Kentucky Hospital Association

WORKFORCE SHORTAGE REPORT 2020









For more information about the 2020 Workforce Shortage Report or other KHA data, contact:

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2020 WORKFORCE SHORTAGE REPORT

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Age Breakdown of Direct Care Registered Nurse Employees



KENTUCKY HOSPITAL ASSOCIATION

2020 WORKFORCE SHORTAGE REPORT

The Kentucky Hospital Association is proud to share the 2020 Workforce Survey Report. Thank you for taking an interest in Kentucky's health care workforce needs. KHA has conducted the annual workforce survey of its member facilities for many years; however, in 2020 the Association updated the survey to meet the changing needs of members.

The Kentucky Hospital Association (KHA), established in 1929, represents hospitals, related health care organizations and integrated health care systems dedicated to sustaining and improving the health status of the citizens of Kentucky. KHA's mission is to be the leading voice for Kentucky hospitals and health systems. KHA's members need sufficient numbers of people with the right skills in order to meet their goals of providing high-quality and cost-effective care to the people of Kentucky.

This is a big challenge due to the sustained low unemployment Kentucky, and the nation, is experiencing. Employers across all industries are competing for workers. KHA believes health care is a rewarding field that offers gainful employment across more than 200 different professions. Caring for neighbors, family, friends and the community, while having multiple career ladders and advancement opportunities, can be attractive for high school and college graduates.

This report will highlight an in-depth look at the workforce of member facilities in Kentucky. The KHA team is grateful to all facilities and systems that participated in the survey.











EXECUTIVE SUMMARY

Health care delivery is people centered. Although it is common to think of doctors and nurses as the core of the health care workforce, dozens of other categories of health care workers — clinicians, therapists, technicians and assistive personnel — support these caregivers. Behind these workers are back office, business-focused and operational staff that assist with compliance, technology, billing and recordkeeping, and the other functions that allow health care organizations to deliver care.

Kentucky has an immediate and long-term need for clinical and assistive health care workers. The state's below average health, demographics and geography are driving statewide, regional and local demand for employees of all types. Moreover, since many of these professions have strong backgrounds in health sciences, the demand for their expertise extends beyond the physician's office and hospital bedside.

Investments in the health care workforce benefit residents as they seek care and as health care workers' pay and benefits ripple through the economy. This report reviews the status of the hospital workforce at a regional and statewide level. Vacancies and workforce shortages have progressively worsened — including an all-time-high employee turnover rate of 35 percent. The hospital positions with the highest vacancies were registered and licensed practical nurses, nurse techs, aides and assistants, behavioral health, laboratory staff and other technicians.







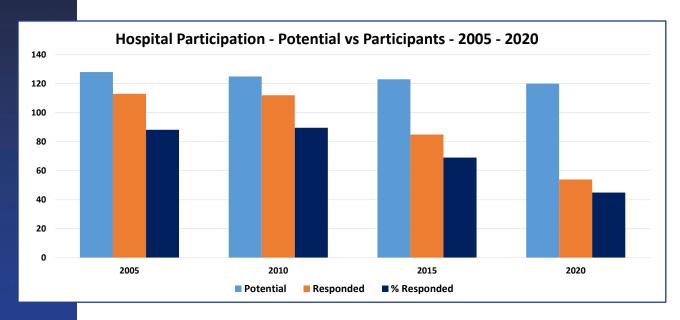


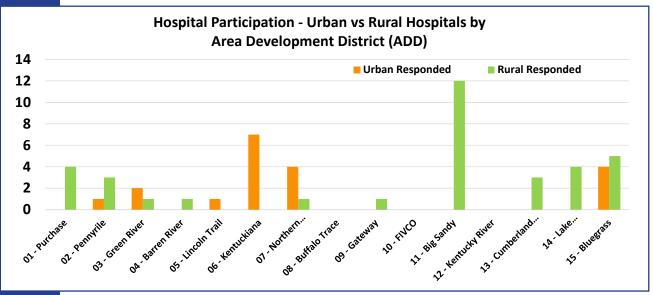
2020 Workforce Hospital Participation

Fifty-four Kentucky hospitals and health systems responded to the workforce survey. The findings do not represent 100 percent of Kentucky's health care industry. The 54 Kentucky hospitals and health systems that responded makes up 56% of staff beds in Kentucky. It is important to note that the workforce report is not representative of all of the Kentucky hospitals.

Years	2005	2010	2015	2020
* Potential	128	125	123	120
Responded	113	112	85	54
% Responded	88%	90%	69%	45%

^{*} Potential is defined as the number of eligible hospitals surveyed





FINDINGS BY PROFESSION

The data in this report reflect the status of the hospital workforce in 2020, and thus reflect a COVID-19 workforce.

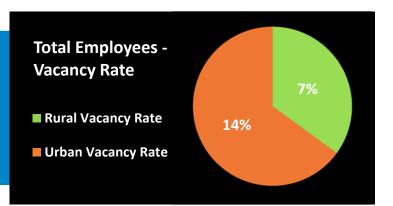
Job postings are an indicator of demand. In 2020, Kentucky hospitals had 4,216 open positions for non-physician health care positions for 12 professional areas. A strong health care and hospital workforce is essential to provide high quality care. Workforce investments can contribute to the success of an organization through recruitment cost savings, reduced turnover, higher patient satisfaction and increased quality of care.

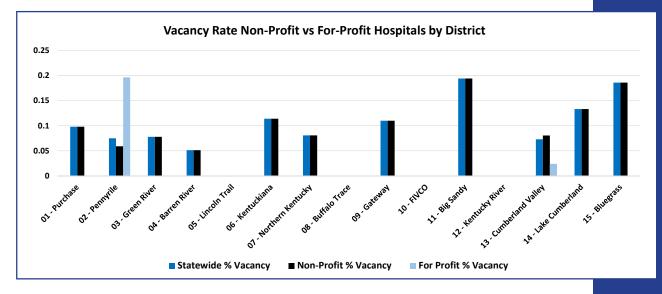


TOTAL EMPLOYEES - VACANCY RATE

	Statewide Rural				Urban-Suburban			
Reported	2020	State	Reported	2020		Reported	2020	Urban
2020	Reported	Vacancy	2020	Reported	Rural Vacancy	2020	Reported	Vacancy
Employees	Vacancies	Rate	Employees	Vacancies	Rate	Employees	Vacancies	Rate
37,377	4,216	11%	14,031	1,031	7%	23,346	3,185	14%

Overall, the Kentucky health care organizations surveyed have 11% of their positions unfilled.







