

Community Benefit Report 2023

McCall



Continuing Our Legacy of Excellence in Health Care

From our founding in 1902 to 2022, when we were recognized as one of the top 15 Health Systems in the nation for the 9th consecutive year, St. Luke's has always been a leader in quality care and a dedicated community partner.

As Idaho's only locally based, not-for-profit, community owned and led health system, we are committed to providing all patients with the highest quality health care, regardless of their ability to pay.

merATIVE

15 Top Health Systems



Health care is about relationships. Great health care comes from the heart, and I am thankful to be able to say that St. Luke's partnerships, community collaborations, board member engagement, volunteer dedication and team member commitment are driven by that heart-centered spirit. It makes our mission—and excellent patient outcomes and experiences—possible.

– Chris Roth, St. Luke's President and CEO



With the opening of the new and expanded McCall Medical Center in 2023, St. Luke's has made a significant investment to keep pace with the area's population growth and community members' diverse care needs. The new medical center and urgent care clinic increase access to additional specialty, emergent and routine medical services for community members in Valley County and the surrounding counties.



To fill an unmet need for domestic and sexual violence support in the area, Rise Up 2 Thrive opened its doors in 2022. Thanks to funding from St. Luke's, the organization has already provided mental and physical health services, counseling and safe housing to a record number of residents in crisis.



St. Luke's Health System Overview

Report of Community Benefits 2023

St. Luke's primary service area is Ada County, with our secondary service area covering southwest, south-central and west-central Idaho, eastern Oregon and northern Nevada. The numbers below provide a broad overview of the rich benefits St. Luke's provides to local communities in these counties: Ada, Blaine, Canyon, Elmore, Jerome, Twin Falls and Valley. All numbers are current as of the fiscal year ending Sept. 30, 2023.



\$869 Million
Total Community
Benefit



\$36 Million
Charity Care



\$105 Million
Services and Programs for the
Community



\$18.5 Million
Donations Received

Community Needs Determination Process

St. Luke's community health efforts are directed by community needs assessments, St. Luke's community boards and Community Health and Engagement. In 2023, St. Luke's and partners conducted the first joint Community Health Needs Assessment, which is designed to help us better understand the most significant health challenges facing the individuals and families in our service areas.

Community Health and Engagement, in collaboration with internal and external stakeholders, is responsible for developing, implementing and maintaining optimal community health initiatives designed to address our communities' most significant health needs.



St. Luke's dedication to community benefit guides us to maximize partnerships and available resources, ensuring people have equitable opportunities to achieve their optimal health and well-being.

*– Theresa McLeod, St. Luke's Administrator of
Community Health and Engagement*

St. Luke's McCall Overview

Report of Community Benefits 2023

St. Luke's McCall is a critical access hospital and a leader in health and wellness promotion. Founded in 1956 as McCall Memorial Hospital, the medical center and clinics integrated with St. Luke's Health System in 2010. In 2023, we opened an expanded, modernized hospital and a new Urgent Care clinic in the community.



