

Hospital Vision	It is the vision of Valley Hospital Medical Center to be the healthcare provider and employer of choice in our community.
Hospital Values	<ol style="list-style-type: none"> 1. Service Excellence. We provide timely, professional, effective and efficient service to all of our customers. 2. Continuous Improvement in Measurable Ways. We will identify the key needs of our customers, assess how well we meet those needs, continuously improve our service and measure our progress. 3. Employee Development. We understand that the professionalism and drive of our people are the most important factors in the quality of service Valley Hospital Medical Center provides. 4. Ethical & Fair Treatment of All. We are committed to forming relationships of fairness and trust with our patients, our physicians, purchasers of our service and our employees. We will conduct our business according to the highest ethical standards. 5. Teamwork. We will work together to provide ever-improving customer service. This team approach to our work will supersede traditional departmental organization and create a true customer focus. People at all levels of the organization will participate in decision-making and process improvement. 6. Compassion. We will never loss sight of the fact that we provide care and comfort to people in need. The patients and families that rely upon us are fellow human beings, and will receive respectful and dignified treatment from all of our people at all times.
Hospital Community Benefit Plan (groups to target, decision makers, goals)	Work with eligible, uninsured patients to enroll them in appropriate government-funded insurance programs. Provide charity-care services where warranted

Mission Mapping (these are not required fields)

	Yes	No
Does your mission map to your strategic planning process?	X	
Do you have a dedicated community benefits coordinator?		X
Do you have a charitable foundation?		X
Do you conduct teaching and research?	X (GME Program)	
Do you operate a Level I or Level II trauma center?		X
Are you the sole provider in your geographic area of any specific clinical services? (If Yes, list services.)		X

Community Health Improvements Services

	Benefit \$566,416
Community Health Education	<ol style="list-style-type: none"> 1) Monthly Senior Advantage seminars - \$ 2,185.51 2) 2010 Community Health Presentations -\$5,935.15
Community-Based Clinical Services	<ol style="list-style-type: none"> 1) \$50 mammogram screenings in 2010 -\$18,252.00 2) Heart check BP machine at Meadows Mall (free to all) \$35,400.00
Health Care Support Services	<ol style="list-style-type: none"> 1) Bus token distributed through Case Management & ER -\$5,900.00 2) Babies Are Beautiful, moms took advantage of program's free prenatal classes ---\$2,700.00 and Breastfeeding classes ---\$100.00 3) NCO payment -\$495,942.81

Health Professions Education

	Benefit \$5,353,511
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Physicians/Medical Students (net of Direct GME payments)	\$4,781,445
Nurses/Nursing Students	1) Preceptor -\$572,066.00
Other Health Professional Education	\$0.00
Scholarships/Funding for Professional Education	\$0.00

Subsidized Health Services

	Benefit \$60,841,308
Total Uncompensated Cost from Uncompensated Cost Report filed with DHCFP	\$48,901,087
Less: Medicaid Disproportionate Share Payments received for the Period	10,000
Less: Other Payments Received for these Accounts (County Supplemental Funds, etc.)	201,063
Net Uncompensated Care	\$ 48,690,024
Uncompensated SCHIP (Nevada Checkup) Cost	
Uncompensated Medicare Cost (see instructions)	17,428,672
Uncompensated Clinic or Other Cost	
Other Subsidized Health Services	
Less: Cost Reported in Another Category	- 5,277,388
Total Subsidized Health Services	\$ 60,841,308

Research

	Benefit \$
Clinical Research	\$0.00
Community Health Research	\$0.00
Other	\$0.00

Financial Contributions

	Benefit \$82,723
Cash Donations	\$77,337.12
Grants	\$
In-Kind Donations	\$
Cost of Fund Raising for Community Programs	\$5,386.00

Community Building Activities

	Benefit \$
Physical Improvements and Housing	\$
Economic Development	\$
Community Support	\$
Environmental Improvements	\$
Leadership Development and Leadership Training for Community Members	\$
Coalition Building	\$
Community Health Improvement Advocacy	\$
Workforce Development	\$

Community Benefit Operations

	Benefit \$
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Dedicated Staff	\$
Community Health Needs/Health Assets Assessment	\$
Other Resources	\$

Other Community Benefits

	\$
	\$
	\$
Other Community Benefits Subtotal	\$

Total Community Benefit

	Benefit \$66,843,957.59

Other Community Support

	Benefit \$3,195,463
Property Tax	\$686,253.48
Sales and Use Tax	\$1,695,381.40
Modified Business Tax (Head Tax)	\$813,829.08
Other Tax (describe) 1)	
Assessment for not meeting minimum care obligation of NRS 439B.340	\$
Total Other Community Support	

Total Community Benefits & Other Community Support

	\$70,039,421

List and briefly explain educational classes offered
Throughout the year, Valley Hospital offers hospital-based educational seminars through our senior advantage program on a variety of health topics –cardiology, stroke / neuro, internal health, etc. The classes are free to the community.

List and briefly describe other community benefits provided to the community for which the costs cannot be captured
Throughout the year, Valley Hospital employees provide lectures and presentations to community groups on health-related topics which may / may not be easily captured or listed within other areas of this report
Salaries associated with staff caring for mental health patients in the ER
Dr. Ortega stipend for rounding on mental health patients
Enrollment assistance in public programs, including state, indigent, CMS

Discounted Services & Reduced Charges Policy & Procedures

Charity Care Policy: (attach copies of actual policies if first filing or policy changed)	Policy Effective Date:
Does the hospital have a policy? (Yes or No)	Yes
Policy covers up to what % of Federal Poverty Level?	200%
Discounts given up to what %?	100%
Amount of time to make arrangements (in days or months)	(see policy)
Other comments	
Prompt Pay or Other Discounts: (attach copies of actual policies if first filing or policy changed)	Policy Effective Date:
Does the hospital have a policy? (Yes or No)	Yes
Discounts given up to what %?	30%+
Amount of time to make arrangements? (in days or months)	31 days
Other comments	

Collection of Accounts Receivable Policies & Procedures

Effective Date of Policy	
Does hospital have established policy?	Yes
Does hospital make every reasonable effort to help patient to obtain coverage? (Yes or No)	Yes
Number of patient contacts before referral to collection agency	(see policy)
Is collection policy consistent with the Fair Debt Collection Practices Act? (Yes or No)	Yes
Methods of communication with patient (e.g. phone, letter, etc.)	Phone / Letter
Number of days prior to referral to collection agency	See policy
Is the patient notified in writing of referral to collection agency?	Yes
Is the patient notified in writing prior to a lawsuit being begun?	Yes
Other comments	

Chargemaster

Is hospital chargemaster available in accordance with NRS 449.490 (4) requirements? (Yes or No)	Yes
Is the chargemaster updated at least monthly? (Yes or No)	Yes
How is the chargemaster made available? (E.g. format, location, etc.)	PC in Central Billing Office

