

2010 Report to the Community

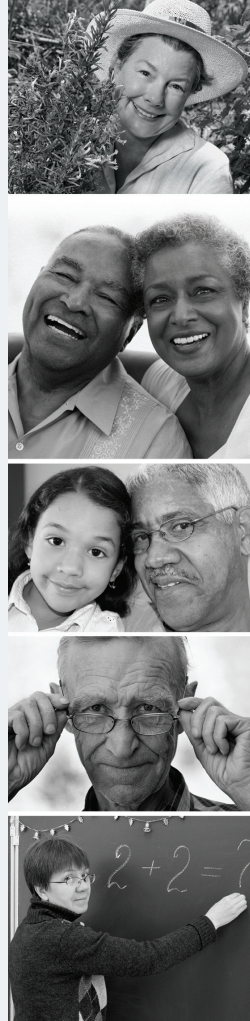


By many accounts, 2009 was one of the toughest years since the Great Depression. Yet Broadlawns maintained its fiscal stability and achieved a positive bottom line for our third consecutive year, despite reporting a 12 percent increase in uncompensated care. In these tough times, your community hospital has stepped up to deliver the highest quality care to those who may not have the resources to pay for needed services. From the Emergency Department to the Family Birthing Center, our extraordinary team of physicians and providers is dedicated to improving the health of our community.

We exceeded the financial benchmarks that were established for this fiscal year, increasing our revenue by 6 percent, while expenses rose by just 4.6 percent. Total outpatient clinic visits increased 4.4 percent. Our patient charges are lower than other health care providers in our state, yet on 11 of 14 inpatient quality indicators established by the Centers for Medicare and Medicaid Services (CMS), Broadlawns scored higher than the national average. Over the past two years, our patient satisfaction ratings revealed a statistically significant improvement of 30 percentile points by Press Ganey.

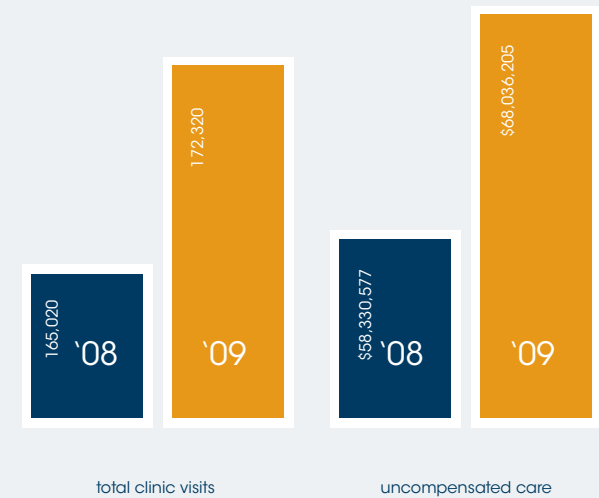
With more than 16,000 inpatient visits and 170,000 emergency and clinic visits in 2009, our expansion and renovation project is more critical than ever. We look forward to completing the first phase. As we open the new emergency department, the fixed MRI and the new Broadlawns Medical Group Building, we will expand our ability to serve the health care needs of uninsured, underinsured and insured patients today and tomorrow.

Jody Jenner
President and CEO



Report

to the Community
July '08 to June '09



1801 Hickman Road Des Moines Iowa
515.282.2331 | www.broadlawns.org

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REVENUE

Total Patient Charges		\$126,721,099
* Bad Debt		(15,685,328)
* Charity		(12,575,721)
* IowaCare		(39,775,156)
Contractual Adjustments		(19,497,200)
Net Patient Revenue		39,187,694
Taxes		47,897,442
Other Revenue		11,709,996
Total Revenue		\$98,795,132
PAT/INS	12.05%	11,906,636
Medicare	7.46%	7,374,111
Medicaid	16.37%	16,173,688
Taxes	48.48%	47,897,442
Non-operating Income	0.32%	310,313
PCHS	3.78%	3,733,259
Grants/Contracts	5.19%	5,126,699
Other	6.35%	6,272,984
Detail Total Revenue	100%	\$98,795,132

EXPENSES

Salaries and Benefits	59.56%	57,862,655
Supplies and Other	21.05%	20,451,929
Equipment Depreciation	4.47%	4,340,476
Pharmaceuticals	6.38%	6,198,313
Food Service	2.22%	2,160,656
Utilities	1.38%	1,339,500
Debt Service	0.73%	706,653
Professional Fees	4.21%	4,087,816
Total	100%	97,147,998

