2018 Report on Community Benefit
Duke University Health System

$509 Million
Total Community Benefit and Investment

$97 Million
Charity Care at Estimated Cost

Figures for fiscal year ended June 30, 2017
Committed to caring for communities across our state


For the fiscal year that ended on June 30, 2017, Duke provided a total community benefit and investment of $509 million, a 14 percent increase from the previous year. Of that figure, $97 million represents charity care at estimated cost for 235,417 patients, nearly all who call North Carolina home.

Duke's commitment to its patients allows the Health System to ensure those who are uninsured or can't pay for care because of financial hardship receive treatment they need.

Including the $509 million for FY2017, Duke’s total community benefit and investment over the past 10 years exceeds $3 billion.

This year's Report on Community Benefit is available online at corporate.dukehealth.org/community.

More than 7,000 Duke-trained healthcare professionals live and work in North Carolina

- Physicians 3,348
- Nurses 2,734
- Physician Assistants 653
- Physical Therapists 299
- Pathology Assistants 28
- Total 7,062

68,483 Inpatient Discharges
92 percent involved North Carolina residents. Total excludes normal newborns.
Top 3 counties by volume:
Durham: 21,048 (31%) Wake: 12,711 (19%) Granville: 3,263 (5%)
one dot = one inpatient discharge
Figures for the fiscal year ended June 30, 2017

2,173,687 Outpatient Encounters
95 percent were North Carolina residents.
Top 3 counties by volume:
Durham: 723,288 (33%) Wake: 617,834 (28%) Orange: 152,822 (7%)
one dot = 20 outpatient encounters
Figures for the fiscal year ended June 30, 2017

DukeHealth
World-class care to all patients, regardless of ability to pay

$97 Million

Over the course of the last fiscal year, Duke provided nearly $100 million in charity care to 235,417 patients, with 95 percent residents of North Carolina. Eighty-four percent (197,690) reside in Duke’s primary service area of Alamance, Durham, Granville, Orange, Person, Vance and Wake counties.

County-by-county charity care figures
- Durham County ($45.2 million)
- Wake County ($20.7 million)
- $700,000 to $2.5 million

All dollar figures are at estimated cost for the fiscal year ended June 30, 2017.

Highlights of Duke’s charity and discounted care policies
- Duke provides world-class care with a consistently high level of dignity, respect and skill to all patients, regardless of ability to pay.
- Duke provides eligible care at a discount or without charge to all qualifying patients who do not have health insurance, or who cannot pay for care because of financial hardship. (Only medically necessary services are eligible.)
- Duke physicians donate emergency, primary and specialty care services to eligible, uninsured patients through Project Access, a program in Durham and Wake counties.
- Duke helps patients navigate government-sponsored financial assistance programs.
- Duke absorbs cost differences when government programs such as Medicaid do not completely cover the cost of care.

Duke’s complete charity and uninsured discounted care policies are available at dukehealth.org/financial-assistance.

$432 Million

Costs Duke covers for charity care and other unreimbursed expenses

Categories as defined by the IRS. All dollar figures are at estimated cost for the fiscal year ended June 30, 2017.
Addressing healthcare needs face-to-face

Duke University Health System, as well as Duke Health, works within the communities it serves to promote wellness and access to care. Partnering with local residents, we address pressing needs to ensure healthy North Carolinians. In addition, through its two hospitals in Durham and one in Raleigh, Duke collaborates with public health departments in Durham and Wake counties and numerous community organizations to better understand the needs of the people who live here.

In accordance with federal requirements, links are available to the assessments for Durham and Wake counties, and to each of the Duke hospitals’ reports, at corporate.dukehealth.org/community.

Supporting the work of community groups

Duke and its local partners continue collaborative efforts to eliminate healthcare disparities and improve access to high-quality medical care.

In the 2017 fiscal year, Duke provided $12 million in cash and in-kind support for community groups, including:

- $8 million for Lincoln Community Health Center and its satellite community clinics, which serve a majority poor and uninsured population.
- $2.4 million for Durham County’s Emergency Medical Services program.
- $1.6 million in cash contributions to other community organizations.

Investing in health professions education

Educating the next generation of physicians, nurses, nurse practitioners, physician assistants, physical therapists and pathology assistants is central to Duke’s mission to improve healthcare for patients and the community.

In the 2017 fiscal year, Duke invested a little more than $65 million in its health professions education program.

The program remains one of the most challenging and innovative in the country, and emphasizes new models of community-focused care on health, wellness and self-care, as well as population health management.

Duke clinics and care locations

Duke University Health System has more than 290 locations serving North Carolina communities. To see the current list, go to dukehealth.org and click on “locations” at the top of the page.

Each dot represents one or more locations for Duke University Health System clinics and care sites.