

Providence Cares

2013 Community Benefit Report

In 2013, Providence provided nearly \$17 million in free and discounted care to our patients in need, as part of our total community benefit of nearly \$40 million.

Our Calling and Our Promise



Throughout the last 158 years, the Providence Mission has reached out beyond the walls of care settings to touch lives in the places where relief, comfort and care are needed. And, 2013 was no different. Our community benefit spending is about treating not just the patient and family, but the total health of the community. Through programs and donations, Providence's community benefit connects families with preventive care to keep them healthy, fills gaps in community services and provides opportunities that bring hope in difficult times.

In 2013, Providence Health & Services in Western Montana offered \$16.9 million in free and discounted care so the uninsured and underinsured could access health care. This charity care is a part of Providence's total community benefit of \$39.7 million.

In this report, you'll see examples of how we are working to meet the needs of our region and to keep people healthy. It is our privilege to care for you, and we look forward to keeping you and your families well in the future.

Sincerely,
 Jeff D. Fee, Chief Executive
 Providence Health & Services
 Western Montana Region

Creating Healthier Communities, Together

We collaborate with social service and government agencies, charitable foundations, community organizations, universities and many other partners to identify the greatest needs and create solutions together. Providence has always had a vision to best meet the challenges of the demanding and evolving health care marketplace. Our Mission is one of continually improving patient quality, lowering the cost of care, increasing access to care, and changing the way health care is delivered. These include:

Changing how we deliver health care

In 2013, seven Providence Medical Group clinics in Montana were designated as patient-centered medical homes by the National Committee of Quality Assurance. A patient-centered medical home is a comprehensive, team-based model of primary care focused on quality and safety. Care is received in the right place, at the right time, in the manner that best suits a patient's needs. The medical home transforms primary care into what works best for patients, leading to higher-quality health care with lower cost and ultimately helping people stay healthy and out of the hospital.

Providing the highest quality

Providence St. Patrick Hospital achieved Magnet® recognition by the American Nurses Credentialing Center's Magnet Recognition Program®. Magnet is the "gold standard" for nursing excellence. St. Patrick Hospital is one of only two hospitals in Montana to hold this prominent designation. Research shows that Magnet hospitals consistently provide the highest-quality care and improve patient outcomes. The standards that hospitals

must attain to achieve Magnet certification are rigorous and demand continual improvement. Nurses at Magnet hospitals consistently outperform non-Magnet organizations with better patient outcomes and higher patient satisfaction scores.

Striving for the best in heart care

Truven Health Analytics named Providence St. Patrick Hospital as one of the nation's 50 Top Cardiovascular Hospitals. This is the seventh time St. Patrick Hospital has been recognized with this honor. The International Heart Institute team adheres to continuous improvement and refinement of patient-care processes. Together, they concentrate on what is best for each patient. If all cardiovascular providers in the U.S. performed at the International Heart Institute's level of care:

- 8,600 lives could be saved
- 3,200 bypass and angioplasty patients could be complication-free
- \$1 billion could be saved

As people of Providence, we reveal God's love for all, especially the poor and vulnerable, through our compassionate service. – Providence Mission

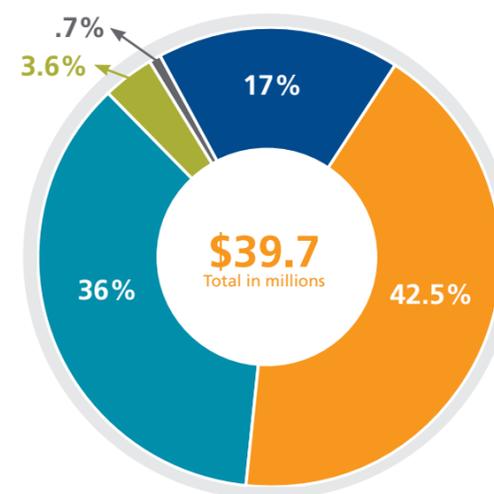
OUR CORE VALUES: RESPECT | COMPASSION | JUSTICE | EXCELLENCE | STEWARDSHIP

Giving To Our Communities*

Unfunded portion of government-sponsored medical care	Free and discounted care for patients in need	Subsidized services	Education and research programs	Community health, grants and donations	TOTAL
\$6,783,939	\$16,904,407	\$14,358,021	\$1,436,046	\$273,056	\$39,755,469

*Based on unaudited financial reporting

2013 Community benefit by percentage



UNFUNDED PORTION OF GOVERNMENT-SPONSORED MEDICAL CARE: Difference between the cost of care and what is paid by state and federal government – does not include Medicare

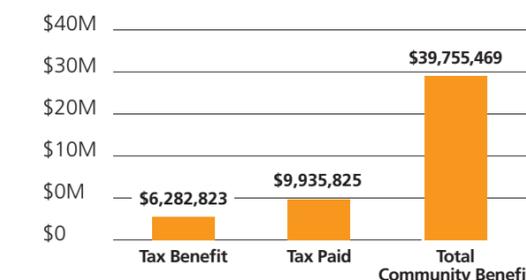
FREE AND DISCOUNTED CARE FOR PATIENTS IN NEED: Financial assistance for those who are uninsured, underinsured or otherwise unable to pay for their health care

SUBSIDIZED SERVICES: Clinical and social services provided despite a financial loss because they meet an identified community need that is not met elsewhere

EDUCATION AND RESEARCH PROGRAMS: Subsidies for medical residency programs, nursing and other education, and medical research

COMMUNITY HEALTH, GRANTS AND DONATIONS: Free services, such as patient education, health screenings, immunizations and support groups, as well as donations to community partners

Tax status benefit



As a not-for-profit service organization, Providence St. Patrick Hospital, Providence Medical Group and Providence St. Joseph Medical Center received an estimated \$6.2 million in federal, state and local exemptions in 2013. In comparison, we gave back more than \$39.7 million to the communities we serve or nearly \$33.5 million in excess of our exemptions. In addition, there are taxes 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 \$9.9 million in 2013 and include business and occupation taxes, taxes on non-exempt properties, and payroll and state taxes.