opportunities we offer to everyone at no cost to them. We simply want to create a healthier community for everyone.

In this report, you will not only learn the amazing things Good Samaritan is doing every day, but you will also read about the hard work and determination exhibited by our employees to improve the lives of our patients. Each one of our 1,911 employees comes to work every day with a smile on their face, ready to provide the best care in the region.

Sincerely,



President & CEO



Good Samaritan At A Glance - 2020

OUR STAFF

1,874
Employees

530 Registered Nurses

370 Nursing Support Staff

ADMISSIONS

Emergency Room: 27,145

Inpatient: 6,285
(Does not include newborn admits)

Outpatient: 528,383

OUR SERVICE AREA

267,440 Residents In
Our 11 County
Service Area

Indiana Counties:
Knox, Daviess, Pike, Gibson,
Sullivan, Greene and Martin

Illinois Counties:
Lawrence, Richland,
Crawford and Wabash

IMPACT ON HEALTH

Screening Mammograms:
5,430

Lung Cancer Screenings:
231

Respiratory Tests /
Procedures: 121,362

Neurodiagnostic Exams:
1,663

Sports Performance
Treatments: 7,065

Laboratory Tests &
Procedures: 574,125

Physical Medicine
Treatments: 17,929

Babies Delivered: 393

Rehabilitation
Admissions: 448

Endoscopy Procedures:
3,957

Dayson Heart Center
Tests / Procedures: 40,759

Trauma Activations: 720

Number of Surgeries
Performed (Both Inpatient
and Ambulatory): 8,014

Patients Seen at Both
Convenient Care Clinics: 15,326

Mission - Provide excellent health care by promoting wellness, education and healing through trusting relationships.

Vision - To be the regional center of excellence in health care to support the communities we serve.

Our Core Values - PRIDE

Patient - We consider the needs of our patients to be our highest priority.

Respect - We treat everyone with respect and recognize the contributions of every individual.

Integrity - We place our integrity at the core of every interaction.

Dignity - We care for everyone with dignity and compassion.

Excellence - We seek innovative approaches to meet the requirements and exceed the expectations of those we serve.

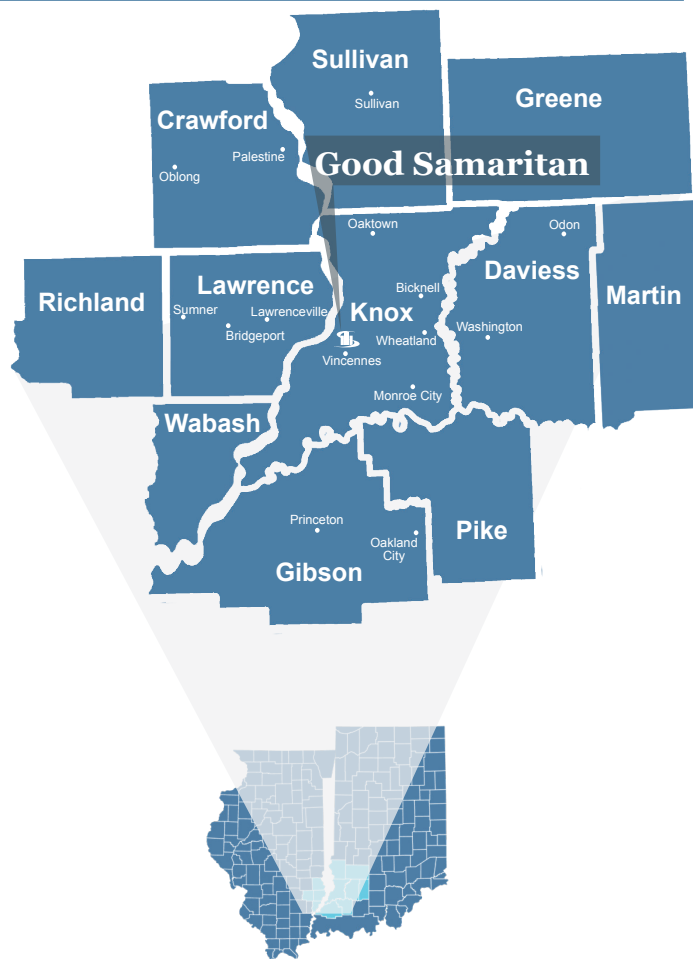
About Us

For more than 110 years, Good Samaritan has been a health care leader in southwestern Indiana and southeastern Illinois. Located in historic Vincennes, Good Samaritan is a 158-bed community health care facility with more than 1,900 employees committed to delivering exceptional patient care.