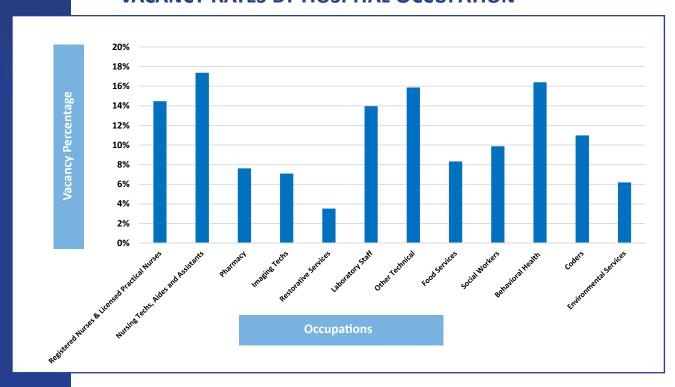
VACANCY

Vacancy can indicate a shortage in skilled workers and an inability to hire candidates. Of the 12 hospital occupations surveyed, 11 occupations have an employee vacancy of more than 5 percent (see table below).

VACANCY RATES BY HOSPITAL OCCUPATION

	Employees	Vacancies	Vacancy Rate
Nursing Techs, Aides and Assistants	5,544	963	17%
Behavioral Health	353	58	16%
Other Technical	740	117	16%
Registered Nurses & Licensed Practical Nurses	13,676	1,979	14%
Laboratory Staff	1,231	172	14%
Coders	246	27	11%
Social Workers	355	35	10%
Food Services	376	31	8%
Pharmacy	1,482	113	8%
Imaging Techs	1,811	128	7%
Environmental Services	1,354	84	6%
Restorative Services	984	35	4%

VACANCY RATES BY HOSPITAL OCCUPATION



PROFESSIONS WITH OPEN POSITIONS

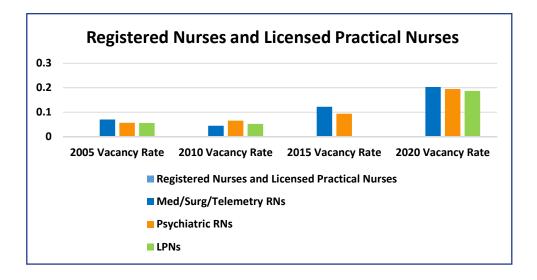
Hospital positions with the highest vacancy are Med/Surg/Telemetry Registered Nurses (RNs), Peer Support Specialists, Nursing Assistants/Nursing Tech/Unit Secretarties/Ward Clerks and Medical Laboratory Scientists (see table below). All vacancy rates tend to show a negative trend since 2005.

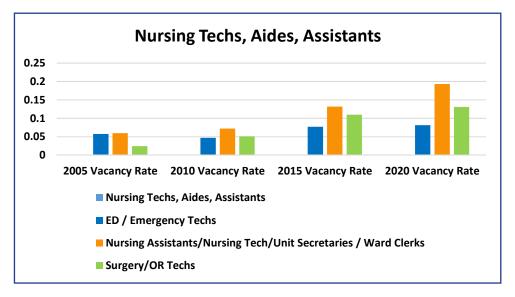


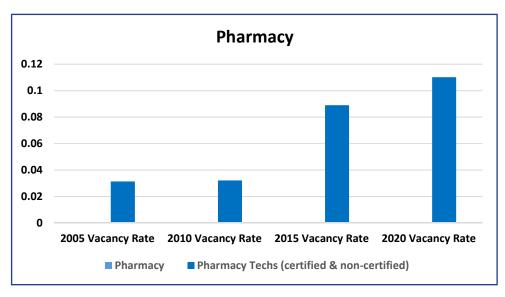
Select Position	2005	2010	2015	2020
	2005	2010	2015	2020
	Vacancy	Vacancy	Vacancy	Vacancy
	Rate	Rate	Rate	Rate
Registered Nurses and	Licensed P	ractical Nui	rses	
Med/Surg/Telemetry RNs	7%	4%	12%	20%
Psychiatric RNs	6%	7%	9%	19%
LPNs	6%	5%	0%	19%
Nursing Techs	, Aides, Ass	istants		
ED / Emergency Techs	6%	5%	8%	8%
Nursing Assistants/Nursing Tech/Unit				
Secretaries / Ward Clerks	6%	7%	13%	19%
Surgery/OR Techs	2%	5%	11%	13%
Pha	armacy			
Pharmacy Techs (certified & non-				
certified)	3%	3%	9%	11%
Imag	ing Techs			
Imaging Techs (non-specialized)	2%	2%	0%	10%
Cardiac Cath Techs	*	*	*	9%
Restorative Services				
Labora	atory Staff			
Medical Laboratory Scientists	*	*	*	17%
Phlebotomists	5%	5%	11%	16%
Other	Technical			
Respiratory Therapists	6%	3%	5%	16%
Social	Workers			
Licensed Clinical Social Worker	*	*	11%	9%
Certified Social Worker	*	*	5%	10%
Behavi	oral Health			
Art Therapist	*	*	*	13%
Peer Suport Specialist	*	*	*	24%
	Other			
Medical Coders	*	*	*	11%

^{*}Previously not surveyed

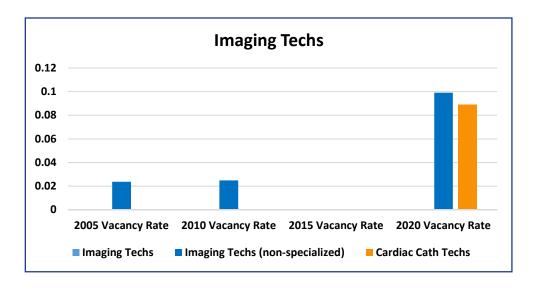




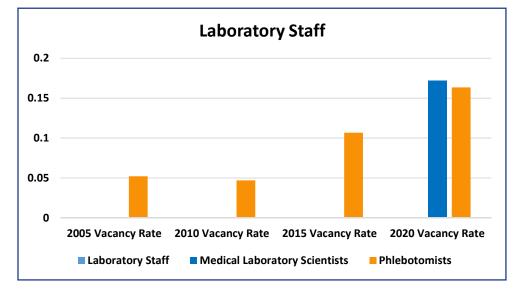


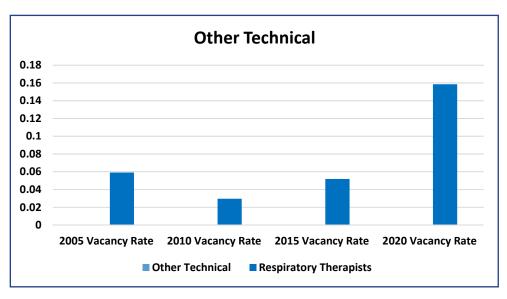


NOTE: Fifty-four Kentucky hospitals and health systems responded to the workforce survey. The findings do not represent 100 percent of Kentucky's health care industry.

