



Broadlawns Medical Center has a long, rich tradition of caring for its community. For more than 80 years, Broadlawns has served the residents of Polk County with high quality and low cost health care services. And each day, Broadlawns operates to fulfill its vision to be among the best public hospitals in America.

**At-A-Glance:**

- Fully accredited by The Joint Commission
- Excellent general medical, surgical, mental health and primary health care services
- Specialty clinics in family health, pediatrics, podiatry, internal medicine, dentistry, mental health and women's health care
- Advanced medical procedures in ankle replacement surgery, amputation prevention and pain management
- Comprehensive inpatient and outpatient mental health care programs
- A 60-member physician practice with more than 300 additional physicians on staff and 26 nurse practitioners and physician assistants
- Highly respected residency programs in family medicine and transitional year that has trained more family medicine physicians than any other hospital in the state with graduates currently serving in 60 of Iowa's 99 counties
- State's highest implementation of Electronic Medical Records (EMR), reaching a Level Six HIMSS status, achieved by only the top 1.5% of hospitals nationwide.

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Pillars of excellence guide Broadlawns and represent the operational values of the organization: Advanced Technology, Fiscal Performance, Employee Partnership, Patient Satisfaction and Quality. These pillars provide the framework for the commitment to performance, growth, transparency and accountability. Broadlawns Vital Signs Scorecard—the quality indicators established by the Centers for Medicare and Medicaid Services—continue to show Broadlawns above the national average in 19 of 23 indicators.

### Community Impact 2012:

Broadlawns Medical Center served 11% more people than in the prior year. The most notable increases came in the areas of outpatient mental health, emergency room visits and walk-in clinic visits.

Broadlawns Medical Center served **40,703** people in 2012; of these, **8,455** lacked insurance.

Provided more than **\$55.6 million** in uncompensated care

Tallied **202,155** outpatient visits

Provided care for **46,121** mental health outpatient visits

Accounted for **35,135** emergency room visits, approximately 1/3 of all emergency visits in the community

Totaled **25,390** walk-in clinic visits

Generated **1,845** jobs and more than **\$102 million** in payroll

### Noteworthy Achievements:

- Completed a \$30 million expansion on budget and on time without creating any new taxes
- Regionalized IowaCare, now serving 17 counties for primary care, representing 33% of all enrollees in the program
- Named one of the nation's "Most Wired" hospitals by *Hospital & Health Networks* magazine for the second year in a row
- Recognized by the Centers for Medicare and Medicaid Services as being the lowest cost medical provider in Iowa
- Developed and nurtured a strong and growing community partnership

Every day, Broadlawns meets its mission by serving a broad array of patients, regardless of their ability to pay for medical/healthcare services. In terms of diversity, more than 40 languages are spoken while serving these patients. Broadlawns is defined by committed, dedicated, caring professionals willing to work together for the best interests of patients, families, and the community at large.



*Together a Healthy Community*

# Strategic Business Priorities

Supporting Strategies to Achieve Goals and Mission



## PATIENT CARE QUALITY AND PERFORMANCE IMPROVEMENT

- Clinical and non-clinical benchmarks and measurable outcomes
- Full Joint Commission re-accreditation
- Patient safety and quality across the organization
- Patient billing quality
- Nursing excellence/quest for magnet status
- Performance improvement plan
- Health Homes

## PATIENT / CUSTOMER SATISFACTION

- National Press Ganey results
- Commitment to service excellence

## EDUCATIONAL EXCELLENCE

- Dental student education
- Family medicine and transitional year residency programs
- Medical student education
- Programs in ancillary services

## EMPLOYEE DEVELOPMENT & EMPLOYEE MANAGEMENT PARTNERSHIP

- Pay-for-performance employee evaluation system professional behaviors of excellence reinforced.
- Motivated staff who are actively engaged in Broadlawns Medical Center mission and purpose
- Recognition as employer of choice
- Ongoing and regular celebration of success

## MARKETING AND PUBLIC RELATIONS

- Recognition of centers of excellence
- Involvement and visibility in community initiatives
- Active involvement in legislative and public policy activities

## TECHNOLOGY

- Modernization of medical equipment
- Ongoing implementation of new IT systems
- Enhanced patient care and decision-making processes

