



2024 Report on Community Benefit

Duke University Health System

\$1.088 Billion

Total Community Benefit and Investment

\$159 Million

Financial Assistance at Estimated Cost



DukeHealth

Figures for fiscal year ending June 30, 2023

Committed to caring for communities across our state

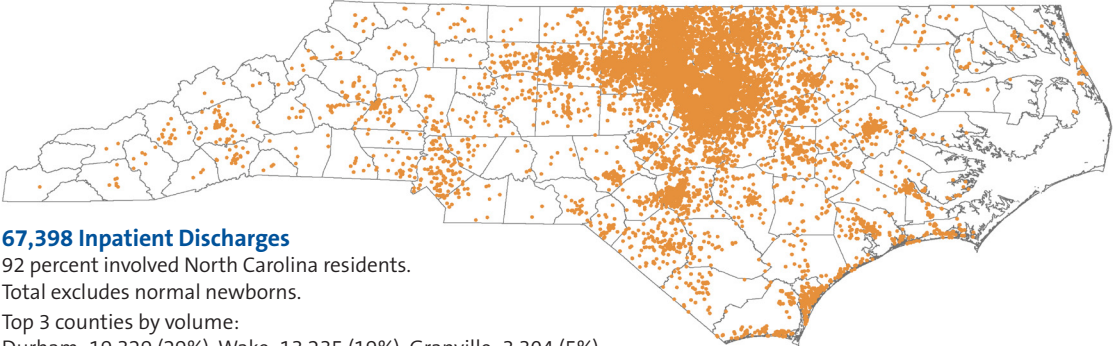
Welcome to the 2024 edition of the Duke University Health System Report on Community Benefit. The report highlights Duke’s commitment to promoting health, wellness, and access to quality care for the people and communities of North Carolina.

For the fiscal year ending June 30, 2023, Duke provided a total community benefit and investment of \$1.088 billion, a 15 percent increase from the previous year. Of that cost, \$159 million represents financial assistance for 303,830 patients, nearly all of whom call North Carolina home.

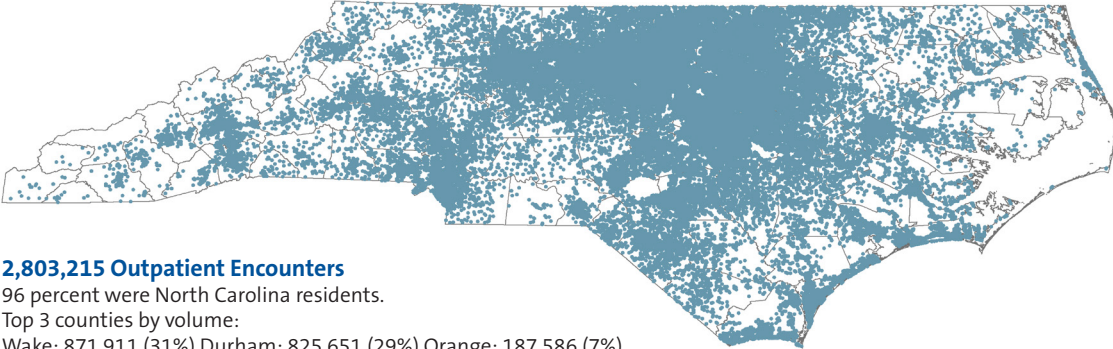
Duke’s commitment to its patients allows the Health System to ensure those who are uninsured or can’t pay for care because of financial hardship receive the treatment they need.

Including the \$1.088 billion for FY2023, Duke’s total community benefit and investment over the past 10 years is \$6.6 billion.

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



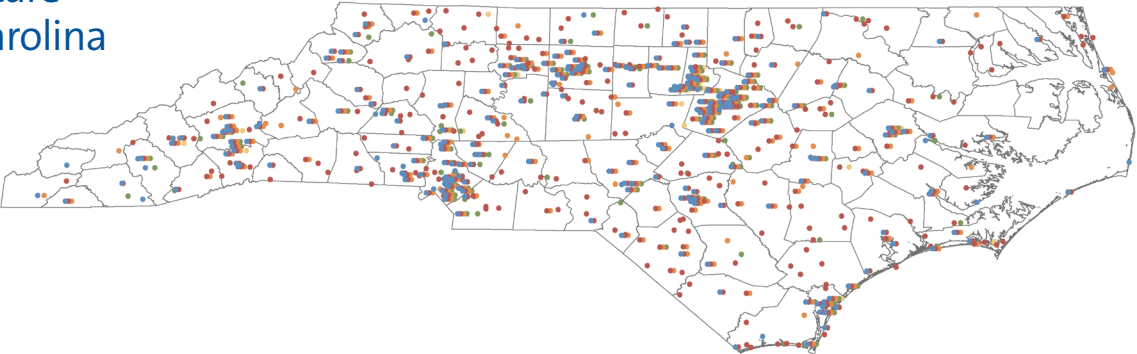
67,398 Inpatient Discharges
 92 percent involved North Carolina residents.
 Total excludes normal newborns.
 Top 3 counties by volume:
 Durham: 19,329 (29%) Wake: 13,235 (19%) Granville: 3,304 (5%)
 One dot = one inpatient discharge
 Figures for the fiscal year ending June 30, 2023



2,803,215 Outpatient Encounters
 96 percent were North Carolina residents.
 Top 3 counties by volume:
 Wake: 871,911 (31%) Durham: 825,651 (29%) Orange: 187,586 (7%)
 One dot = 20 outpatient encounters
 Figures for the fiscal year ending June 30, 2023

More than 8,000 Duke-trained health care professionals live and work in North Carolina