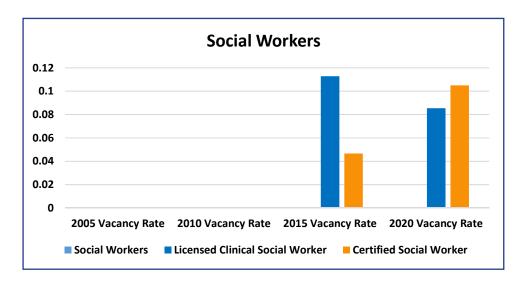


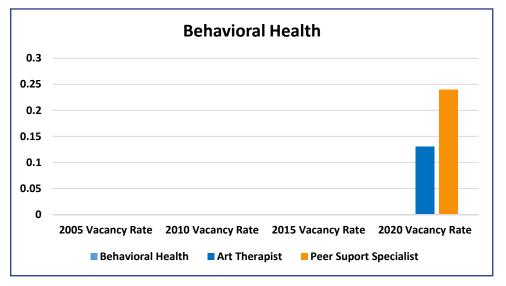


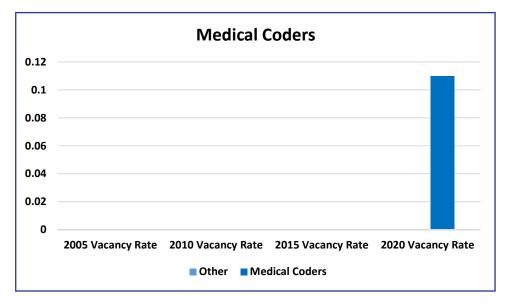






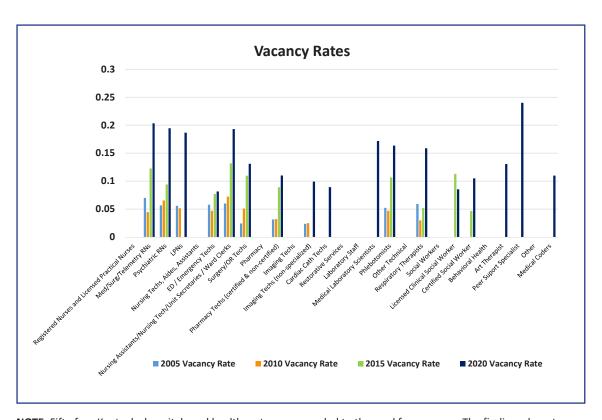






Kentucky Hospital

Association



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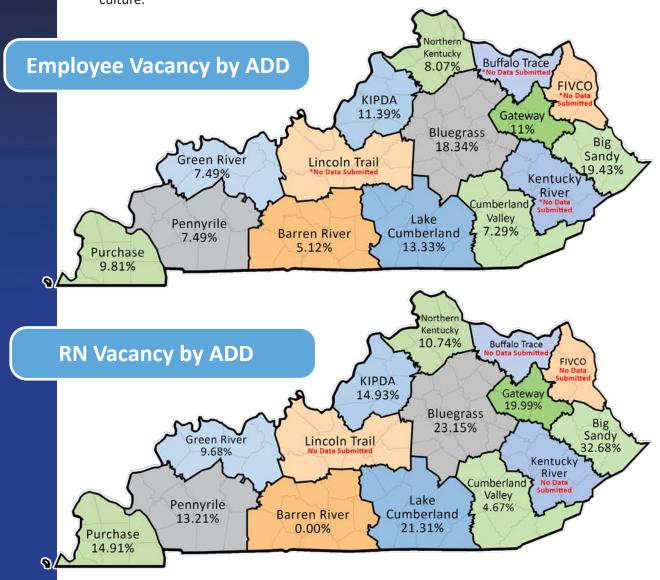


KENTUCKY HOSPITALS' VACANCIES BY AREA DEVELOPMENT DISTRICTS (ADD)

A statewide analysis finds increased vacancy and turnover rates among a majority of the health care positions surveyed. The data indicates a combined turnover rate among all professions surveyed reached 90%.

2020 Hired	10,380
2020 Involuntarily Separated	1,665
2020 Otherwise Separated	7.718

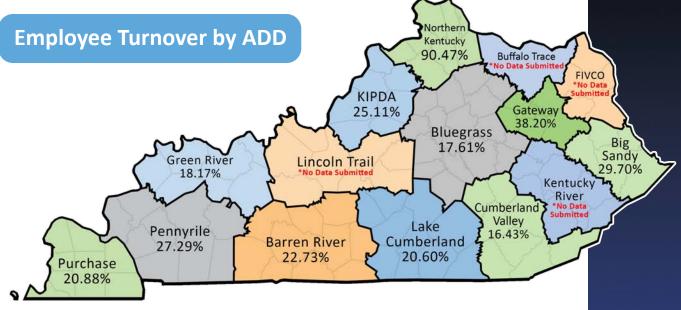
Hospitals can proactively address workforce vacancy and turnover by finding a new and creative ways to improve recruitment and retention, overcome the challenge of staff retirements and implement effective onboarding strategies to help new workers adapt to the workforce culture.



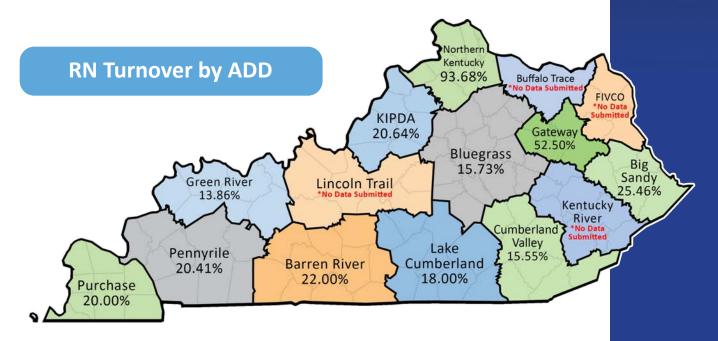
Appendix A - Listing of hospitals in Area Development District

KENTUCKY HOSPITALS' TURNOVERS BY ADD DISTRICTS





In 2020, hospitals reported increased turnover rates among the majority of the health care positions surveyed. Increased turnover rates translate into high cost for staff recruitment and training and can lead to less consistent care.

