

# 2020 Report on Community Benefit

Duke University Health System



## \$597 Million

Total Community Benefit and Investment

## \$118 Million

Charity Care at Estimated Cost

*Figures for fiscal year ending June 30, 2019*



**DukeHealth**

# Committed to caring for communities across our state

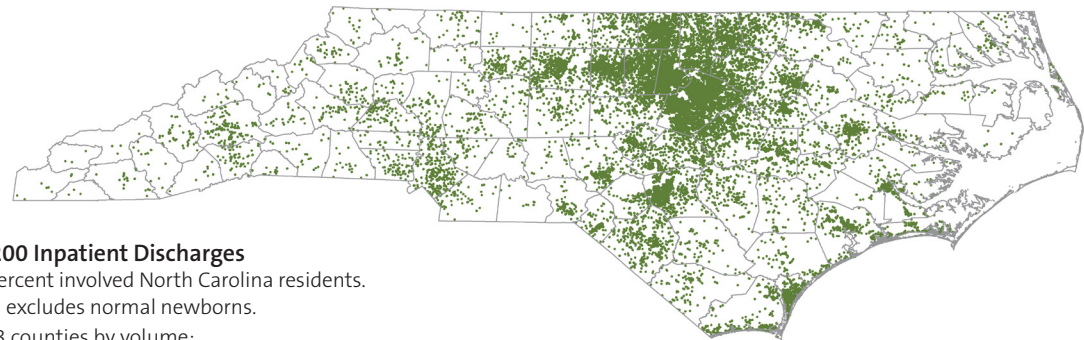
Welcome to the 2020 edition of the Duke University Health System Report on Community Benefit. The report highlights Duke's commitment to promoting health, wellness and access to quality care for the people and communities of North Carolina.

For the fiscal year that ended June 30, 2019, Duke provided a total community benefit and investment of \$597 million, an 8.2 percent increase from the previous year. Of that cost, \$118 million represents charity care for 257,894 patients, nearly all of whom 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 the treatment they need.

**Including the \$597 million for FY2019, Duke's total community benefit and investment over the past 10 years is more than \$4.2 billion.**

*This year's Report on Community Benefit is available online at [Corporate.DukeHealth.org/Community](https://Corporate.DukeHealth.org/Community).*



## 70,200 Inpatient Discharges

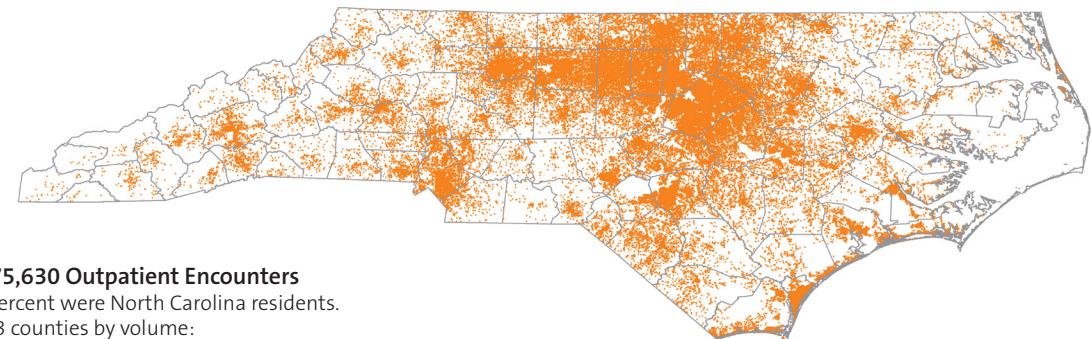
92 percent involved North Carolina residents.  
Total excludes normal newborns.

Top 3 counties by volume:

Durham: 20,757 (30%) Wake: 12,823 (18%) Person: 3,399 (5%)

One dot = one inpatient discharge

*Figures for the fiscal year ending June 30, 2019*



## 2,375,630 Outpatient Encounters

95 percent were North Carolina residents.