Good Samaritan offers a broad range of medical services as well as some of the most progressive technology available today. Gibault Memorial Tower was opened in 2015 to provide our patients, their families and our entire community the highest quality of care possible. With an array of services, staff is ready to greet patients with medical expertise, cutting-edge technology and big hearts. Good Samaritan is also a teaching hospital with residency programs for Internal Medicine and Psychiatry, in partnership with Indiana University School of Medicine.

The hospital also has a state-of-the-art Same Day Surgery Center, with surgical suites designed with input from the hospital's physicians. The Cancer Pavilion is a 25,000 square-foot, comprehensive oncology care center that provides the most advanced methods in patient care. The Pavilion also has 12 fully-equipped infusion suites and other amenities for patients and families.

Good Samaritan serves more than 260,000 residents throughout 11 counties in southwestern Indiana and southeastern Illinois, and is proud that generations of families have chosen us as their preferred health care provider, allowing us to be the first, best place in health care.



Our Services

- Anesthesiology
- Behavioral Health
- Breast Care
- Cancer Care
- Cardiology
- Community Health Services
- Convenient Care Clinic
- Dermatology
- Diabetology / Diabetic Education
- Ear, Nose & Throat
- Emergency Medicine
- Employer Health Programs
- Endoscopy
- Family Practice
- Hematology
- Home Care Services
- Hospice
- Industrial Health
- Infectious Disease
- Internal Medicine
- Laboratory
- Neurology
- OB/GYN
- Occupational Health & Acute Care Clinic
- Occupational Therapy
- Oncology
- Oral & Maxillofacial Surgery
- Orthopedics
- Palliative Care
- Pathology
- Pediatrics
- Physical Therapy
- Podiatry
- Pulmonology
- Radiology
- Rehabilitation
- Respiratory
- Sleep Disorders Center
- Speech Therapy
- Sports Performance
- Stroke Services
- Surgery
- Trauma
- Urology
- Vascular & Thoracic Surgery
- Vein Treatment
- Weight Loss Clinic
- Women's Health
- Wound Healing

Investment In Our Communities

Annual Payroll:
\$103,475,547

Cost Per Day to Operate:
\$668,024

Scholarships Awarded:
\$31,000

Donations to Charitable Organizations: \$91,118

Local Goods Purchased:
\$12,630,951 (This number includes goods and services within our 11-county service area, excluding banks.)

United Way Donations:
\$69,480.25

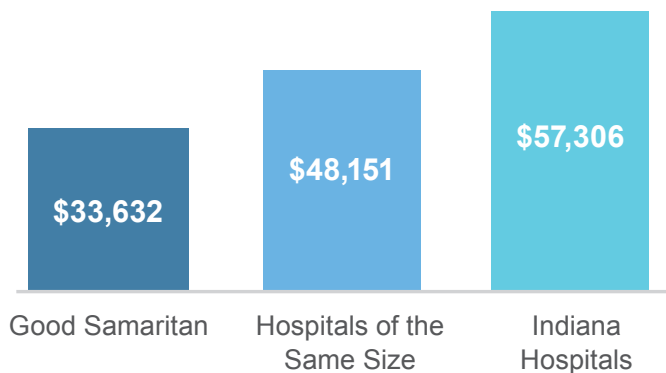
Property Taxes Paid to Knox County: \$132,345

Knox County Option Income Tax Paid By Employees: \$941,362

Cost to Provide Charity Care: \$2,846,834

Gross Charge per Adjusted Discharge

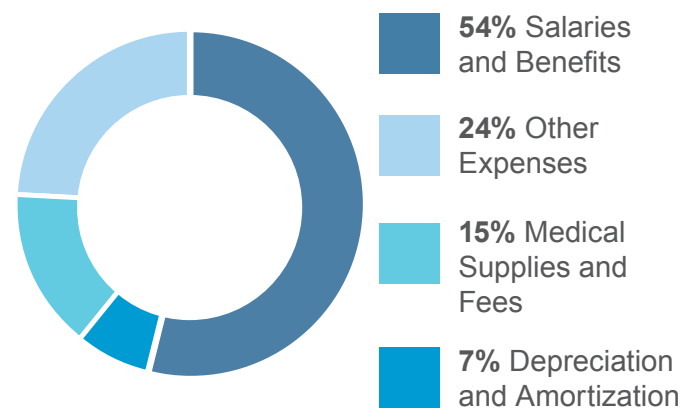
Gross Charge per Adjusted Discharge represents the total charges generated by the number of patient discharges that are adjusted to reflect both the impact of inpatient and outpatient volumes.



