

Statement of the Crozer-Keystone Health System

Before the Senate Public Health and Welfare Committee

Presented by

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Good morning, Chairman Erickson and members of the Senate Public Health and Welfare Committee. My name is Kathy Scullin and I am testifying today on behalf of Crozer-Keystone Health System which is comprised of five hospitals in Delaware County and 2600 doctors and nurses. We employ about 7100 people and we are the largest employer in Delaware County.

As you have heard from my colleague, Jim Redmond, Senior Vice President, Legislative Services Hospital & Healthsystem Association of PA, clinics strive to provide primary and subspecialty care to patients in need. Out of respect for the committee's time, I will be presenting the Crozer experience for the next two minutes.

The Crozer-Keystone Health System works diligently to integrate patients with no insurance or those who are underinsured into the fabric of the Crozer-Keystone Health System. We offer a variety of opportunities for patients to receive preventive, primary and specialty care.

One of the strongest commitments our health system makes to uninsured or underinsured patients and their families is to appoint patients with one of our employed physicians in a private practice setting. Patients with little to no means receive the same level of care in a private practice setting as patients with insurance. How are we able to do this? Our health system has chosen to employ 303 physicians and they accept the same insurances, including Medical Assistance, that our hospitals do. We believe that when patients establish a relationship with one provider or a group of providers, the level of care is enhanced. We can see most primary care patients same day or within a few days depending on their medical needs.

Our total number of Medicaid and uninsured visits through March of this year, for our employed physicians was 83,993. These visits are physician office visits only and do not including emergency department visits.

Additionally, we have set up specific programs and services for patients with specific needs. Patients who need care that is more specialized often go to their primary care physician or to an emergency department first and then are referred to one of our employed subspecialists or our hospital-based clinic for follow up care. The hospital-based clinics have complete integration with the hospital including a professional staff with admitting privileges at the hospital. The clinics also have a medical record system that is fully integrated with the hospital's medical record system.

Pearl Hall has a wealth of resources dedicated to Women's Health Services. These services include maternity services through the Healthy Beginnings Plus Program which provides comprehensive multidisciplinary prenatal care to low- income women. These prenatal services include not only maternity care but intensive care coordination through a social worker, drug and alcohol counseling, nutritional counseling, smoking cessation and childbirth education.

Other Women's Health services include Gynecologic services such as the Family Planning Program at Pearl Hall (partially supported by federal funding passed through the state of Pennsylvania.), and the Pa. Dept. of Health's Sexually Transmitted Disease Program which supports testing and treatment for STD's including HIV. Additionally, the Healthy Women Program, at Pearl Hall, provides preventive care such as breast and cervical cancer screening as well as follow-up and treatment of abnormal findings.

We estimate that the clinical staff at Pearl Hall delivered care for 11,178 Women's Health Services patient visits last year. About 95% of our patients present with no insurance, including medical assistance. We have worked diligently to get our patients who qualify enrolled in medical assistance plans and we are proud of our high success rate in converting uninsured patients to Medical Assistance. Patients who have insurance will see a health care professional for routine care more frequently and have greater continuity in their care than those who do not have insurance.

Wait times in our Pearl Hall clinic for Women's Health Services can be lengthy since we do our best to see patients with emergent needs same day and this can create a backlog for patients who are already seeking routine care.

Other subspecialty services available at Pearl Hall include General Surgery, Orthopedics, Cardiology, and Urology. Patients are referred to these services usually after visiting an Emergency Department somewhere in the county where it is identified that further evaluation and follow up is needed.

Our health system pays physicians on a rotating basis to see patients who have these medical needs either in Pearl Hall or in their private practices.

Crozer-Keystone Health System funds the salaries, operating expenses and applies for grants to cover the costs of delivering care to the uninsured and the underinsured. Our

clinic staff includes 1.5 full-time physicians and many part-time subspecialists, 2.0 nurse practitioners, 4 registered nurses, 1 social worker, contracted coverage by WIC for nutritional counseling, 6 medical assistants, 4 clerical support staff and an administrative director. All these services required a multi-million dollar subsidy.

The Crozer-Keystone Health System also tries to be innovative in delivering care to our patients at risk. Since 1995, Crozer-Chester Medical Center's Department of Pediatrics has sponsored a school-based health center, the Wellness Center, located in the Smedley Middle School in the Chester Upland School District. For 12 years, the Wellness Center has been providing adolescent-focused primary care to a population of at-risk youth in the City of Chester and surrounding communities, and risk reduction programming to Chester teens.

With leadership provided by a pediatrician specializing in adolescent medicine, the Wellness Center provides comprehensive primary care services tailored to the needs of Chester teenagers. Referrals are made as needed for tertiary care to Crozer-Chester Medical Center, Children's Hospital of Philadelphia, and A.I. DuPont Hospital for Children. Pediatric residents rotate through the Wellness Center for their rotations in adolescent and community medicine and provide care under the supervision of the Medical Director. In addition, as part of its partnership with the Chester Upland School District, the Wellness Center has performed state-mandated physicals at Smedley Middle School and Chester High School for many years.

The Wellness Center had nearly 800 patient encounters in the last fiscal year. Most of the patient population seen is between 11 and 21 years old; 51% were under age 18 and 49% were 18+. The population is 64% male, 36% female; 75% Black, 23% White, 2.0% other; 6.4% are Hispanic. Approximately 65% of the population served are on medical assistance, Medicaid, or have no insurance.

#### **A CKHS Community Benefit: Charity Care**

Crozer-Keystone has made a commitment to those patients that are underinsured or uninsured who qualify for Charity Care under our current policy. The Crozer-Keystone Health System extends 100% free care to those below the 150 percent of the Federal Poverty Guideline (FPG).

*Example: a male patient, 51 years old from Chester, failed to qualify for Medical Assistance (MA) due to excess income (\$406 per month) from unemployment benefits, he qualified for 100% free care under our policy.*

*A Male patient, 61 years old from Upper Darby, failed to qualify for MA due to income from a disability and spend down of his assets. He qualified for 100% free care under our policy based on his income and his history of spending down his savings to supplement his monthly income.*

Crozer-Keystone also extends partial free care on a sliding scale to those over 150% but below 300% of the Federal Poverty Guideline. We provide discounts to those above

300% of the Federal Poverty guideline based on a sliding scale, comparable to other payers in the market. This is a growing area of concern as patients are unable to meet their responsibility after their insurance has paid its share.

*A 56-year old male patient from Clifton Heights with a family of four and monthly income of \$1500. per month was granted 100% free care for his balance of \$451.00 after insurance.*

Crozer-Keystone Health System is committed to making sure that all members of the communities we serve have access to preventive, primary and subspecialty care. These commitments continue to present serious financial challenges to our health system and we thank you for the opportunity to present our story to you today.