

2020 COMMUNITY BENEFIT REPORT

(FOR THE 12-MONTH PERIOD ENDING DECEMBER 31, 2020)



Kingman Healthcare Incorporated, d.b.a. Kingman Regional Medical Center is a major community partner dedicated to enhancing health and quality of life in our vibrant growing community. This report details KRMC's benefit to our community during the calendar year 2020.

Rev. 01/21

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PREVENTION | DIAGNOSIS | TREATMENT | RECOVERY



About Kingman Regional Medical Center

Kingman Regional Medical Center (KRMC) is a non-profit healthcare system located in Kingman, Arizona. We serve an approximate 10,000 square-mile geographic area called Hospital District Number One of Mohave County. Our service area population is approximately 78,000.

KRMC operates a 235-bed acute care hospital. Additionally, our multi-campus healthcare system provides a full range of health and wellness services, including advanced medical programs in cardiology, cancer, wound care, rehabilitation, home health, and hospice care. Our services also include primary and specialty care physician practices and a state-of-the-art wellness and fitness center.

KRMC is honored to be a member of the Mayo Clinic Care Network and also serves as a teaching hospital in affiliation with Midwestern University providing residency training to doctors specializing in family practice and emergency medicine.

With the mission of “serving our community with compassion and commitment,” KRMC’s vision is to “provide the region’s best clinical care and patient service through an environment that fosters respect for others and pride in performance.”

Care by the numbers

The following statistics reflect KRMC’s service to our community during 2020.



A Major Contributor to the Local Economy and Community Wellbeing

A strong growing hospital with skilled physicians and quality healthcare services is vital to Kingman and surrounding communities. Over the past decade, KRMC has continued to expand to meet the healthcare needs of our community.

KRMC is the largest employer in Mohave County with a current payroll of over \$150 million. Additionally, KRMC is a large consumer of local goods and services. We spend over \$10 million per year with community businesses.

Our growth brings new jobs to the Kingman economy. Over the past 10 years, our employee base has grown by over 50%. As the largest private employer in Mohave County, KRMC currently has over 1800 full-time equivalent positions.

We also provide education and employment opportunities to our community. We coordinate with local high schools to inform students of career opportunities at KRMC. We also partner with Mohave Community College and state universities to hire graduating healthcare workers and fund scholarships to help local students who are pursuing careers in healthcare. Additionally, we provide tuition reimbursement to current employees seeking to advance their careers.



COVID-19 Response

Since March, 2020, KRMC has collaborated with public health partners, local and state agencies, and local hospitals to respond to the evolving COVID-19 pandemic.

Overall, KRMC's goal is to continue providing our community access to the healthcare services they need. With that, our pandemic response is focused on protecting staff and patient safety while implementing services and processes necessary for diagnosing and treating COVID-19.

Examples of our pandemic response efforts during 2020 include:

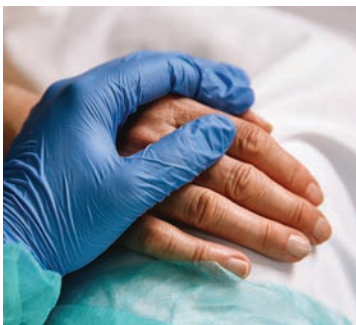
- Implemented screening and testing protocols and applied engineered and passive controls throughout our facilities to prevent transmission of the virus.
- Procured and continue to maintain an inventory of personal protective equipment (PPE) to prevent transmission of the virus among hospital staff and patients.
- Acquired and continue to manage an inventory of COVID-19 testing supplies and reagents.
- Intensified cleaning and sanitation practices.
- Procured laboratory equipment and implemented capabilities to process COVID-19 tests on-site (rather than sending to an off-site laboratory for analysis).
- Modified our telemedicine system (Care Anywhere) to enable patients to receive an initial evaluation of COVID-19 symptoms from their home and if appropriate, a provider order for testing. KRMC also waived all patient costs for using Care Anywhere. This has helped minimize exposure to the virus in our emergency department and medical clinics.
- Implemented and continue to staff drive-through COVID-19 testing capabilities.
- Offered COVID-19 testing at no cost to the patient.
- Conducted a research study on the spread of COVID-19 in the community, which involved offering free antibody testing to the public.
- Procured medical equipment (ventilators, prone beds, etc.) and increased capacity in KRMC's ICU and other units to provide appropriate care to hospitalized COVID-19 patients.
- Established partnerships within the medical industry that have enabled us to rapidly provide developing treatments for COVID-19 (Remdesivir, monoclonal antibody therapy, etc.).
- Developed surge plans to reallocate hospital resources as needed to care for escalating numbers of COVID-19 patients needing hospitalization.
- Continue to recruit and hire both permanent and temporary healthcare workers to meet the needs of an increasing number of patients needing hospitalized care.
- Implemented a coronavirus call center to address questions and concerns from the public and provide guidance on how to obtain testing and treatment in our community. Also, we continue to publish public educational materials and communications to inform our community of the ongoing situation.



