Dear Neighbors:

As your county, not-for-profit hospital, Cheyenne Regional Medical Center delivers care and supports programs that improve the overall health and well-being of all Laramie County residents. Our range of services extends from birth to end-of-life care. As a health system, we are committed to a care model that encourages wellness before a hospital stay and provides for patient-centered care transitions across care settings following your stay.

Choosing from among the many requests for funding we receive every year takes commitment to a well-designed community health improvement plan. Our community benefit investments are designed to work as a catalyst for creating community partnerships. These partnerships address access-to-care limitations due to the lack of affordable health insurance and expand the capacity of Laramie County’s safety-net system to provide high quality, well-coordinated care in the least costly care setting.

This report provides just a glimpse of the many ways we provide community benefits. Within these pages you will find initiatives for our most vulnerable residents. These initiatives range from ensuring up-to-date information and referrals—to improving birth outcomes and early childhood development—to providing for advanced illness management and care of the frail elderly.

Cheyenne Regional’s 2,071 physicians, nurses and other staff don’t just save lives and provide care to the sick and injured every day. With the support of our Board of Trustees, we move beyond the walls of the hospital and our clinics to ensure that affordable and effective care is available for all of our residents- young or old, rich or poor, insured or uninsured. We are truly proud to serve you and your families and wish you continued good health.

Sincerely,

John Lucas, MD, MPH
Chief Executive Officer

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**Contributions to Our Community**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Health Improvement Service</td>
<td>$1,289,982</td>
<td>$1,545,949</td>
<td>$1,899,116</td>
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<tr>
<td>Subsidized Health Services</td>
<td>$11,319,015</td>
<td>$10,375,194</td>
<td>$12,044,208</td>
</tr>
<tr>
<td>Community Partner Grants and In-kind Donations</td>
<td>$267,142</td>
<td>$806,125</td>
<td>$1,021,901</td>
</tr>
<tr>
<td>Community Building Activities</td>
<td>$1,534,886</td>
<td>$1,249,613</td>
<td>$1,564,323</td>
</tr>
<tr>
<td>Charity Care</td>
<td>$3,407,229</td>
<td>$3,193,151</td>
<td>$5,126,087</td>
</tr>
<tr>
<td>Government-Sponsored Health Care</td>
<td>$4,032,545</td>
<td>$2,659,259</td>
<td>$1,829,029</td>
</tr>
<tr>
<td><strong>Totals—Community Benefit</strong></td>
<td>$21,850,799</td>
<td>$19,829,291</td>
<td>$23,484,664</td>
</tr>
<tr>
<td>Unpaid Cost of Medicare</td>
<td>$7,431,194</td>
<td>$10,260,216</td>
<td>$12,910,487</td>
</tr>
<tr>
<td><strong>Grand Totals</strong></td>
<td>$29,281,993</td>
<td>$30,089,507</td>
<td>$36,395,151</td>
</tr>
</tbody>
</table>

**A Look Inside**

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Charity Care Program

As your not-for-profit county hospital, Cheyenne Regional Medical Center provides patient care regardless of ability to pay or insurance coverage. You may be eligible to receive care that is free or provided at a reduced cost through our Charity Care program, which is designed to help individuals who cannot afford the health care they need.

To complete an application:
- Visit cheyenneregional.org/billing-and-insurance.
- Call our Charity Care program coordinator at (307) 633-3000.
- E-mail charity.care@crmcwy.org
- Mail to Cheyenne Regional Medical Center, Charity Care Program, PO Box 1649, Cheyenne, WY 82003.

Frequently Asked Questions

**Question:** Who is eligible for Charity Care?
**Answer:** All patients are potentially eligible, regardless of insurance status. If you are approved for charity care, a discount would be applied to self-pay balances even after insurance payment has been received.
- Uninsured patients are eligible to receive a self-pay discount of 20 percent.
- The patient amount due is determined on a sliding fee scale for patients up to 400 percent of the federal poverty level (FPL). For a household of four in 2013, 400 percent of the FPL is equal to a household income of $92,200.

**Question:** When and where can I apply for assistance?
**Answer:** You can apply at any Cheyenne Regional Physician’s Group clinic or at the hospital before, during or after your stay. As well, an application can be mailed to your house, and you can return it by mail. See contact information for the Charity Care program above.

**Question:** What documents do I need to apply for Charity Care?
**Answer:** Photo ID (examples—driver’s license, passport, student ID); proof of residency (examples—utility bill with name and address; rent receipt with name and address; proof of temporary residence in a group home, shelter or residential treatment facility); income verification (examples—most recent tax return, paycheck stubs) and health insurance card (if applicable).