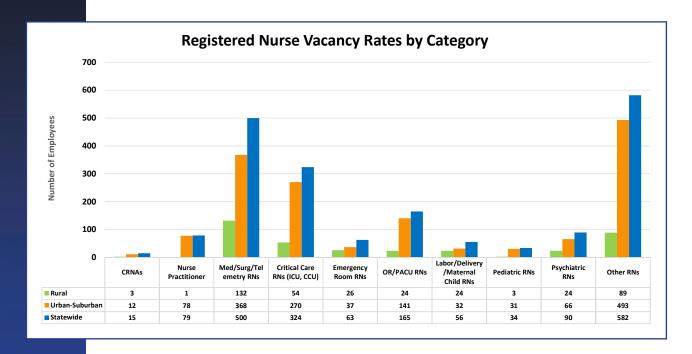


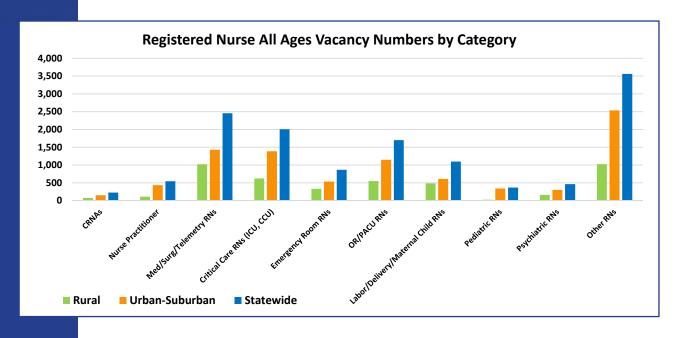
Appendix A - Listing of hospitals in Area Development District



REGISTERED NURSE VACANCIES

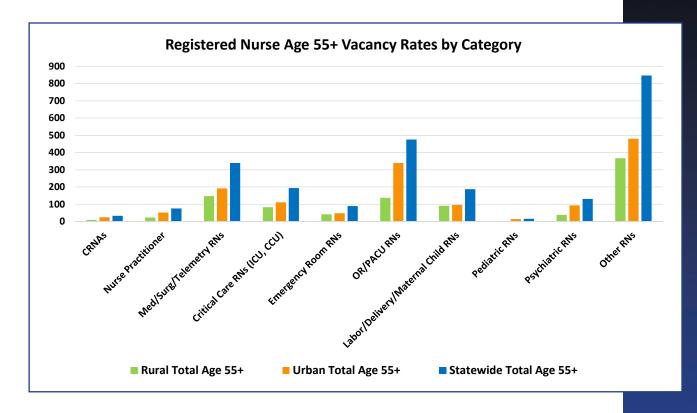
It is important for health care facilities to take a step back, reassess their labor needs and develop a proactive response to staff recruitment and retention. The topic of workforce management in health care is not new, but the COVID-19 pandemic brought attention to the need for hospitals to take a proactive approach and develop new strategies.

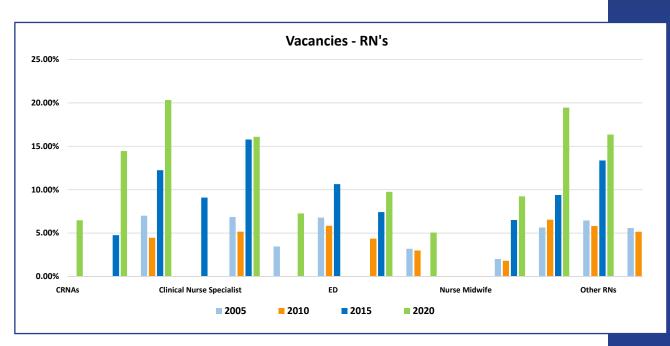




NURSE VACANCIES

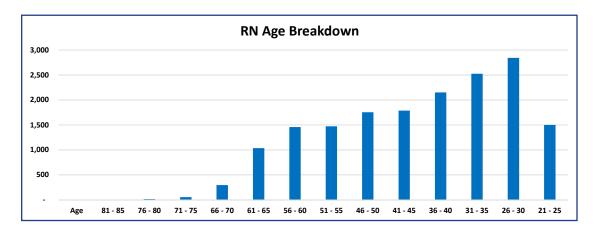








AGE BREAKDOWN OF DIRECT CARE REGISTERED NURSE EMPLOYEES



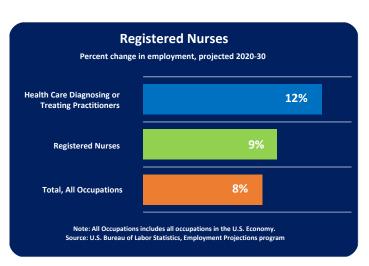
According to the U.S. Bureau of Labor Statistics, employment of registered nurses is projected to grow 9 percent from 2020 to 2030, about as fast as the average for all occupations.

About 194,500 openings for registered nurses are projected each year, on average, over the decade. Many of those openings are expected to result from the need to replace workers who transfer to different occupations or exit the labor force, such as to retire.

Demand for health care services will increase because of the large number of older people, who typically have more medical problems than younger people. Nurses also will be needed to educate and care for patients with chronic conditions, such as diabetes and obesity.

The financial pressure on hospitals to discharge patients as soon as possible may result in more people being admitted to long-term or other types of care facilities and in greater need for health care at home. Job growth is expected in facilities that provide long-term rehabilitation for stroke and head-injury patients and in facilities that treat people with Alzheimer's disease.

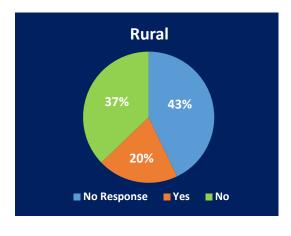
Employment growth is also projected to be much faster than average in outpatient care centers, where patients do not stay overnight, such as those that provide same-day chemotherapy, rehabilitation and surgery. In addition, because many older people prefer to be treated at home or in residential care facilities, registered nurses will be in demand in those settings.



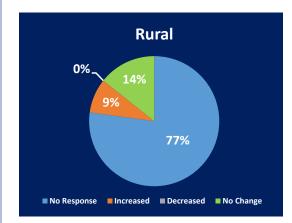
2020 KENTUCKY SURVEY HIGHLIGHTS

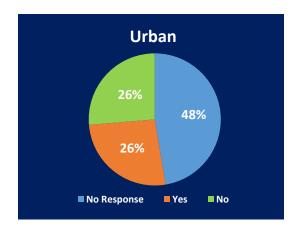


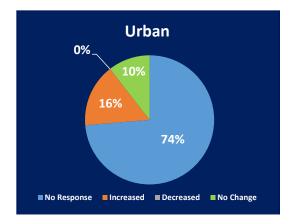
SIGN-ON BONUS - OFFERED

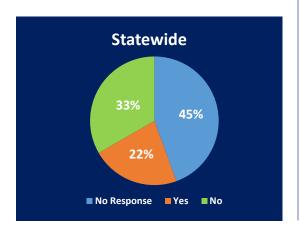


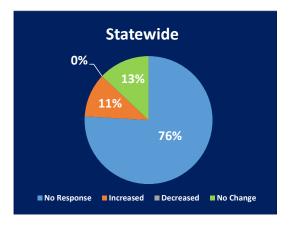
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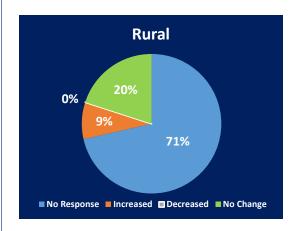