The following statistics indicate KRMC’s service to our community through December 31, 2020 in response to the COVID-19 pandemic:

14,517 Individuals received free care through KRMC Care Anywhere telemedicine system	\$290,340 Value of free care provided through Care Anywhere	3304 Individuals assisted through the KRMC Coronavirus Call Center	2100 Individuals received free testing for COVID-19 antibodies	\$25,284 Value of free COVID-19 antibody testing
18,752 Individuals received free testing for COVID-19 infection	\$232,900 Value of free COVID-19 PCR diagnostic testing	1813 Patients who tested positive for COVID-19	318 COVID-19 patients hospitalized at KRMC	55 COVID-19 patients who received ICU care

Note: Some costs incurred for KRMC’s COVID-19 response are covered by federal CARES Act funding. The total amount of coverage has not been determined at this time, so remaining sums are not included in the community benefit totals in the last section below.



Charity care and non-billed health services

KRMC provides financial assistance (called charity care) to people unable to pay for necessary emergency care, hospitalization, or other medically necessary tests or treatments. Eligibility and the amount of financial assistance provided is based on household size and income. During 2020, KRMC provided **\$1,939,794** in charity care.

Additionally, KRMC provides a variety of other non-billed services to assist individual patient needs. These can include assistance with transportation, medications, medical equipment, etc. During 2020, KRMC provided **\$2,875,987** in non-billed health services.



Giving back to our community

KRMC has a long-standing history of providing financial support to community agencies, organizations, and programs that benefit our residents, especially our most vulnerable citizens— children, elderly, those in ill health, and those in socio-economic distress.

During 2020, KRMC provided a total of **\$163,425** to local organizations. Community partners who received KRMC contributions include:

- AZCLAUSCAUSE
- Advice & Aid Pregnancy Center
- American Cancer Society
- ARC of Mohave County
- Boys Scouts of America Troop 401
- CASA of Mohave Country
- Chicago Title
- City of Kingman
- CLUB for YOUth
- Colorado River Trail Association
- Cornerstone Mission
- Creative Care
- Emmanuel Christian Academy
- Fishing for Smiles
- Friends of Mohave Animal Shelter
- Harbor House
- Hualapai Mountain Park
- Jerry Ambrose Veteran’s Council
- Katherine Heidenreich Center
- Kingman Aid To Abused People
- Kingman Area Meth Coalition
- Kingman Arizona Heatwave Softball
- Kingman Cancer Care Unit (KCCU)
- Kingman Center for the Arts
- Kingman Chamber/KUSD
- Kingman City Tourism Department
- Kingman Daily Miner
- Kingman Downtown Merchants
- Kingman Elks #468
- Kingman Firefighters Assoc.
- Kingman Healing Hooves
- Kingman Little League
- Kingman Lions Club
- Kingman Police Department
- Kingman Powerhouse Kiwanis
- Kingsmen PRCA
- Mental Health Resource Team
- Mohave Community Choir
- Mohave County Bridge to Recovery
- Mohave County Public Health Dept.
- Mohave County Sheriffs Reach Out
- Mohave County Sheriffs Office
- Mohave County Sheriffs K9
- Nana’s Pantry
- Northwest AZ Economic Development
- Route 66 Association of AZ

Community Health Improvement Initiative

In partnership with the Mohave County Department of Public Health, KRMC established an ongoing process for improving health and quality of life in Mohave County. The process involves performing a community health assessment and developing a community health improvement plan every three years. This effort involves large coalition of community stakeholders from throughout our area, which includes over 100 individuals who represent various community interests.