Source: IHA Databank Report

Operating Expenses

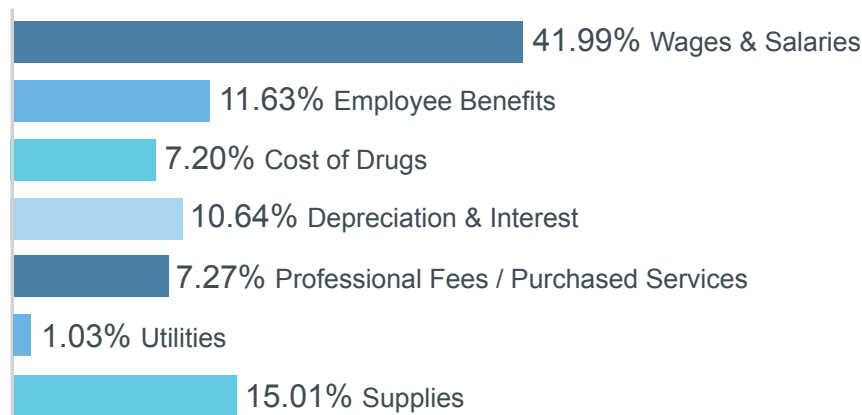
Operating expenses of Good Samaritan allocated by category expensed.



Total Operating Expenses: \$261,781,778

Expenditures per Dollar Collected

Expenditures per Dollar Collected is the percent of money used for each dollar spent by Good Samaritan.



Unreimbursed Costs by Medicare and Medicaid

\$45,681,403

Bad Debt

Unrecoverable funds from unpaid patient bills

\$17,808,915

Free Medical Care Write-Off

Hospital bills that have been written off

\$7,652,780

Senior Leadership



Rob McLin
President & CEO



Thomas Cook
Chief Financial Officer



Matt Schuckman
Chief Administrative Officer



Rachel Spalding
Chief Nursing Officer



Scott Stine, MD
Chief Medical Officer
Good Samaritan
Physician Network



Adam Thacker
Chief Operating Officer



Molly Weiss, MD
Chief Medical Officer
Good Samaritan

Board of Governors



Jim Zeigler
Chairman



Mary Cay Martin
Vice Chairman



Susan Brocksmith
Secretary



Stan Deweese



TJ Brink



Kellie Streeter



Trent Hinkle

COVID-19

Good Samaritan's Response to the Coronavirus Pandemic

Good Samaritan cannot reflect on the past year without mentioning our response to the COVID-19 pandemic. As the number of hospital admissions increased across the country, and within our own community, so did the number of employees who stepped up to help. Countless hours were dedicated to ensuring patient and employee safety.

Multiple teams were coordinated and innovation was key to treating patients each day. Additional negative pressure rooms were created, visitation policies were instated, supplies were ordered and additional staff were trained. "The amount of teamwork that has taken place this last year has been incredible," said Rachel Spalding, Chief Nursing Officer. "Departments were working together in order to keep the doors open and provide safe care to every patient. When the nursing staff was feeling tired or overwhelmed, non-clinical staff volunteered to help. We also had amazing support from our community that made a huge difference in our staff morale."

As the nation and the local community saw the number of COVID cases rise each day, Good Samaritan's hospital beds were filled to the brim and employees were feeling overwhelmed and stressed. Support from the community, letters of praise and thanks, signs, and Park & Pray events eased the burden and warmed the hearts of hospital staff and patients.

"This past year was a very stressful time for all here at Good Samaritan," said Rob McLin, President and CEO. "However, it allowed us all to fully see what we are capable of when we come together. Every day I am impressed with the innovation and dedication of our employees and I am blessed to be a part of such a wonderful organization."

When the Pfizer-BioNTech Covid-19 vaccine was given emergency use authorization in December, Good Samaritan came through and created a vaccine clinic in a matter of weeks that was seeing more than 400 patients a day.