Net Excess of Revenue

Over Expenses \$1,647,134

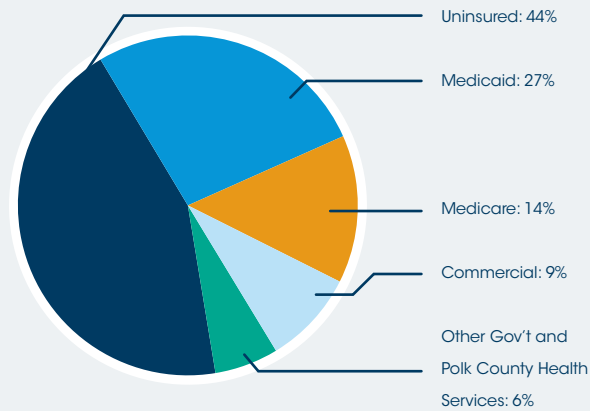
NUMBER OF EMPLOYEES

Total Number of Employees	943
Total FTEs	800
Employed and Contracted Physicians	91
Family Medicine Residency Program	28

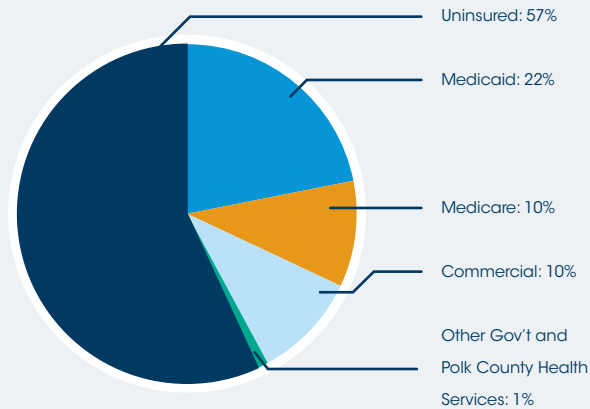
EMPLOYEE TENURE

5 to 10 Years	300
10 to 15 Years	53
15 Years	91

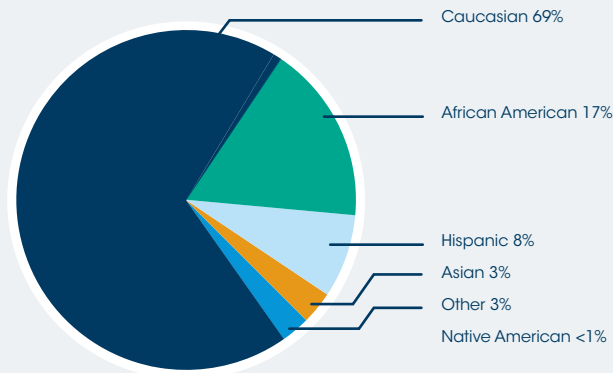
INPATIENT DISCHARGES BY PAYER



OUTPATIENT VISITS BY PAYOR



PATIENT ETHNICITY



*\$68,036,205 of uncompensated care supported by Polk County taxpayer dollars

EMERGENCY VISITS

Emergency Department Visits 30,132

CLINICAL SERVICES VISITS

Walk-in Clinic	26,024
Addiction Medicine	6,458
Dental Clinic	9,591
Family Health Center	16,867
FOCUS - Public School Program	4,583
Internal Medicine	7,472
Mental Health	8,471
Orthopedic Clinic	2,668
Pain Clinic	1,658
Partial Hospitalization	998
Pediatric Clinic	7,794
Podiatry Clinic	6,219
Primary Care Clinic	8,444
Psychiatric Medication Clinic	3,175
Psychiatrist Outpatient	15,679
Specialty Clinics	8,144
Surgery Clinic	1,477
Women's Health Clinic	6,466
Total Visits	172,320

GRANT PROGRAMS

WIC Client	125,564
CAP Mental Health	2,893
PATH Mental Health Clients	144
Residential Clients	18

PROCEDURES

Diagnostic Clinic Procedures	2,609
Prescriptions Filled	184,972
Unit Doses Filled (I/P & O/P)	481,812

INPATIENT SERVICES

Acute Medical/Surgical/Pediatrics	7,134
Intensive Care	1,067
Obstetrics	747
Nursery	740
Acute Psychiatric	6,778
Total Inpatient Days	16,466