Top 3 counties by volume:

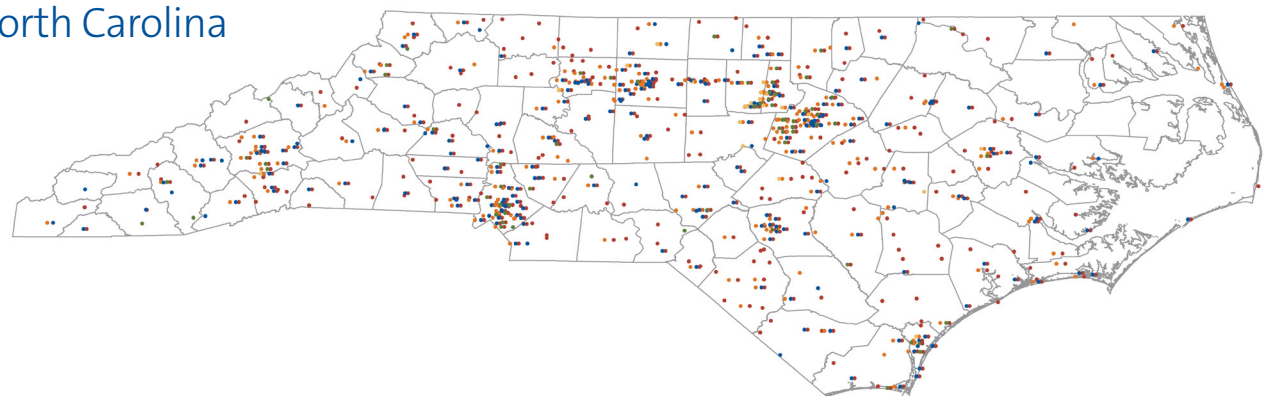
Durham: 761,409 (32%) Wake: 707,183 (30%) Orange: 179,993 (8%)

One dot = 20 outpatient encounters

*Figures for the fiscal year ending June 30, 2019*

## Nearly 7,200 Duke-trained healthcare professionals live and work in North Carolina

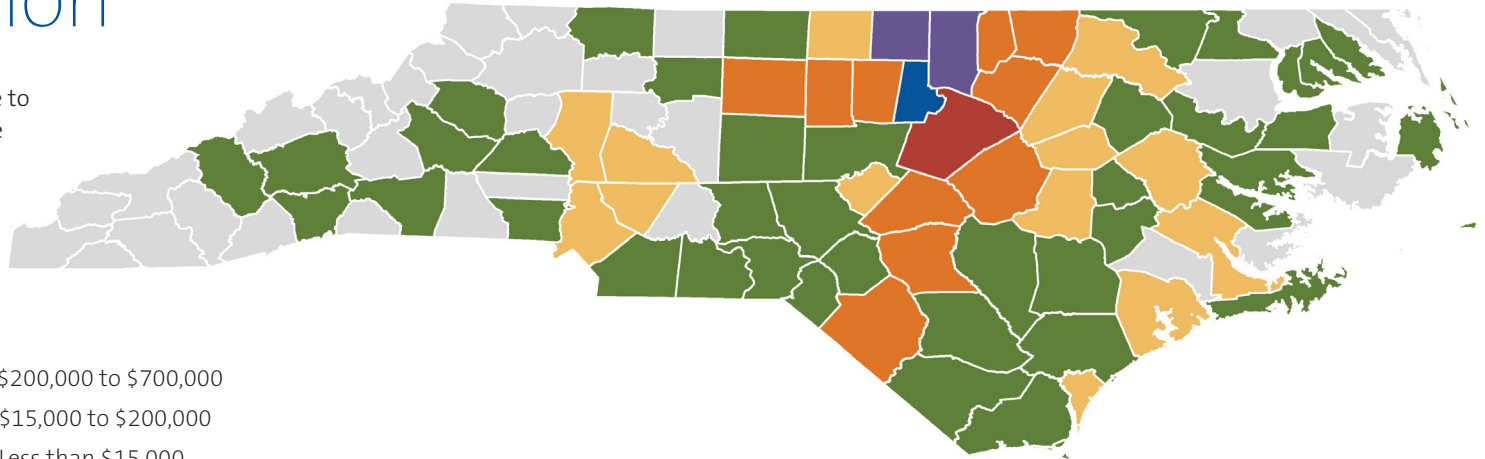
• Physicians	3,143
• Nurses	3,030
• Physician Assistants	878
• Physical Therapists	100
• Pathology Assistants	31
<b>Total</b>	<b>7,182</b>



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

## \$118 Million

Over the course of the last fiscal year, Duke provided nearly \$120 million in charity care to 257,894 patients, of which 95 percent were residents of North Carolina. 82 percent (218,649) 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 (\$55.8 million)	\$200,000 to \$700,000
Wake County (\$25.5 million)	\$15,000 to \$200,000
\$2.5 to \$5 million	Less than \$15,000
\$700,000 to \$2.5 million	

All dollar figures are at estimated cost for the fiscal year ending June 30, 2019.