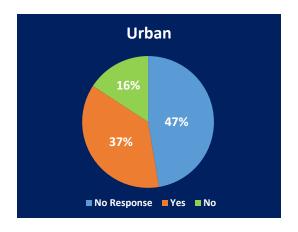


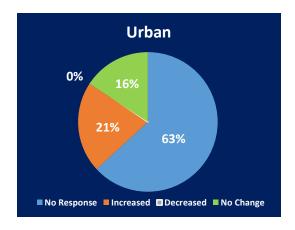
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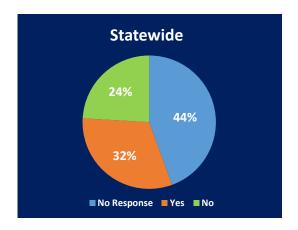
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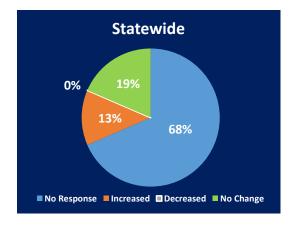
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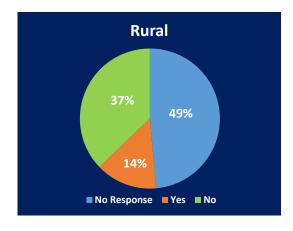




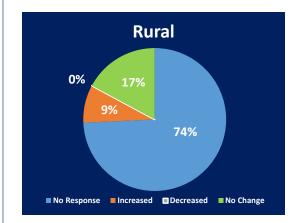


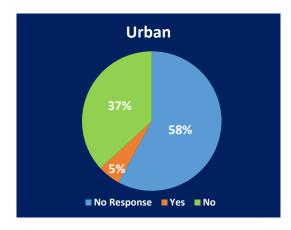


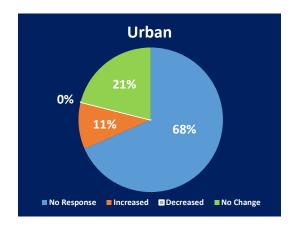
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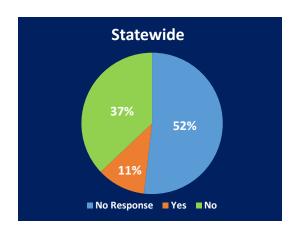


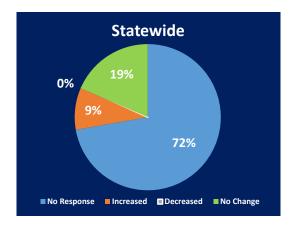
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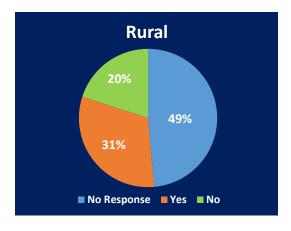


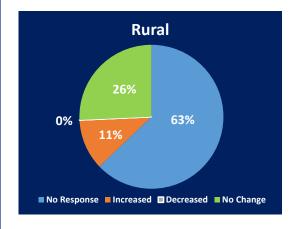


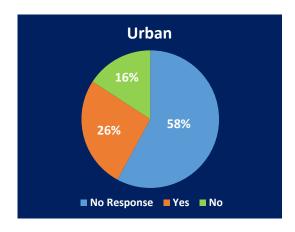


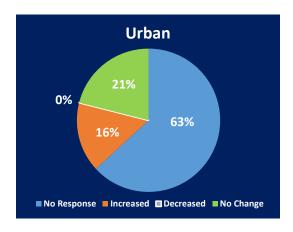
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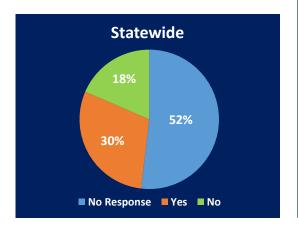
PREMIUM UNSCHEDULED **SHIFT PAY OFFERED SHIFT PAY CHANGED**

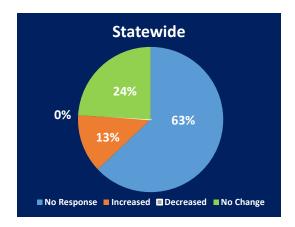








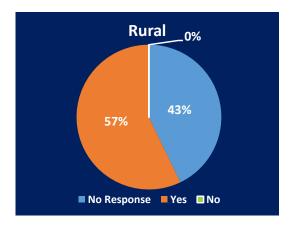




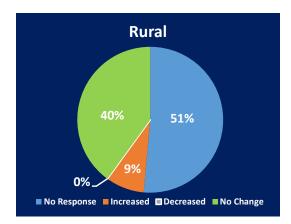
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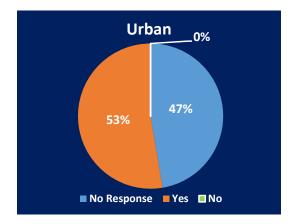


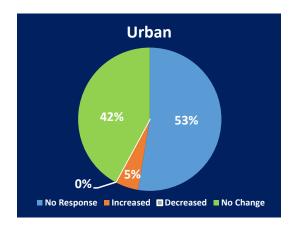
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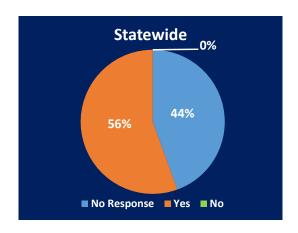


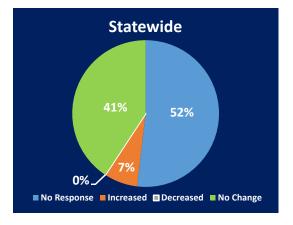
SHIFT DIFFERENTIAL CHANGE











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SPECIALTY DIFFERENTIAL OFFERED