"We have received lots of praise from patients coming through the clinic and local community leaders," said Adam Thacker, Chief Operating Officer. "We have also heard from surrounding community leaders about how efficient our clinic is and the ease of access for patients."

Although Good Samaritan hopes to not see another pandemic sweep the nation anytime soon, the organization is filled with qualified employees who are ready to take on and succeed through any challenge.



Graduate Medical Education Program

Good Samaritan Welcomed Internal Medicine Residents



In July of 2020, Good Samaritan welcomed 26 Internal Medicine residents to the organization. The hospital celebrated the arrival of these residents with a White Coat Ceremony in June 2020 when the residents were officially able to practice medicine with patients in a supervised clinical environment.

A Resident Physician is a medical school graduate who is participating in a GME program and training in a specialized area of medicine. The white coat ceremony marks the transition from medical school to further training on the way to becoming practicing physicians.

According to the Association of Medical Colleges (AAMC), physician shortages are being seen around the country, especially in rural communities. Good Samaritan is part of the University School of Medicine Southwest Indiana Internal Medicine Residency Program and the goal of this program is to provide general internal medicine specialists to the southwest Indiana region. Throughout the course of training, residents develop the individual knowledge, skills and attitudes as well as the teaming skills necessary to fulfill roles in high-functioning clinical systems. This expanded and collaborative model of collective competence is particularly tailored to the rural, under-served regions of southwest Indiana.

“Being a part of this consortium gives Good Samaritan the opportunity for future growth,” said Rob McLin, President and CEO. “It also gives us a head start with recruiting these physicians to stay here and practice and illustrates our focus on continued education and excellence.”

Statistics show that residents are more likely to stay and practice medicine in the towns where they completed their residency. Having an Internal Medicine residency at Good Samaritan will bring more providers to the area and help with access to care in the region.

As part of their training, the internal medicine residents see patients at the Internal Medicine Residency Faculty Practice. Overseen by internal medicine physicians and faculty members, the clinic is an avenue for patients who do not already have a physician to seek health care.

The Psychiatry Residency at Good Samaritan welcomed its first four physicians residents in 2019. The program added an additional four residents who started in 2020.

Samaritan Center Awarded \$4 Million SAMHSA Grant

Grant Dollars Used to Expand Services to Community

In 2020, the Samaritan Center received a \$4 million grant from the Substance Abuse and Mental Health Services Administration (SAMHSA). The grant will be awarded over two years and is being used to expand services that they can offer as a Certified Community Behavioral Health Center.

Thom Cook, Chief Financial Officer, explained that the Samaritan Center currently offers all of the components of a Certified Community Behavioral Health Center, but certification requires more formal programming than was previously offered. “Because we agreed to these certification requirements, we were able to apply and receive this grant to further expand services within our communities.”

A new service that is now available to the community is a Mobile Integrated Care Unit. This mobile “office” provides access to services for those living in remote, underserved communities who struggle to seek care due to financial and/or transportation issues. The mobile unit is staffed at all times by a registered nurse, mobile unit coordinator, and a community resource specialist. A family nurse practitioner, psychiatric nurse practitioner and licensed social worker will alternate weekly on the mobile unit.



With the help of the grant funding, the Samaritan Center also plans to expand System of Care to encompass all ages throughout the service area and introduce a partial hospitalization program for substance abuse. The program will be a comprehensive and highly structured form of substance abuse treatment conducted on an outpatient basis. The program will consist of 20 or more hours per week of clinically intensive programming that will bridge inpatient substance abuse treatment with traditional outpatient treatment.



Another portion of the grant dollars was used for the Samaritan Center’s new Clubhouse Program that supports reintegration in the community for those with mental illness and improve access to supportive services. “The clubhouse focuses on helping patients join society through education, employment and other forms of assistance,” said David Engstrom, Clubhouse Coordinator. The location of the Clubhouse is inside the previous Community Health Services building located at 401 S. Seventh Street.

“We are very excited about the additional services, expansion of services, and the integration of behavioral and physical health this grant allows,” said Rob McLin, President and CEO. “Our Samaritan Center does a terrific job providing services and support to our patients. This grant will allow us to reach more patients and I am excited to see the impact we make on the community.”