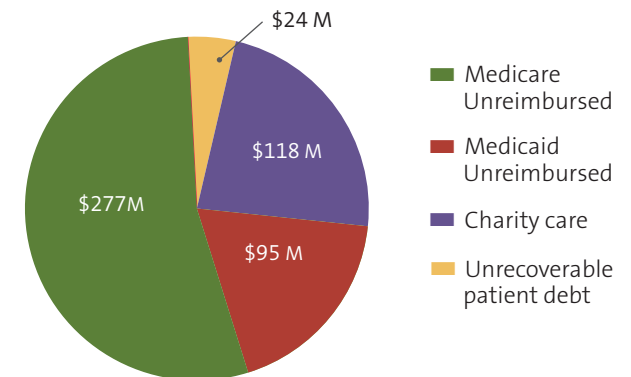
## Highlights of Duke's charity and discounted care policies

- Duke provides world-class care with a consistent, 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. (Cosmetic procedures are not 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](https://DukeHealth.org/Financial-Assistance).

## \$514 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 ending June 30, 2019.

# 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 and happy 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](https://Corporate.DukeHealth.org/Community).*

## \$12 Million

### Supporting the work of community groups

Duke and its local collaborators work to eliminate healthcare disparities and improve access to high-quality medical care.

In the 2019 fiscal year, Duke provided more than \$12 million in cash and in-kind support for community groups, including:

- \$8.4 million for Lincoln Community Health Center and its satellite community clinics, which serve a majority poor and uninsured population.
- \$2.5 million for Durham County's Emergency Medical Services program.
- \$1.3 million in cash contributions to other community organizations.

## \$71 Million

### 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.

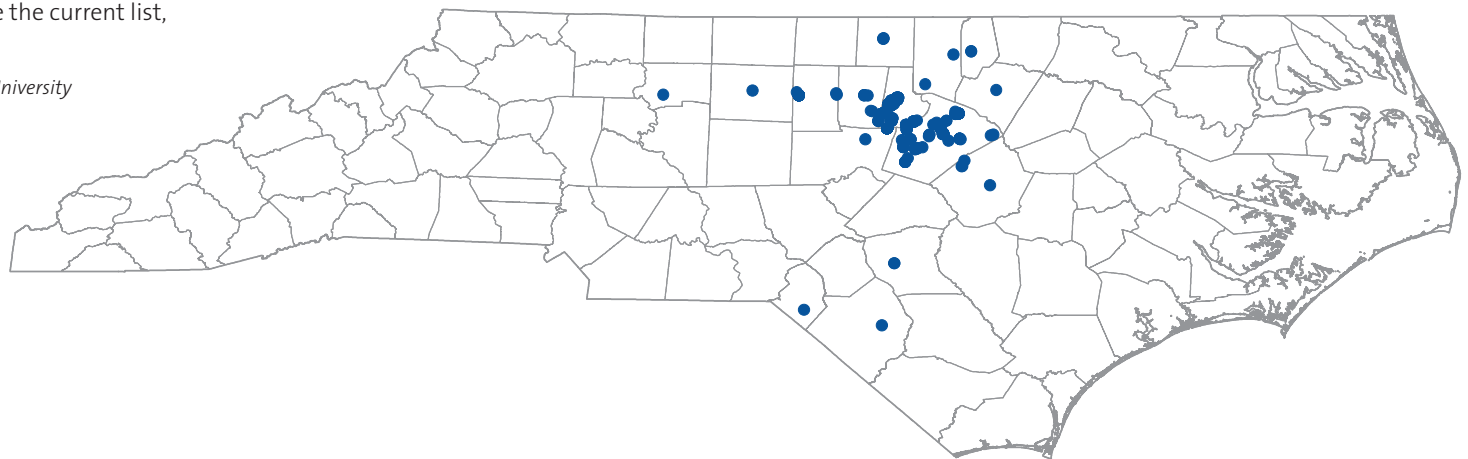
In the 2019 fiscal year, Duke invested nearly \$71 million in its health professions education program.

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

## Duke clinics and care locations

Duke University Health System has about 400 locations serving North Carolina communities. To see the current list, go to [DukeHealth.org/Locations](https://DukeHealth.org/Locations).

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



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