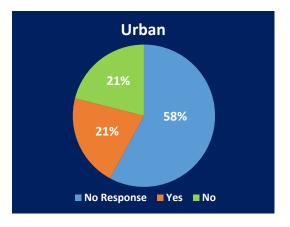
Rural 34% 49%

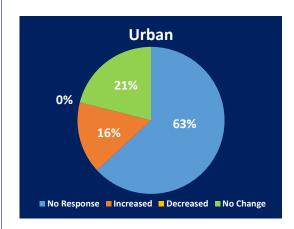
■ No Response ■ Yes ■ No

Rural 23% 0% 6% 71%

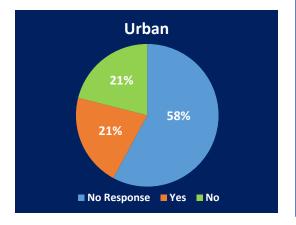
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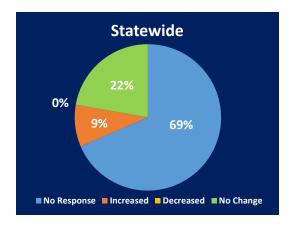
CHANGE





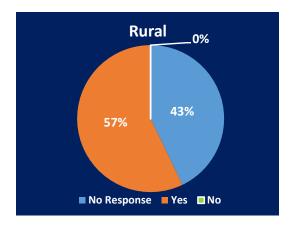
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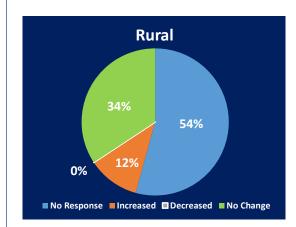


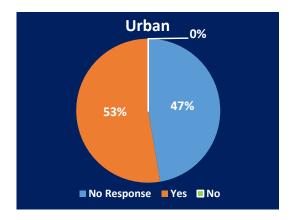


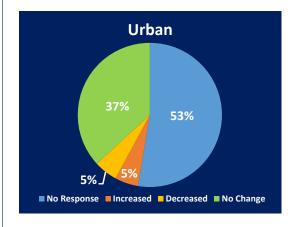
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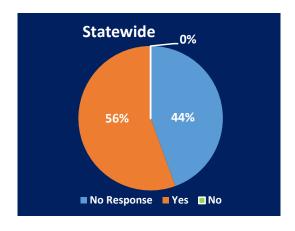


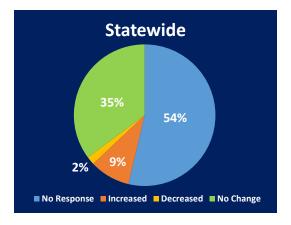
BENEFITS CHANGES





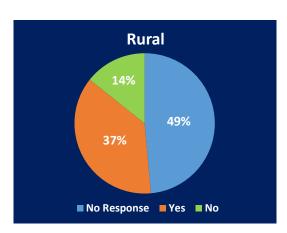




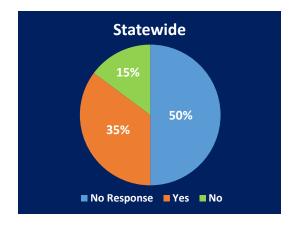




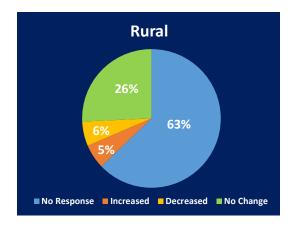


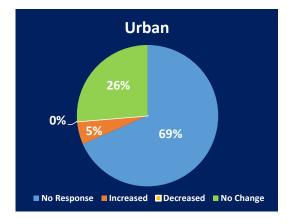


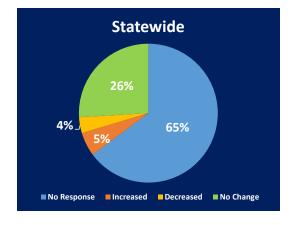
Urban 16% 53% No Response Yes No



EDUCATION FINANCIAL ASSISTANCE PROGRAM CHANGES

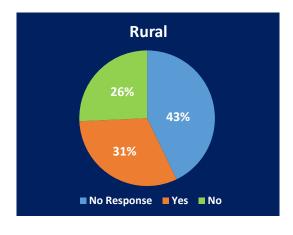




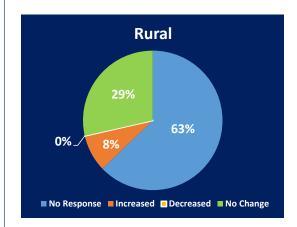


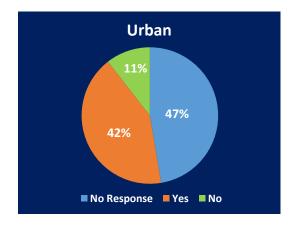


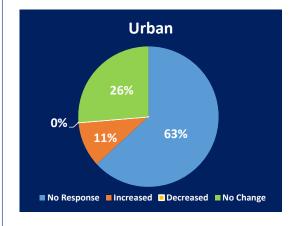
WEEKEND STAFFING PROGRAM OFFERED

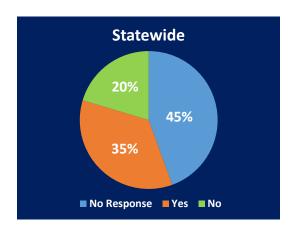


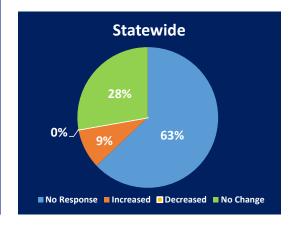
WEEKEND STAFFING PROGRAM OFFERED











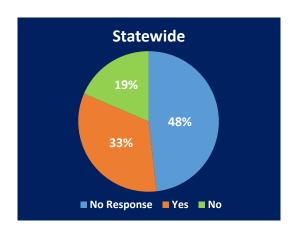


AGENCY STAFFING

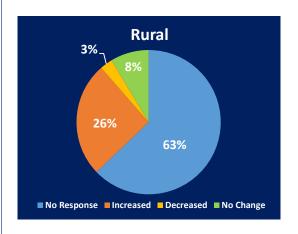
Rural 23% 46% 31%

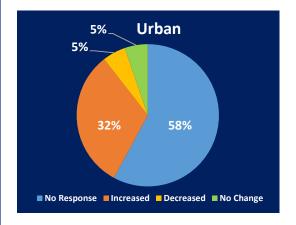
■ No Response ■ Yes ■ No

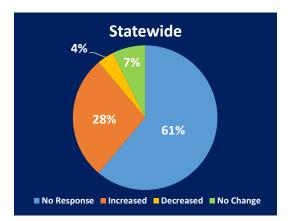
Urban 10% 53% No Response Yes No



AGENCY STAFFING CHANGES







NOTE: Fifty-four Kentucky hospitals and health systems responded to the workforce survey. The findings do not represent 100 percent of Kentucky's health care industry.

