

2021 Report on Community Benefit



Duke University Health System

\$753 Million
Total Community Benefit and Investment

\$133 Million
Financial Assistance at Estimated Cost

Figures for fiscal year ending June 30, 2020



DukeHealth

Committed to caring for communities across our state

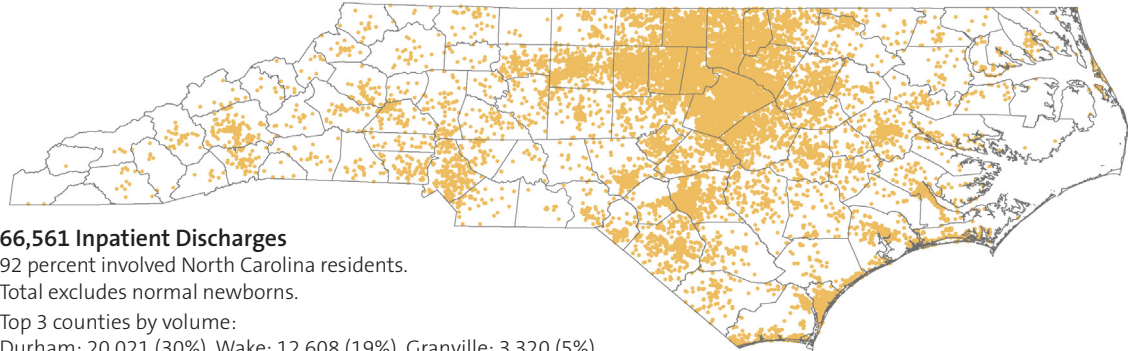
Welcome to the 2021 edition of the Duke University Health System Report on Community Benefit. The report highlights Duke's commitment to promoting health, wellness, and access to quality care for the people and communities of North Carolina.

For the fiscal year that ended June 30, 2020, Duke provided a total community benefit and investment of \$753 million, a 26 percent increase from the previous year. Of that cost, \$133 million represents financial assistance for 275,752 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 \$753 million for FY2020, Duke's total community benefit and investment over the past 10 years is \$4.7 billion.

This year's Report on Community Benefit is available online at Corporate.DukeHealth.org/Community.



66,561 Inpatient Discharges

92 percent involved North Carolina residents.

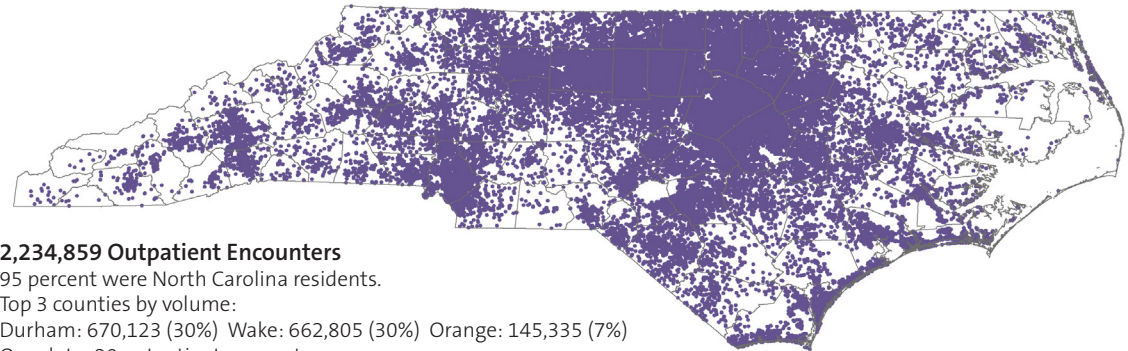
Total excludes normal newborns.

Top 3 counties by volume:

Durham: 20,021 (30%) Wake: 12,608 (19%) Granville: 3,320 (5%)

One dot = one inpatient discharge

Figures for the fiscal year ending June 30, 2020



2,234,859 Outpatient Encounters

95 percent were North Carolina residents.