## SITE AND FACILITIES

- Ongoing development of a master site and facilities plan
- Secure funding for future phases

## SERVICE ENHANCEMENT TO MEET COMMUNITY NEEDS

- Physician and provider recruitment
- Continued expansion of access to health care services

## STAFF COMMITMENT AND ACCOUNTABILITY TO THE COMMUNITY

- Accountability and transparency to the public
- Vital Signs measurements
- Lean and process improvement
- Expense management
- Data management

The logo features a stylized yellow and orange arch above the word "broadlawns" in a white, lowercase, sans-serif font. Below it, the words "MEDICAL CENTER" are written in a smaller, white, uppercase, sans-serif font.  
broadlawns  
MEDICAL CENTER



2011-2012

# Report To The Community



*Together a healthy community*



We share the following report with a sense of pride for what has been accomplished and a commitment to do even more. During this past year we served 11 percent more people than in the prior year. The most notable increases came in the areas of outpatient mental health, emergency room and primary care related visits. We believe the health of the individual is the health of the community and we love the fact we are helping more people within our community.

While many people think of Broadlawns solely as a provider of care for the uninsured or underinsured, thousands of patients with health insurance utilize our services. We serve as their medical home. They know Broadlawns provides a broad array of services in a clean, bright healing environment with modern technology and well-trained physicians, nurses, counselors and other staff members.

With close to 1,000 employees we work hard to ensure excellence, continuous improvement and full accountability. Your interest in our efforts and results is important to us and we appreciate the time you are taking to review our Report to the Community. While much was accomplished in FY 2012, here are just a few highlights:

- Designated by Iowa Medicaid as the Central and Western Regional provider for IowaCare - Broadlawns now serves seventeen counties surrounding Polk County for Primary care and 66 of the state's 99 counties for Secondary care.
- Recognized by the Center for Medicare and Medicaid as being the lowest cost Medical Provider in Iowa.
- Named one of the nations' "Most Wired" by Hospital and Health Networks Magazines for the second year in a row.
- Earned an "A" in the quality of care as graded by Leapfrog Group, a leading national organization that promotes high-value health care.
- Received Full Reaccreditation from The Joint Commission.
- Received four-year reaccreditation for its Family Medicine Residency Program and first-time accreditation for the Transitional Year Program.

In addition, we marked our sixth straight year of positive financial results by exceeding our fiscal benchmark goals. In real terms, over the past six years we have decreased our cost per adjusted patient day by approximately 24% percent, while providing \$55,678,824 in uncompensated care.

FY 2012	Revenues from operations	\$114,559,018
FY 2012	Expenses	\$105,874,559
FY 2012	Community Reinvestment	\$8,684,459

Just as financial health enables us to continue our mission, benchmarking against national standards ensures we stay on track to provide quality patient care. The Vital Signs Scorecard – which tracks quality indicators established by the Centers of Medicare and Medicaid Services – continues to show we are at or above the national average in 18 of 20 indicators. These measurements keep us focused on quality outcomes and ensure we are doing the right things to provide the best, most appropriate levels of care, in addition to maintaining low costs. In closing, please know we will always remain true to our mission of offering quality health services to all Polk County residents and training tomorrow's health care professionals. And we will always be dedicated to every person who entrusts us with their care. We have accomplished much and are committed to doing even more.

**Jody Jenner**  
President, CEO

**REVENUE**

Total Patient Charges		\$168,117,967
*Bad Debt		(11,834,307)
*Charity		(10,472,582)
*IowaCare		(63,660,681)
Contractual Adjustments		(30,058,480)
Net Patient Revenue		52,091,917
Taxes		54,159,275
Other Revenue		10,203,468
<b>Total Revenue</b>		<b>\$116,454,660</b>
PAT/INS	21.25%	24,747,096
Medicare	5.77%	6,720,976
Medicaid	14.97%	17,430,945
Taxes	46.51%	54,159,275
Non-operating Income	.85%	994,308
PCHS	2.74%	3,192,900
Grants/Contracts	4.09%	4,760,984
Other	3.82%	4,448,170
<b>Detail Total Revenue</b>	<b>100%</b>	<b>\$116,454,660</b>