NURSING SHORTAGES CONTINUE TO HEAT UP

KHA's Vetted Solution For Travel Nursing

It is no secret that nursing continues to be one of the most in-demand professions today. Unfortunately, demand continues to outpace supply. The ongoing shortage burdens core staff with constant overtime and burnout. While many health care recruiters focus on direct hiring, permanent placements can take months. Supplemental staffing is a core workforce strategy to alleviate shortages and reduce burnout of your principal staff.

KHA's longtime vetted solution for contingent workforce and travelers, Qualivis, is a national provider of health care workforce solutions, specializing in supplemental staffing. They work in partnership with 23 state hospital associations to help their members design a flexible, cost-effective workforce strategy to fill gaps and give permanent staff a better work-life balance. Through a national network of staffing agencies, Qualivis fills a broad spectrum of clinical and non-clinical needs. Their clinicians average a 77% likelihood to return rate! This provides hospitals the opportunity to conduct a "try before you buy" trial of prospective candidates and add placements to their permanent staff at NO FEE upon completion of their initial assignment. Qualivis can partner with you to build a pipeline of permanent recruits, increase staff retention and enhance workplace quality of life. Their core values are captured in the three words that combine to form their name: quality, life and vision.

The Qualivis program includes several service lines (travelers, locums, interim management and international recruitment) to assist you with your staffing needs. Currently, there are 47 hospitals in Kentucky working with Qualivis to fill their open positions.

To learn more about **Qualivis and their workforce solutions program**, visit www. kyha.com/qualivis or contact Qualivis Vice President of Workforce Solutions **Joe Dunmire** (803-999-1310 or jdunmire@qualivis.com).

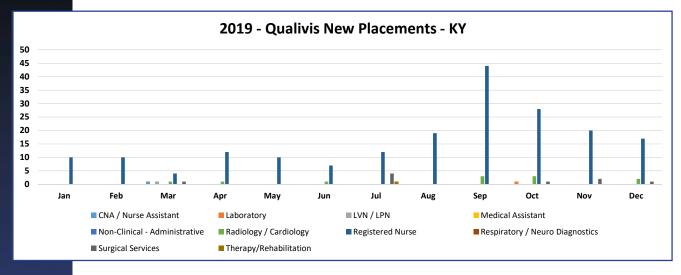


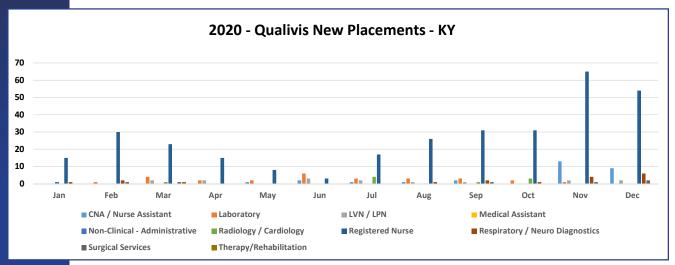


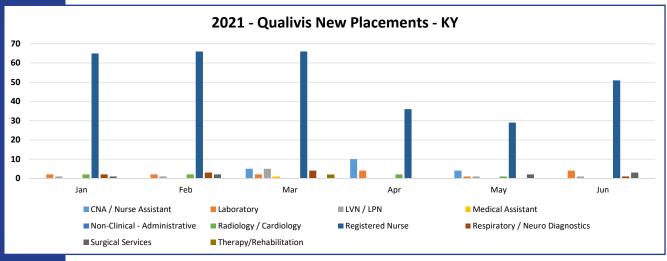




New Placements by Year











WorldWide HealthStaff, a direct hire international nurse recruiting agency and proud affiliate of Qualivis, KHA's vetted solution for nurse and clinical staffing, developed a model of direct hire international nurse recruitment that best meets the

priorities of both their health care employer clients and health care applicants from around the world. WorldWide HealthStaff offers clients and applicants the clear benefits of a direct hire-only model. This approach provides their clients with a recruitment pipeline of experienced health staff along with financial benefits. This means applicants are placed with a named, known facility in one location.

SOLUTIONS FOR HEALTH CARE EMPLOYERS

The success of your recruitment program and health care facility is impacted by the experience, knowledge and integrity of the recruitment firm you use. In fact, WorldWide HealthStaff's clients routinely report they have assisted by reducing overtime and contract staffing payments while at the same time enhancing existing staff morale and retention, overall quality of care and workforce diversity. When your choice is WorldWide HealthStaff Solutions, you benefit from their:

- Over 20 years of experience in direct hire international nurse recruitment, hiring, immigration, credentialing and relocation processes – all for one flat fee!
- · Principals and staff with decades of experience in health care management and recruitment
- Team that is well-versed in handling unique staffing and placement challenges
- Long-standing and established record of professional, ethical dealings—both clients and applicants
- Experts dedicated to helping you optimize financial success and quality care
- Single point-of-contact model, through a designated and dedicated case manager

SOLUTIONS FOR INTERNATIONAL RNs & HEALTH CARE PROFESSIONALS

If you are an international nurse or health care professional looking to expand your skill set and further your career, WorldWide HealthStaff Solutions will make the process simple and stress-free. Their experienced team will help you along the way in completing the immigration and placement process. They will help you:

- Find opportunities for permanent placement with established, reputable health care facilities that meet your needs
- Evaluate your job offer in order to make certain the offered position fulfills your financial and placement needs
- Schedule an interview with your chosen employer
- Coordinate the immigration process, as well as licensure and certification

WorldWide HealthStaff Solutions is proud to be a member of the Alliance for Ethical International Recruitment Practices and AAIHR (American Association of International Healthcare Recruitment).

For more information, contact:

Ron Hoppe at rhoppe@healthstaff.org or 704-496-9398.

CONCLUSION

Demand will grow throughout the next decade for health care workers. Workforce shortages are evident in several essential hospital workforce categories – including, but not limited to, nursing. While the forecast for the health care workforce finds areas of shortage and surplus by 2030, it cannot anticipate how many of these licensed and credentialed medical professionals will pursue employment outside of the clinical environment.

Turnover is currently high in many health care support positions. Increased work-force vacancy and turnover can negatively affect quality of care, patient safety, health care spending, patient satisfaction and employee engagement. Recruitment and retention aren't exclusively local challenges or problems with immediate solutions.

The road to build the health care workforce requires continuous investments, and regular targeted and timely recalibration. Meeting workforce demands requires innovation and collaboration at all levels – local, state and federal – with a focus on strategic investments to recruit and retain staff in the present and for the future.

WORKFORCE COMMITTEE

Workforce issues have been a priority issue for Kentucky's Hospitals and KHA for the past several decades. The recent pandemic and the impact it has had on the state's communities and hospitals has highlighted issues with the health care workforce. These issues have been present for many years but the pandemic and societal changes have revealed growing and serious problems that must be resolved for Kentucky to retain a robust system of health services. It should be noted this is not just a Kentucky issue, it is a national problem that requires long-term solutions.