Community Impact

Women's Wellness Expo



Women have a habit of neglecting their own health. This is why Good Samaritan hosts the "Women's Wellness Expo" event every year. In June of 2020, the 15th annual women's health event encouraged 167 women attending to make their own health a priority. Offering a socially-distanced event, only health screenings were available to the women who registered for the event.

Men's Health Tune-Up



Men often fail to pay attention to their health. This is why the annual "Men's Health Tune Up" is just for them. The 2020 event, attended by 309 men, offered five health screenings in a socially-distanced environment. The men had to register ahead of time for the event between certain periods of time.

Fit Kids



Good Samaritan is fighting obesity in children with its Fit Kids program. The program targets third, fifth and seventh graders. Registered nurses spend three, 30 to 45 minute sessions with students in Vincennes Community, Vincennes Catholic, South Knox and North Knox school corporations promoting healthy food habits and healthy activity. Throughout 2020, there were 789 children who participated in Fit Kids.

Germ Busters



Hand washing is important for preventing the spread of countless illnesses, including the cold and flu viruses, especially in children. The Germbusters program teaches students the correct way to thoroughly wash their hands and the health benefits of doing so. Community Health Services at Good Samaritan brought the Germbusters program to 414 first grade students and preschool / daycare children in 2020.

Education Hours



Good Samaritan's Collaborative Interprofessional Education Department dedicates numerous hours monitoring and educating students and shadowers within Good Samaritan. In 2020, the department had a total of 34,199 hours. The students are able to complete their clinical training at the hospital for free while the staff help them learn patient care and first-hand experiences.

Stroke Screenings



Prevention is the number one key for ending stroke. Understanding the risk factors for stroke can have a huge impact on the likelihood of a stroke occurring. In 2020, 140 stroke screenings were performed during the hospital's annual Free Stroke Screenings in February. The screenings included atrial fibrillation, lipid profile, carotid bruit, glucose, blood pressure and Body Mass Index (BMI).

14,029 Total number of FREE health screenings provided by Community Health Services in 2020

46% of the **2,077** free blood pressure screens were abnormal

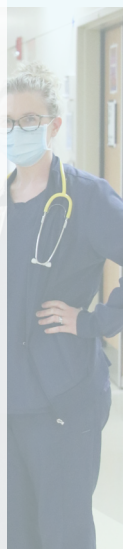
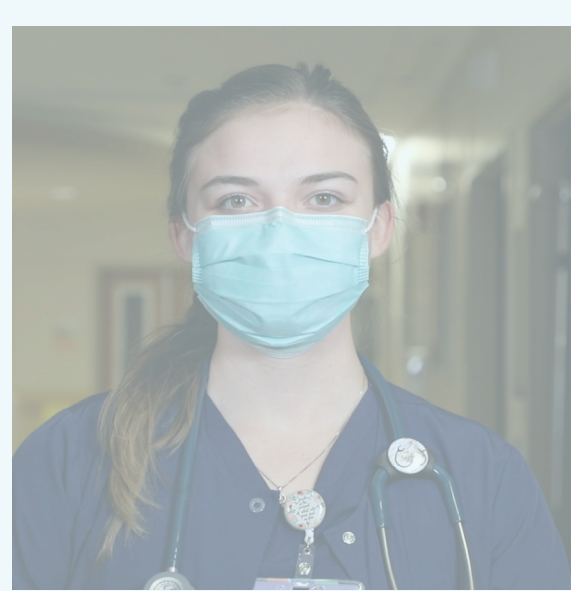
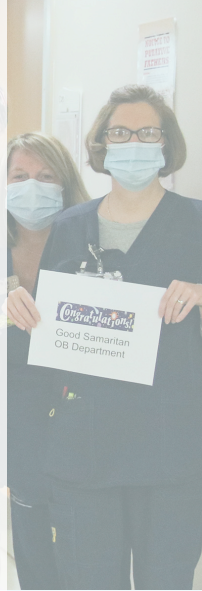
36% of the **1,199** free total cholesterol screens were abnormal

22% of the **1,000** free blood glucose screens were abnormal

11% of the **58** free HGB/A1C (hemoglobin test for diabetes patients) screenings were abnormal

12% of the **793** free Glomerular Filtration Rate (kidney function) screenings were abnormal

29% of the **41** free PAD (peripheral arterial disease) screenings were abnormal



Good Samaritan

520 S. Seventh Street | Vincennes, IN 47591

812-882-5220 | gshvin.org

Compassionate, quality care from our family to yours.