Top 3 counties by volume:

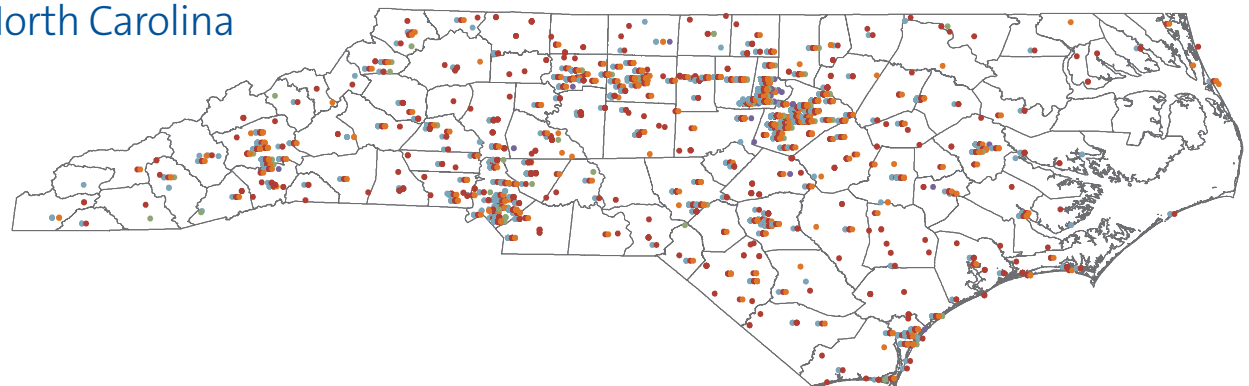
Durham: 670,123 (30%) Wake: 662,805 (30%) Orange: 145,335 (7%)

One dot = 20 outpatient encounters

Figures for the fiscal year ending June 30, 2020

More than 7,600 Duke-trained healthcare professionals live and work in North Carolina

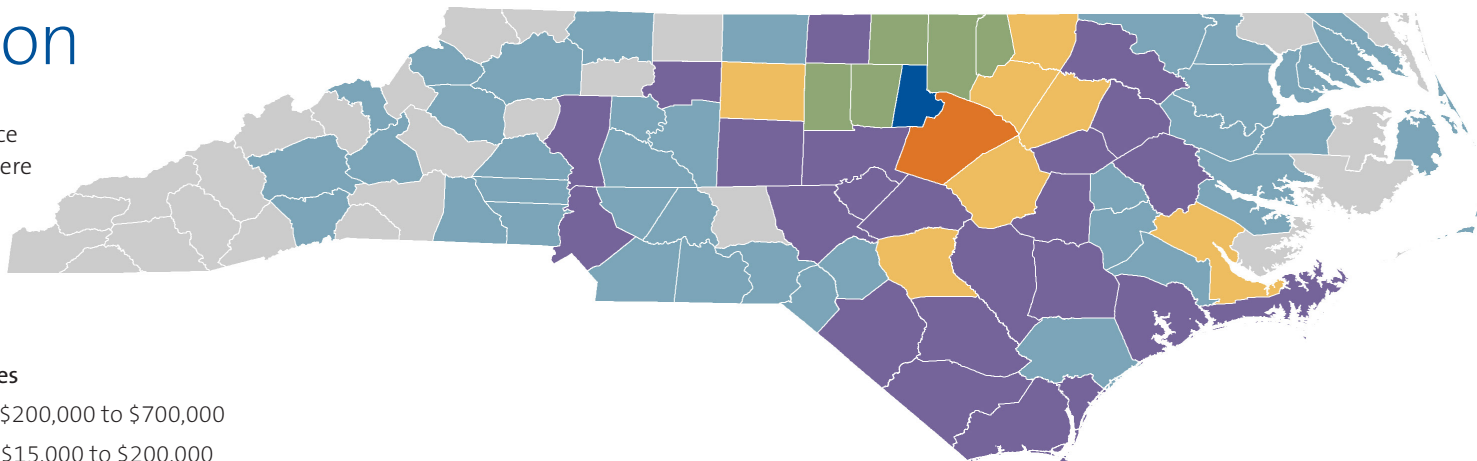
Physicians	3,416
Nurses	3,162
Physician Assistants	905
Physical Therapists	101
Pathology Assistants	30
Total	7,614



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

\$133 Million

Over the course of the last fiscal year, Duke provided \$133 million in financial assistance to 275,752 patients, of which 97 percent were residents of North Carolina. 84 percent (232,463) reside in Duke's primary service area of Alamance, Durham, Granville, Orange, Person, Vance and Wake counties.



County-by-county financial assistance figures

Durham County (\$61.2 million)	\$200,000 to \$700,000
Wake County (\$29.2 million)	\$15,000 to \$200,000
\$2.5 to \$6 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, 2020.

