Telling the Community Benefit Story

Care New England
Every single day, in ways grand and small, the highly-skilled and compassionate members of the Care New England Health System workforce proactively transform the future of health care and positively impact lives in the communities we serve.

We do that by embodying our corporate values of accountability, caring and teamwork and by responding nimbly to the changes in the health care environment and demands from the community to bring the right kind of care patients and families need in each situation, whether that be in a hospital setting, a clinic, a doctor’s office, a baseball stadium or a high school auditorium.

Caring for our community is important to us at Care New England. Our 8,407 employees live with their families in communities across Rhode Island, southeastern Massachusetts and eastern Connecticut. We are connected to the fabric of this corner of New England through them, and they help us shape and improve the future of health care here. We partner with our patients to provide the best care possible, which we believe then creates a community of healthier people.

As a nonprofit organization, Care New England exists to serve the community. The 2016 Community Benefit Report is based on the most current data available, Care New England’s 2014 Schedule H 990 forms. In fiscal 2014, our community benefit totaled 118.3 million. This 2016 Community Benefits Report illustrates the ways in which our activities and programs worked to improve the health of the individuals and families in our communities.

Thank you for your interest in our work.
Care New England Health System is a trusted and diverse health care organization built on the basic mission of being “your partner in health.” In doing that, the system envisions being able to create a community of healthier people. Every one of the members – two community medical-surgical hospitals, a specialty behavioral health hospital, a women’s specialty hospital, an outpatient behavioral health organization, a visiting nurse association and a wellness center – live out this mission by providing the right care, at the right time, in the right location.

Created in 1996 as a union of Butler, Kent and Women & Infants hospitals in Rhode Island, Care New England has grown and expanded its vision and services over the years to include specialty and general care, vibrant educational programs and expansive research facilities that are addressing many of today’s medical mysteries.

Backed by a broad range of services - primary care, surgery, cardiovascular care, oncology, psychiatry, behavioral health, newborn pediatrics and the full spectrum of women’s health services – Care New England is reinventing the way health care is delivered. We bring quality health care where people need it most.

Every three years, we conduct a comprehensive community health needs assessment in order to best understand what the communities need so we can fulfill our mission. Our assessments can be found on our website. With those needs identified, we create a variety of activities and programs that work to:

- Improve people’s access to health information and services.
- Supplement government programming.
- Improve public health.

Community benefit programs fall into one of more of the following categories:

- Financial Assistance.
- Medical Shortfall.
- Subsidized Health Services.
- Outreach Programs.
- Education and Research.
2016 COMMUNITY BENEFIT
$118.3 MILLION

Source: Care New England 2014 Schedule H Form 990


Financial Assistance
$9.6 million

Across Care New England, we provide the highest level of care – and caring – to patients despite their ability to pay. Within this report, financial assistance includes all free or discounted health services provided to patients. Financial assistance does not include “bad debt” or uncollectible charges.

Care New England’s financial assistance policy provides free and discounted care to patients with an income up to 300% of the federal poverty level, taking family size into consideration. The organization works alongside our patients to assist in understanding each patient’s individual financial obligations and the policies and procedures regarding financial assistance.

Butler, Kent, Memorial, and Women & Infants hospitals have staff on-site to help patients with their financial assistance applications and answer any additional questions regarding their ability to pay. Care New England also provides information on our policies at carenewengland.org/patient-resources. In 2014, Care New England provided $9.3 million in financial assistance.

Medicaid Shortfall
$46.5 million

Medicaid is the state and federal program that provides health coverage for low-income families and individuals with limited resources. Medicaid shortfall occurs when the payments received for the Medicaid beneficiary is less than the total cost of the beneficiary’s care. In many states, including Rhode Island, total Medicaid payments have not fully covered the costs associated with Medicaid beneficiaries’ diagnosis and care plan.