**EXPENSES**

Salaries and Benefits	60.21%	64,888,657
Supplies and Other	19.31%	20,806,509
Equipment Depreciation	3.99%	4,304,199
Pharmaceuticals	6.73%	7,251,324
Food Service	2.21%	2,384,974
Utilities	1.23%	1,321,883
Debt Service	1.76%	1,895,642
Professional Fees	4.66%	4,917,013
<b>Total</b>	<b>100%</b>	<b>107,770,201</b>

**Net Excess of Revenue Over Expenses** **\$8,684,459**

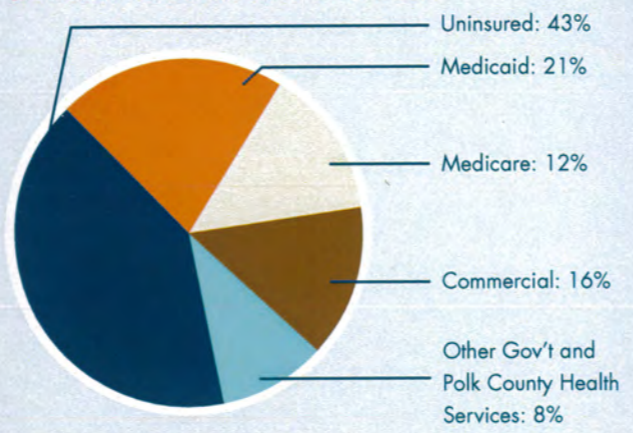
**NUMBER OF EMPLOYEES**

Total Number of Employees	983
Total FTEs	804
Employed and Contracted Physicians	92
Family Medicine Residency Program	28