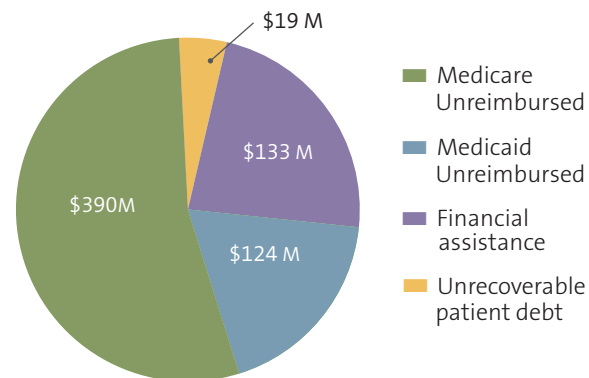
Highlights of Duke's financial assistance and discounted care policies

- Duke provides state-of-the-art 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.

\$666 Million

Costs Duke covers for financial assistance and other unreimbursed expenses



Categories as defined by the IRS. All dollar figures are at estimated cost for the fiscal year ending June 30, 2020.

Tackling the COVID-19 pandemic

The novel coronavirus sparked a devastating healthcare crisis in 2020. Duke completed more than 228,000 COVID-19 tests during the calendar year.

For the 3,363 patients who needed COVID-19 treatment at Duke hospitals, we committed ourselves to achieving equitable health outcomes. Due to the impact of systemic racism, people of color are disproportionately hospitalized with severe cases of COVID-19. But once within our walls, we ensured that there were no disparities in care, treatment, or outcome among white, African American, or Latinx patients. At Duke, we are proud that patients who were hospitalized with COVID-19 received the highest quality care.

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.

\$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 2020 fiscal year, Duke provided more than \$12 million in cash and in-kind support for community groups, including:

- \$8.2 million for Lincoln Community Health Center and its satellite community clinics, which serve a majority poor and uninsured population.
- \$2.6 million for Durham County's Emergency Medical Services program.
- \$1.5 million in cash contributions to other community organizations.

\$75 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.

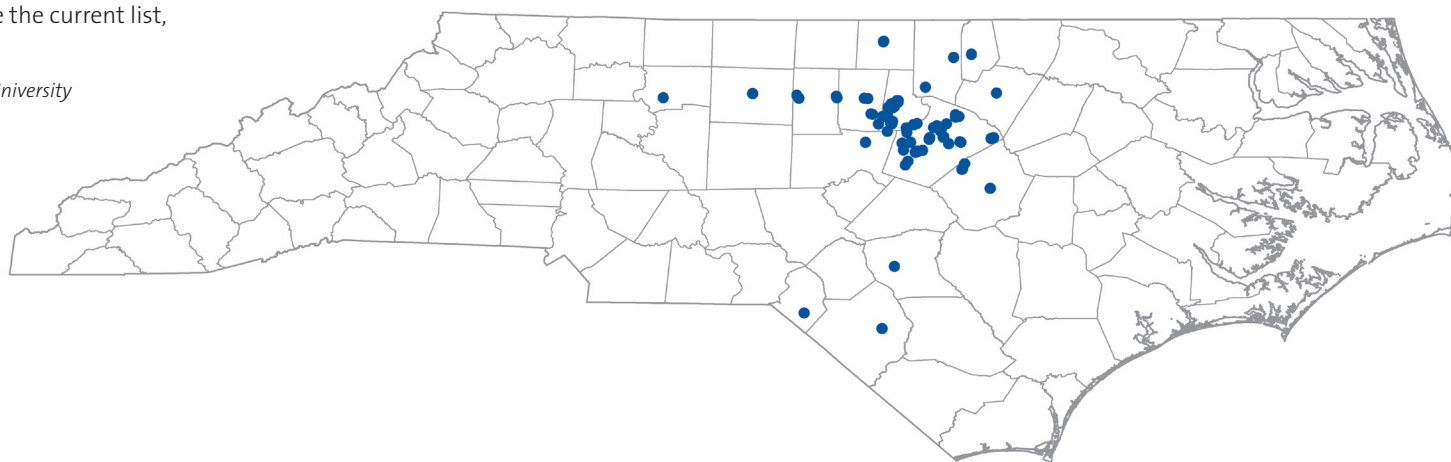
In the 2020 fiscal year, Duke invested nearly \$75 million in its health professions education program.

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 more than 400 locations serving North Carolina communities. To see the current list, go to DukeHealth.org/Locations.

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



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