Beginning in 2014 more individuals obtained health insurance due to the Affordable Care Act, which increased the number of individuals across the nation who are covered by Medicaid or similar policies. The expansion of Medicaid within the communities Care New England serves resulted in a heightened amount of Medicaid Shortfall. In 2014, Care New England’s total Medicaid shortfall was $46.5 million.
Subsidized Health Services
$16.4 million

Subsidized health services are classified as any clinical service that meets the needs of the community despite a financial loss. If a community would be unable to access a particular service or if a service is offered at a capacity that is insufficient to the area’s need, then it is documented as a subsidized health service. Care New England ensures the surrounding communities have access to such vital services as neonatal intensive care, inpatient psychiatric care, chronic disease management, emergency and trauma services, and home health programs. In 2014, Care New England provided subsidized health services at a cost of $16.4 million. This cost does not include any benefit captured within financial assistance or Medicaid shortfall.

Outreach Programs
$1.3 million

Throughout the year Care New England staff spends thousands of hours outside of their offices and clinics caring for people of all ages through a growing list of outreach programs and projects. Many of our outreach programs are designed to promote a healthy lifestyle amongst the most at-risk populations, providing essential resources and care to those who face financial, language, logistical, or other barriers when striving to better their or their families’ health.

The outreach programs reflected in this report include programs that improve access to health services, enhance public health, and increase awareness and understanding of certain conditions or treatments. Also, community building initiatives and cash-in-kind donations are included in the total community benefit. Our programs include free wellness initiatives, health screenings, clinical services, support groups, and involvement in RI’s Chamber of Commerce.

In 2014, Care New England’s outreach activities totaled a net community benefit of $1.3 million. Some highlights include:

- Community events for skin cancer screening, breast health screening, lung cancer prevention and early detection programs.
- Health education on disease management for cardiovascular conditions, diabetes, and mental health. Care New England distributed educational material on how fitness and nutrition can impact various conditions, strategies for managing symptoms, and advice for caregivers.
- Providing preventative services to low income individuals such as mammograms and blood pressure screenings.
- Bringing care to urban neighborhoods for people who lack transportation. During off-site visits, Care New England staff reviewed lifestyle and environmental factors that impact one’s health and provided individualized education, such as reviewing medications.
- A variety of free weekly or monthly community support groups that focus on behavioral health, substance abuse, chronic disease management, cancer, stroke survivors, and amputees.
In addition to providing excellent clinical care to communities across southern New England, Care New England also works to train the next generation of caregivers. The system’s connections with The Warren Alpert Medical School of Brown University and the University of New England Medical School brings the health care professionals of tomorrow into our organization where they are encouraged to actively contribute to patient care.

In 2014, the cost of supporting education was connected to many achievements for the population we serve. For example, a clinical education practicum was launched in partnership with the Rhode Island Geriatric Education Center to introduce students in various health care professions to the complexity of caring for elderly patients. With foreseeable challenges in caring for an aging baby boomer generation, such initiatives showcase how Care New England’s education programs ensure preparedness among all those eager to relieve the discomfort brought on by illness, or simply aging, within our community.

Care New England providers guide and mentor medical students through our residency programs, panel discussions, co-authoring articles on health management, and continuing education programs. In doing so, Care New England provides high-quality care in both the present and in the generations to come.

In 2014, Care New England’s total net cost in support of education was $42.4 million.

Continuously advancing, and therefore improving, the delivery of care to our patients is directly impacted by the research conducted at Care New England. Every clinical research trial is bravely undertaken by hopeful patients willing to be part of a scientific study that promises to not only better their life, but also possibly shape and improve future treatment for others with the same conditions. The ongoing investment in clinical research and the knowledge that impact how our physicians and caregivers provide treatment improves the long-term health of our community.

For this report, the community benefit of research includes all basic, clinical, and community health research. Affiliated with Alpert Medical School, CNE’s thee major teaching and research hospitals—Butler, Memorial and Women & Infants—are nationally and internationally recognized for providing access to the latest treatments in brain and behavioral health, women’s health, cardiology and oncology, as well as many other major medical conditions.

In 2014, after offsetting grants and external funding, the community benefit of research resulted in a total net cost of $2.1 million.