Health care organizations face an increase in workplace violence, staffing shortages, capital restraints and ever-mounting pressures to meet the needs of Kentucky's citizens, not to mention a regulatory environment that poses significant demands on workers while not always yielding tangible results. Many workers have exited the health care sector as the result of the pandemic. A significant number of experienced health care workers have reached retirement age and are finding retirement attractive. The supply of new workers is not adequate to meet projected needs. For new workers, health care is not always a desirable option as the market for information technology, financial, legal and other careers have become more attractive.





WORKFORCE COMMITTEE - CONTINUED

In response to an ever-growing crisis, KHA formed a Workforce Committee comprised of members, KHA staff and other stakeholders to begin addressing workplace issues. The committee will focus on both short- and long-term issues that challenge Kentucky's hospitals.

One urgent issue is the immediate need for bedside nursing staff. Two short term issues are the increase in workplace violence and the need to address workforce shortages in Kentucky. Long-term issues include tackling workforce burnout; dealing with a rapidly changing health care delivery system; predicting and meeting the state and national need for well trained, emotionally ready health care professionals in nearly every clinical discipline; and addressing the future supply of health care professionals so that professionals are adequately distributed across the state and the needs of Kentucky's healthcare providers are met.

The committee will begin its work the fourth quarter of 2021. Its starting point will be the approval of a workplace violence training program for members and to review and act on the KHA's 2020 Workplace Survey.

For more information, contact:

Melanie Moch

KHA Vice President, Data and Health Information Services mmoch@kyha.com

2501 Nelson Miller Parkway | Louisville, Kentucky 40223 | 502-426-6220 | www.kyha.com





Appendix A

HOSPITALS BY AREA DEVELOPMENT DISTRICT (ADD)

PURCHASE

Baptist Health Paducah

ContinueCARE Hospital at Baptist Health Paducah

Jackson Purchase Medical Center

Marshall County Hospital

Mercy Health - Lourdes Hospital

Murray-Calloway County Hospital

PENNYRILE

Baptist Health Deaconess Madisonville

Caldwell Medical Center

ContinueCARE Hospital at Baptist Health Madisonville

Crittenden Community Hospital

Cumberland Hall Behavioral Health Hospital

Jennie Stuart Medical Center

Livingston Hospital & Healthcare Services

Owensboro Health Muhlenberg Community Hospital

Trigg County Hospital, Inc.

GREEN RIVER

Deaconess Henderson Hospital

Deaconess Union County Hospital

Ohio County Hospital

Owensboro Health Regional Hospital

River Valley Behavioral Health Hospital

BARREN RIVER

Logan Memorial Hospital

Monroe County Medical Center

Rivendell Behavioral Health Services

Southern Kentucky Rehabilitation Hospital

T. J. Samson Community Hospital

TriStar Greenview Regional Hospital

LINCOLN TRAIL

Baptist Health Hardin

Breckinridge Memorial Hospital

Encompass Health Rehabilitation Hospital of Lakeview

Flaget Memorial Hospital

Lincoln Trail Behavioral Health System

Owensboro Health Twin Lakes Medical Center

Spring View Hospital

KENTUCKIANA

Baptist Health La Grange

Baptist Health Louisville

Central State Hospital

Kindred Hospital - Louisville

Kindred Hospital Louisville At

Jewish Hospital

Norton Audubon Hospital

Norton Brownsboro Hospital

Norton Children's Hospital

Norton Hospital

Norton Women's & Children's Hospital

Robley Rex VA Medical Center

The Brook Hospital - Dupont

The Brook Hospital - KMI

UofL Health - Frazier Rehab Institute

UofL Health - Jewish Hospital

UofL Health - Mary & Elizabeth Hospital

UofL Health - Peace Hospital

UofL Health - Shelbyville Hospital

UofL Health - UofL Hospital

NORTHERN KENTUCKY

Carroll County Memorial Hospital

Encompass Health Rehabilitation Hospital of Northern Kentucky

Gateway Rehabilitation Hospital

Select Specialty Hospital -Northern Kentucky

St. Elizabeth Edgewood

St. Elizabeth Florence

St. Elizabeth Fort Thomas

St. Elizabeth Grant

SUN Behavioral Health

BUFFALO TRACE

Fleming County Hospital

Meadowview Regional Medical Center

GATEWAY

CHI Saint Joseph Mount Sterling

Morgan County ARH Hospital

St. Claire Regional Medical Center

HOSPITALS BY AREA DEVELOPMENT DISTRICT (ADD) - CONTINUED

FIVCO

King's Daughters Medical Center Three Rivers Medical Center

BIG SANDY

ARH Our Lady of the Way Hospital

Highlands ARH Regional Medical Center

McDowell ARH Hospital

Paul B. Hall Regional Medical Center

Pikeville Medical Center

Tug Valley ARH Regional Medical Center

KENTUCKY RIVER

Hazard ARH Regional Medical Center

Kentucky River Medical Center Mary Breckinridge ARH Hospital Whitesburg ARH Hospital

CUMBERLAND VALLEY

AdventHealth Manchester

Baptist Health Corbin

Barbourville ARH Hospital

CHI Saint Joseph London

ContinueCARE Hospital at Baptist Health Corbin

Harlan ARH Hospital

Middlesboro ARH Hospital

Pineville Community Health Center

Rockcastle Regional Hospital & Respiratory Center

LAKE CUMBERLAND

Casey County Hospital
Cumberland County Hospital
Jane Todd Crawford Hospital
Lake Cumberland Regional
Hospital

Russell County Hospital

T. J. Health Columbia

Taylor Regional Hospital

Wayne County Hospital, Inc.

BLUEGRASS

Baptist Health Lexington

Baptist Health Richmond

Bluegrass Community Hospital

Bourbon Community Hospital

CHI Saint Joseph Berea

CHI Saint Joseph East

CHI Saint Joseph Hospital

Clark Regional Medical Center

Continuing Care Hospital

Eastern State Hospital

Encompass Health Cardinal Hill Rehabilitation Hospital

Ephraim McDowell Fort Logan

Hospital

Ephraim McDowell James B. Haggin Hospital

Ephraim McDowell Regional Medical Center

Frankfort Regional Medical Center

Georgetown Community Hospital

Harrison Memorial Hospital

Mercy Health - Marcum & Wallace Hospital

Ridge Behavioral Health System

Select Specialty Hospital - Central Kentucky

UK Chandler Medical Center

UK HealthCare Good Samaritan Hospital

VA Medical Center - Lexington