Sample Memo to Employees and Volunteers (Internal Audience)

(Copy to Hospital or Health System Letterhead)

**TO:** [HOSPITAL OR HEALTH SYSTEM] employees and volunteers

**FROM:**  [NAME], [TITLE]

**DATE:**

**SUBJECT:** [HOSPITAL OR HEALTH SYSTEM] Community Benefits Report for the

2013 Fiscal Year

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All of us at [HOSPITAL OR HEALTH SYSTEM] pride ourselves in that we go above and beyond the delivery of essential health care services to improve our patients’ health and quality of life, regardless of their ability to pay. In addition to caring for those who come to our hospital for treatment, we provide services for the community to ensure healthier children, safer environments, earlier detection of disease and enhanced access to basic health care services.

[HOSPITAL OR HEALTH SYSTEM provides benefits our community in many ways. In addition to offering quality care close to home, [HOSPITAL OR HEALTH SYSTEM is a major employer in [COMMUNITY NAME] and is responsible for [NUMBER (Source 2013 *Kentucky Hospitals’ Economic Importance to Their Communities Report- contact KHA for a copy*)] percent of all wages and salaries in the county.

[HOSPITAL OR HEALTH SYSTEM] recently participated in a voluntary effort through the Kentucky Hospital Association (KHA) to quantify two types of community benefits: traditional and non-traditional. Traditional community benefits are uncompensated care, which includes health care services provided to patients who are unable to pay and the unreimbursed costs of government programs such as Medicare and Medicaid. Non-traditional community benefits are programs and services offered by Kentucky hospitals for the community — beyond hospital walls — to improve health status or increase access to care.

[HOSPITAL OR HEALTH SYSTEM] was proud to provide [$XX] in community benefit services [to more than NUMBER residents — *optional; insert if available*] in the 2013 fiscal year (the most recent year for which data is available). These efforts included non-traditional benefits through programs such as [CUSTOMIZE TO FIT YOUR HOSPITAL, i.e., health screenings, immunizations, free and reduced-cost clinics].

Our numbers also show that in 2013, [HOSPITAL OR HEALTH SYSTEM]:

* provided more than [$NUMBER] in care to patients who were unable to pay for the services
* provided more than [$NUMBER] to cover unreimbursed costs of government programs such as Medicare and Medicaid
* offered more than [$NUMBER] in free or reduced-fee community-based programs
* supplied the community with non-traditional community benefits like those mentioned

Our volunteers, doctors, nurses, facility personnel and everyone here at [HOSPITAL OR HEALTH SYSTEM] should be tremendously proud. The impact of your hard work extends well beyond our walls and is what makes these community benefits a reality. You know from firsthand experience that each number represents a story that you helped write.

Please don’t hesitate to contact me if you have any questions or would like more information about [HOSPITAL OR HEALTH SYSTEM’s] community benefits.

Thank you for being an essential part of the landscape of our community.