\$24.9 Million
Total Community Benefit



\$910,000
Donations Received



3,493
Volunteer Hours



53
Volunteers



313
Employees

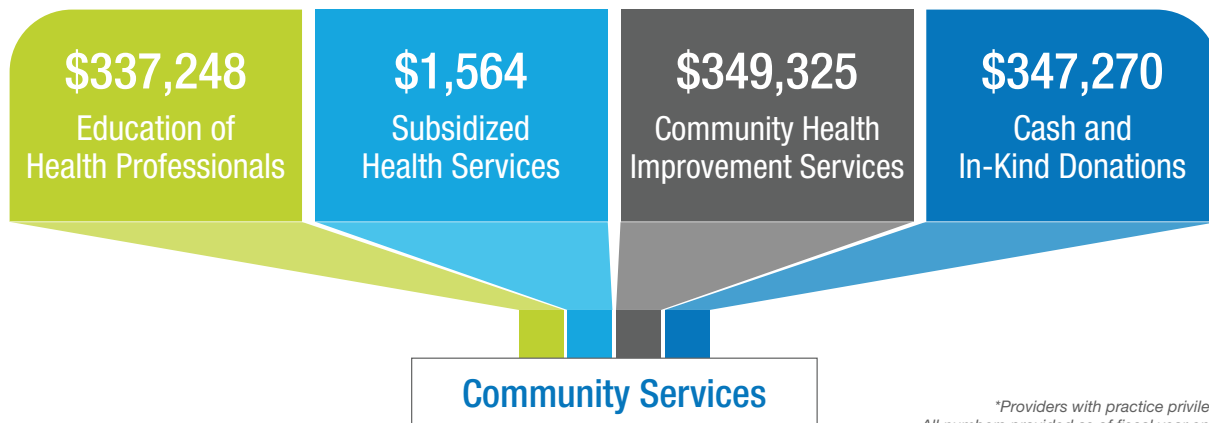


94
Physicians*



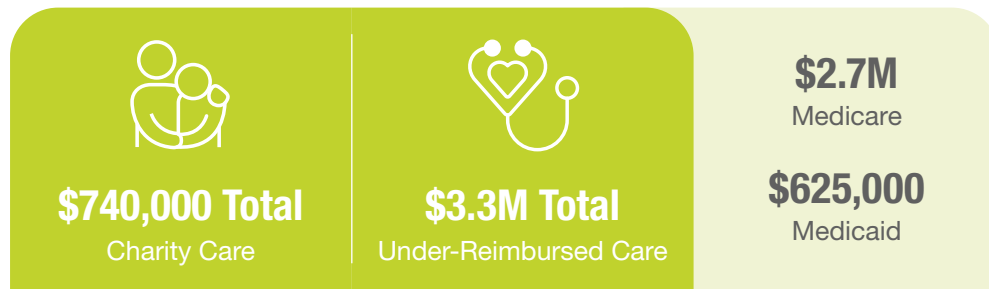
51
Advanced Practice Providers*

Providing a High Quality of Care



*Providers with practice privileges at our locations. All numbers provided as of fiscal year ending Sept. 30, 2023.

St. Luke's McCall Overview



St. Luke's provides health care to eligible patients without charge or at a reduced rate, based upon a sliding scale derived from federal poverty guidelines.



The community has been asking for better access to primary care. We are excited we were able to open the new urgent care clinic last summer, making it easier and more affordable for individuals and families to get the care they need.

– Amber Green, RN, BSN, MSN, St. Luke's McCall Chief Operating Officer/CNO



Giving Thanks

Our work assessing and addressing community needs would not be possible without a visionary board of directors and our dedicated community boards. We are grateful for their partnership and guidance.

St. Luke's Health System Board of Directors as of Sept. 30, 2023:

Andrew Scoggin, Chairperson
Emily Baker
Brigette Bilyeu
Tom Corrick
Rosa Dávila, PhD
Lucie DiMaggio, MD
Mark Durcan
Bill Gilbert
Lisa Grow
Allan Korn, MD
Dan Krahn
Bob Lokken
Rich Raimondi
Chris Roth, President/CEO
Jill Twedt
Bill Whitacre

St. Luke's McCall Community Board Members as of Sept. 20, 2023:

Robert Vosskuhler, MD, Chairperson
Kristin Christensen
Sarah Covault
Eddie J. Droge, MD
Amber Green
Doug Irvine, MD
Patrick Kinney, MD
Dean Martens
Dawn Matus
Lyle Nelson
Travis Smith
Gary Thompson
Aana Vannoy
Kurt Wolf

The information provided in this report is required by Idaho Code 63-602D, which states that 501(c)(3) hospitals having 150 or more beds must file a community benefit report with the Board of Equalization by Dec. 31 of each year. According to the code, the report is to include a description of the process the hospital has used to determine general community needs that align with the hospital's mission. In addition, the report shall include the hospital's amount of:

- Unreimbursed services for the prior year (charity care, bad debt, and under-reimbursed care covered through government programs).
- Donated time, funds, subsidies and in-kind services.
- Additions to capital such as physical plant and equipment.