**Question:** What if I do not file a tax return?
**Answer:** If your income level does not require you to file a tax return, you may fill out a form called the 4506T and submit it to the IRS, which will allow the Charity Care program to verify this. Ask the Charity Care staff for assistance in obtaining and submitting the form. If you are claimed as a dependent on someone else’s taxes, you will need to submit that person’s tax return.
These are health services provided to the community despite a financial loss because the services would not otherwise be provided. Examples of these services include trauma, hospice and behavioral health. ($7,687,862 in subsidized behavioral health was provided over the last three fiscal years.)

**Wyoming PACE**  
**Program of All-Inclusive Care for the Elderly (PACE)**  
Wyoming PACE at Cheyenne Regional Medical Center is a non-profit health and supportive services program designed to assist seniors who want an alternative to long-term care placement.

Through the combined advocacy efforts of Cheyenne Regional and Laramie County’s network of Aging Services providers, this well-researched model was authorized by legislation passed in 2010. All start-up costs for Wyoming’s first PACE center were provided by the hospital.

The mission of Wyoming PACE is to enable the aging population to live with dignity within their communities. PACE allows for participants to stay within their own homes while providing family members and caregivers with needed professional guidance, physical relief and emotional support.

**Advanced Illness Management/ Palliative Care**  
Palliative care is specialized medical care and advanced illness management that focuses on relief of the symptoms and stress of life-threatening chronic illness. The goal is to prevent and ease suffering and to improve quality of life for patients and their families. Decisions about palliative care can come at unexpected moments, whether one is old or young, so integrating advanced illness management into primary care and wellness is imperative.

Patients have a range of diseases and respond differently to treatment options.

A key benefit of advanced illness management/palliative care is that it customizes treatment to meet the needs of each individual person. Key components include identification of patient values; cure and comfort coordination; shared decision-making; and ensuring that patients’ physical, psychological, social, spiritual and financial needs are being addressed.
Healthier Laramie County

Established nearly 20 years ago as a partnership between Cheyenne Regional, the Cheyenne/Laramie County Health Department and a handful of community service providers, this results-oriented “Talk to Action” collaborative has grown in 2012 to more than 100 organizations/community members who are determined to work together to make Laramie County the healthiest county in Wyoming!

Over the years, the collaborative has remained focused on three interrelated barriers to improving health status for vulnerable populations in Laramie County:

1. Lack of affordable health insurance
2. Access limitations due to the health-care safety-net’s fragmentation & limited capacity
3. The effect of “poverty budgeting” on healthy behavior and health-care choices

2012 Community Benefit Grants:
Greenway Fitness Course
Community Health Improvement Planning
Raising Readers
Wyoming 2-1-1
Wyoming Faith Community & Parish Nursing
GoalConnect
Laramie County Centralized Pharmacy
Coordinated School Health Planning Grant
Cheyenne Health and Wellness Center

In 2012, Cheyenne Regional and Healthier Laramie County updated the comprehensive community needs assessment and developed a health improvement plan to guide their efforts for the next three years. Five Action Teams have emerged:

1. Healthy Adults with Healthy Behaviors
2. Healthy Youth
3. Strong Families
4. Supportive Physical Environment
5. Accessible Care

The CRMC Benefit Committee provided more than $1 million in grants last year.

Community Grants and In-Kind Donations

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>$267,142</td>
</tr>
<tr>
<td>2011</td>
<td>$806,125</td>
</tr>
<tr>
<td>2012</td>
<td>$1,021,901</td>
</tr>
<tr>
<td>Outcomes/Evidence of Need</td>
<td>Best Practices</td>
</tr>
<tr>
<td>---------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Healthy Adults with Healthy Behaviors</td>
<td>Preventing Heart Disease in Women</td>
</tr>
<tr>
<td>2012 Needs Assessment</td>
<td>- Don't smoke or use tobacco</td>
</tr>
<tr>
<td>Accessible Care</td>
<td>- Exercise for 30 minutes on most days</td>
</tr>
<tr>
<td>2012 Needs Assessment</td>
<td>- Eat a heart-healthy diet</td>
</tr>
<tr>
<td>38% have never had a dental check up in the past 12 months</td>
<td>- Maintain a healthy weight</td>
</tr>
<tr>
<td>Healthy Adults with Healthy Behaviors</td>
<td>- Have a Positive Outlook</td>
</tr>
<tr>
<td>Move Naturally</td>
<td>- Eat Well</td>
</tr>
<tr>
<td>- Connect with Others</td>
<td>- Lay Institutional and individual groundwork (24 months)</td>
</tr>
<tr>
<td>Accessible Care</td>
<td>- Strengthen provision of primary, preventive, mental health and dental care for the under served</td>
</tr>
<tr>
<td>38% have never had a dental check up in the past 12 months</td>
<td>- Expand access to a coordinated, comprehensive and health-based care relationship</td>
</tr>
<tr>
<td>Healthy Youth</td>
<td>- Increase heart knowledge, attitudes and skills</td>
</tr>
<tr>
<td>2012 Needs Assessment</td>
<td>- Improve positive health behaviors and outcomes</td>
</tr>
<tr>
<td>72% of male youth are not proficient in math</td>
<td>- Parents sharing services</td>
</tr>
<tr>
<td>Accessible Care</td>
<td>- Improve education outcomes and access to health care services</td>
</tr>
</tbody>
</table>
GoalConnect