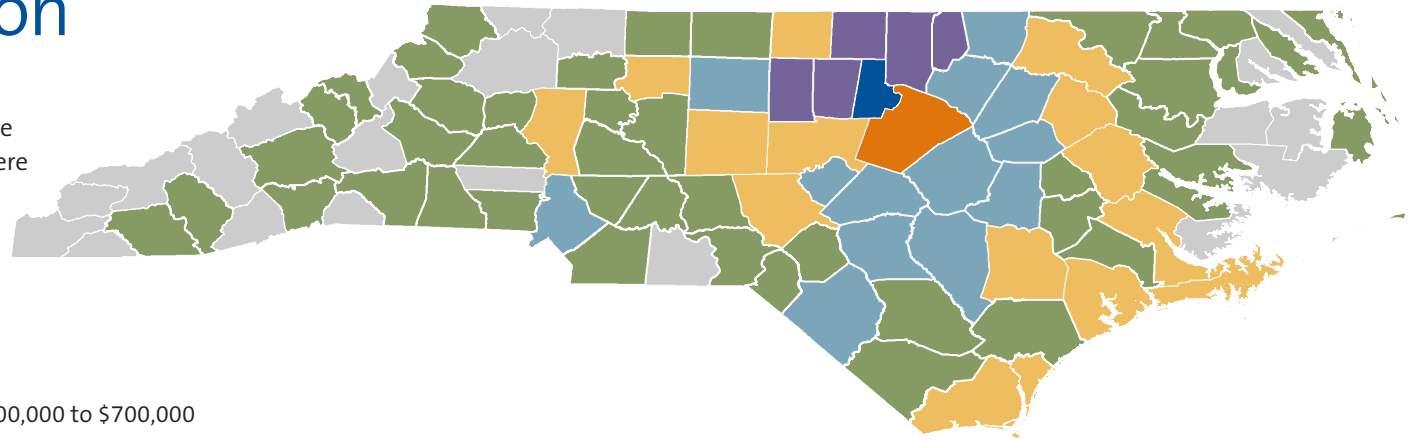
● Physicians	3,152
● Nurses	3,688
● Physician Assistants	975
● Physical Therapists	447
● Pathology Assistants	41
Total	8,303



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

\$159 Million

Over the course of the last fiscal year, Duke provided \$159 million in financial assistance to 303,830 patients, of which 97 percent were residents of North Carolina. 86 percent (251,897) 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 (\$74 million)
- Wake County (\$26 million)
- \$2.5 to \$7.5 million
- \$700,000 to \$2.5 million
- \$200,000 to \$700,000
- \$15,000 to \$200,000
- Less than \$15,000

All dollar figures are at estimated cost for the fiscal year ending June 30, 2023.

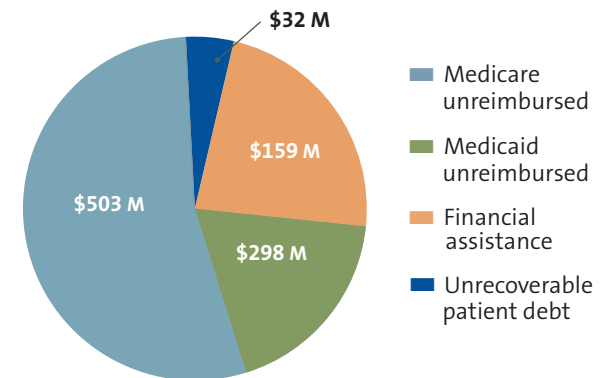
Highlights of Duke's financial assistance and discounted care policies

- 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 financial assistance and uninsured discounted care policies are available at DukeHealth.org/Financial-Assistance.

\$992 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, 2023.

\$14 Million

Supporting the work of community groups

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

In the 2023 fiscal year, Duke provided \$14 million in cash and in-kind support for community groups, including:

- \$9 million for Lincoln Community Health Center and its satellite community clinics, which serve a majority of uninsured patients with incomes below the poverty line.
- \$3 million for Durham County's Emergency Medical Services program.
- \$2 million in cash contributions to other community organizations.
- Duke provided an additional \$3 million in Community Health improvement services, including \$2 million for patient sponsorship costs that went beyond routine discharge planning for underinsured and uninsured patients.

\$80 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 health care for patients and the community.

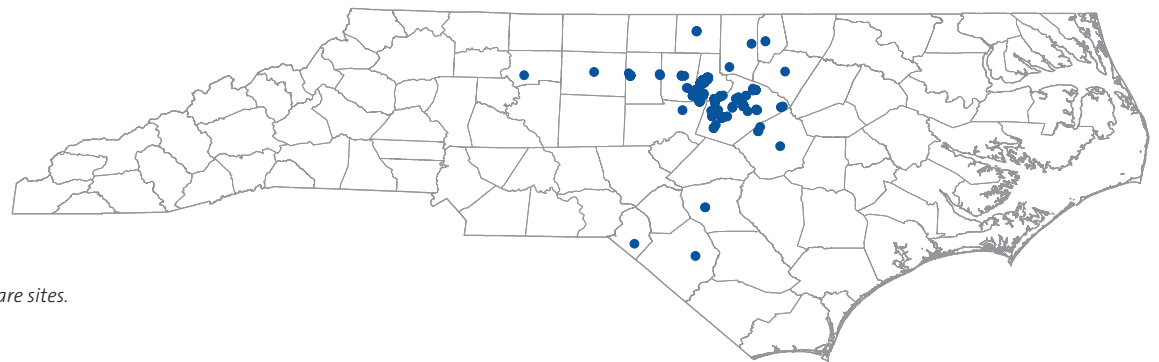
In the 2023 fiscal year, Duke invested \$80 million in its health professions education program.

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.

426 Locations

Duke University Health System has more than 400 clinics and care 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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