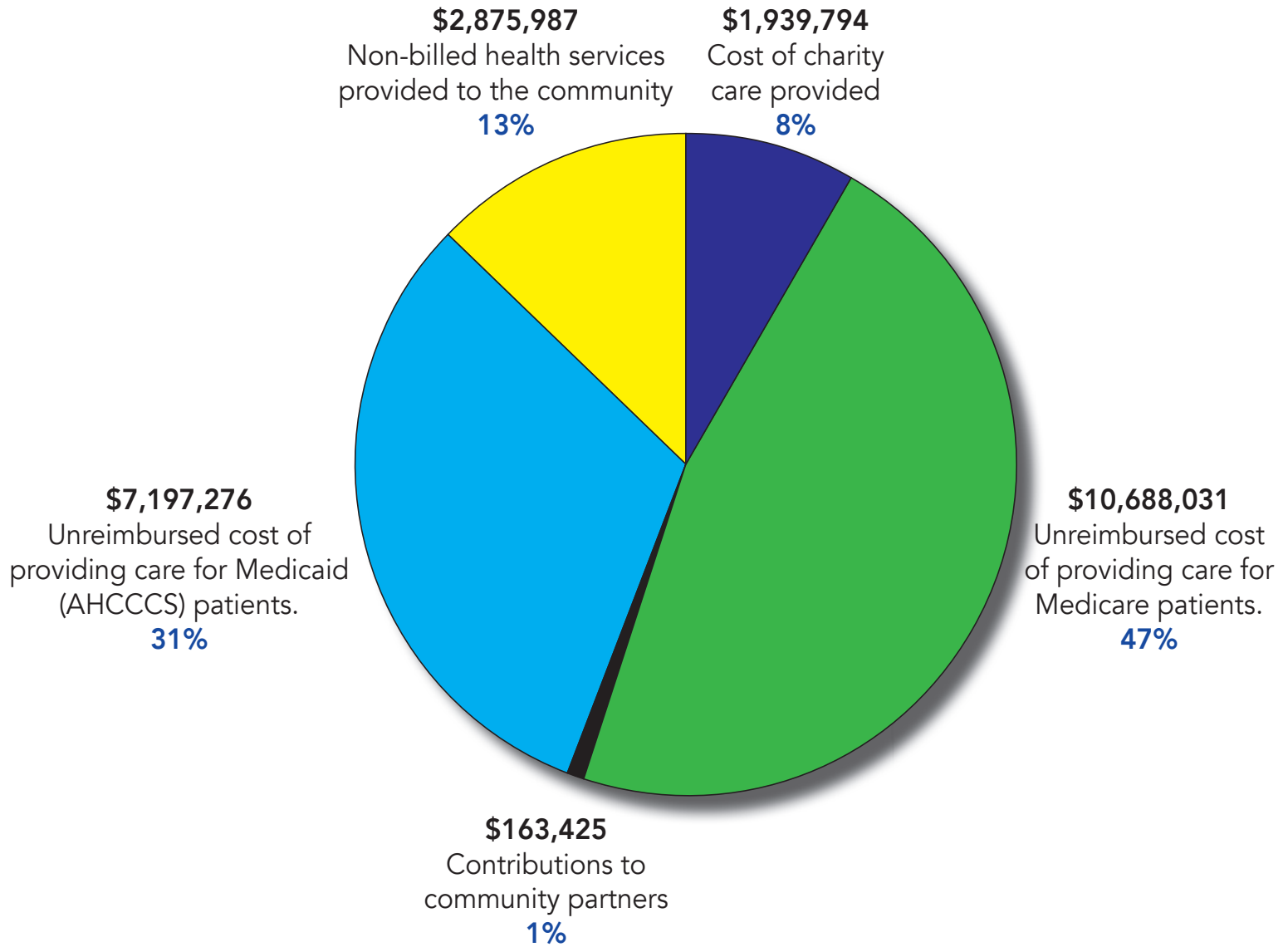
The coalition completed its last community health needs assessment in the fall of 2019 ([see at: https://www.azkrmc.com/sites/default/files/2019-07/PinnaclePrevention_MohaveCounty_Report_Rev_8-22-19.pdf](https://www.azkrmc.com/sites/default/files/2019-07/PinnaclePrevention_MohaveCounty_Report_Rev_8-22-19.pdf)) with plans to develop a community health improvement plan in 2020. However, due to COVID-19 pandemic this effort was postponed.

In the meantime, our coalition of community partners continues to address the priority health issues identified in our 2018-2020 Community Health Improvement Plan ([see at: https://www.azkrmc.com/sites/default/files/2019-06/Kingman%20CHIP_5_29_18.pdf](https://www.azkrmc.com/sites/default/files/2019-06/Kingman%20CHIP_5_29_18.pdf)).

Total Community Benefit Value

In 2020, KRMC provided community benefits with a total value of more than \$22 million. Much of this involved providing care to patients with no insurance or insurance that did not fully reimburse KRMC's expenses. KRMC also provides care for thousands of patients covered by Medicare. The total expense of providing that care far exceeds the payment KRMC receives from the Medicare system.

Total Community Benefit \$22,864,513



**KINGMAN REGIONAL
MEDICAL CENTER**