In 2012, United Way and Cheyenne Regional partnered to launch GoalConnect, a care coordination tool that allows the Healthier Laramie County partners to track referrals and help clients/patients navigate a confusing health and social services system. With patient authorization, the tool can eliminate the need for duplicate eligibility determination; activate patients and recipients of services to be more involved in setting their own health and self-sufficiency goals; and help ensure effective care coordination and referral by patient-centered medical homes (PCMHs), a requirement for PCMH certification.

Greenway Fitness Course

Last year Cheyenne Regional Medical Center’s Community Benefits program provided a $22,218 grant to fund the development and installation of a new fitness course along the Greater Cheyenne Greenway in south Cheyenne. The grand opening for the new course was held May 31 and included presentations by Cheyenne Mayor Rick Kaysen, Cheyenne Parks & Recreation Department Assistant Director Todd Feezer and representatives from the Healthier Laramie County Physical Activity and Obesity (PAO) work group.

Second grade students and teachers from nearby Goins Elementary School also attended. After the presentation, students were invited to try out the fitness course, which includes five stations. In addition to the grant, the project received financial support and expertise from the PAO and the Cheyenne Parks & Recreation Department.

Wyoming 2-1-1

Cheyenne Regional Medical Center is a proud sponsor of Wyoming 2-1-1, a 24/7, free, confidential health and human services information and referral system throughout Wyoming.

Callers receive non-emergency referrals for:

- Basic needs
- Physical and mental health resources
- Financial counseling and resources
- Support for children and families
- Support for community crisis
- Disaster recovery

To access services, dial 2-1-1 or go online to www.wyoming211.org
Mended Hearts
Liz Escobedo and Bob Born were among the more than 50 people who attended the year-end celebration of the Mended Hearts cardiac support group last summer at Lions Park in Cheyenne.

Bob credits the group and the support he’s received from Cheyenne Regional Medical Center’s Cardiac Rehabilitation program with saving his life.

Liz likes the program because “everybody knows what you’re going through.”

“It’s a built-in support group,” Bob added. “Everyone there knows exactly how you feel and how to help you get over it.”

Safety-Net Patient Centered Medical Home
Responding to assessed gaps in the safety-net system and in order to engage more proactively with our patients with chronic disease, Cheyenne Regional partnered with the Cheyenne Health and Wellness Center to create a patient-centered medical home (PCMH) for our patients who struggle with access to primary care.

The PCMH clinic has demonstrated improvements in access to care, patient management of their symptoms, reduced acute events, improved patient health and reduction in emergency department visits for primary care.

Laramie County Centralized Pharmacy
By utilizing the Wyoming Department of Health’s Medication Donation Program (MDP)—in combination with grants provided by United Way, Cheyenne and Laramie County governments and Cheyenne Regional—the program today serves as a short-term bridge to ensure that underserved patients can access the medications they need while waiting for access to longer-term prescription assistance to be arranged. The waiting period for assistance from the state and the pharmaceutical companies can be as long as three months.

In FY 2012, the Centralized Pharmacy dispensed donated and prescription assistance medication to 2,983 patients (25,340 prescriptions) with an equivalent retail value of nearly $3.5 million. The pharmacy also completed 2,186 low-income assistance applications to pharmaceutical companies ($1,169,522 equivalent retail value).
Wyoming Health Matters

*Dynamic living report card*

Where can I find local health data, resources, promising best practices and news articles about community events?

What if I need information about public health indicators and how to interpret them?

What resource is available to help the community set health goals and evaluate progress?

Funded by Cheyenne Regional Medical Center, this new website displays more than 100 health and quality of life indicators for Laramie County. The site also offers more than 1,000 proven community-based interventions. Data is regularly updated.

![The Wyoming Health Matters website allows fast access to local data in all 23 Wyoming counties.](wyominghealthmatters.org)