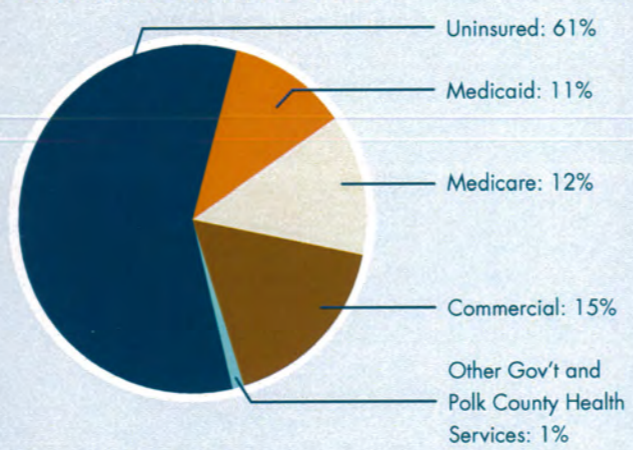
**EMPLOYEE TENURE**

5 to 10 Years	227
10 to 15 Years	141
15 Years	159

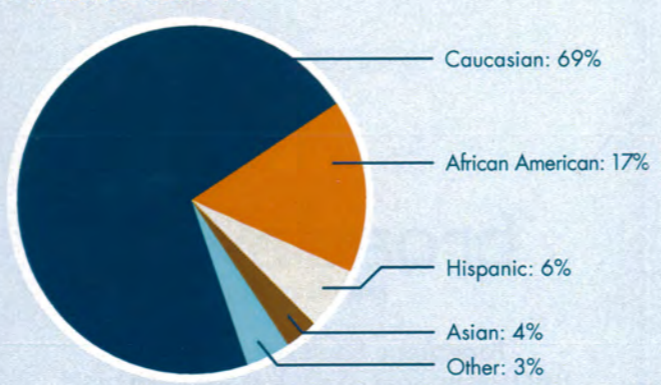
**INPATIENT DISCHARGES BY PAYER**



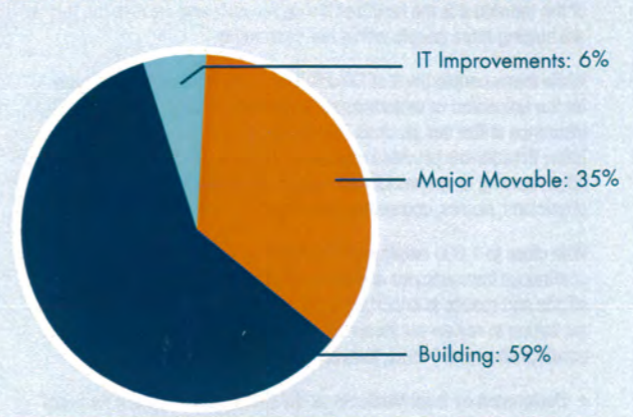
**OUTPATIENT VISITS BY PAYOR**



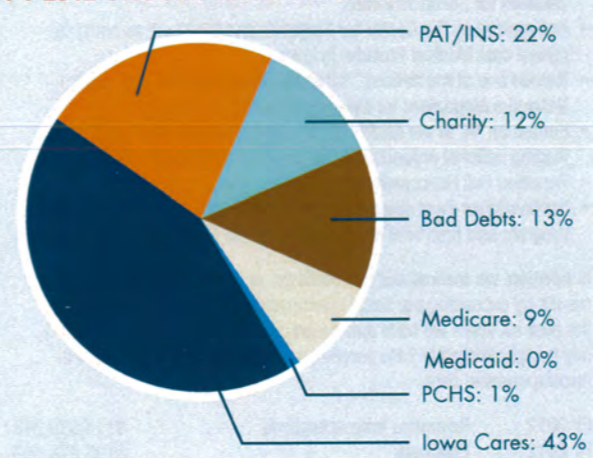
**PATIENT ETHNICITY**



**REINVESTMENT OF COMMUNITY RESOURCES**



**FY 2012 UNCOMPENSATED CARE**



Together a healthy community

\*\$85,967,570 of uncompensated care supported by Polk County taxpayer dollars

**EMERGENCY VISITS**

Emergency Department Visits	35,135
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**PRIMARY CARE CLINICS**

Family Health Center	19,082
Pediatric Clinic	5,410
Primary Care Clinic	21,529
Walk-in Clinic	26,161

**PSYCHIATRIC & MENTAL HEALTH**

Addiction Medicine	7,813
Crisis	2,715
FOCUS - Public School Program	5,519
Psychiatric Counseling	7,732
Psychiatric Medication Clinic	3,214
Psychiatrist Outpatient	16,949

Dental Clinic	9,192
Internal Medicine	6,823
Orthopedic Clinic	3,635
Pain Clinic	3,102
Partial Hospitalization	2,179
Podiatry Clinic	7,941
Specialty Clinics	9,857
Surgery Clinic	1,395
Women's Health Clinic	6,772
<b>Total Visits</b>	<b>202,155</b>

**GRANT PROGRAMS**

WIC Client	121,284
CAP Mental Health	4,202
PATH Mental Health Clients	144
Residential Clients	17

**PROCEDURES**

Diagnostic Clinic Procedures	1,798
Prescriptions Filled	261,254
Unit Doses Filled (I/P & O/P)	515,547

**INPATIENT SERVICES**

Acute Medical/Surgical/Pediatrics	5,805
Intensive Care	1,227
Obstetrics	730
Nursery	537
Acute Psychiatric	9,151
<b>Total Inpatient Days</b>	<b>17,450</b>



***Together a healthy community***

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**Broadlawns Medical Center**

**Balance Sheets**  
**June 30, 2012 and 2011**

<b>Assets</b>	<b>Medical Center</b>		<b>Component Unit (Foundation)</b>	
	<b>2012</b>	<b>2011</b>	<b>2012</b>	<b>2011</b>
<b>Current Assets:</b>				
Cash and cash equivalents	\$ 23,810,742	\$ 20,147,788	\$ 90,332	\$ 222,986
Assets limited as to use or restricted, required for current liabilities, cash and cash equivalents	3,043,384	5,465,310	-	158,215
<b>Receivables:</b>				
Patient, less estimated allowances for uncollectibles and contractals 2012 \$14,495,974; 2011 \$10,914,528	9,760,806	8,777,921	-	-
Property taxes	439,189	636,491	-	-
Succeeding year property taxes	54,685,901	54,333,315	-	-
Federal grants	298,920	494,970	-	-
Nonfederal grants	192,098	223,789	-	-
Other	557,362	144,898	-	-
Due from third-party payors	4,653,743	1,766,201	-	-
Inventories	790,291	754,600	-	-
Prepaid expenses and other assets	1,051,752	1,014,933	-	-
<b>Total current assets</b>	<b>99,284,188</b>	<b>93,760,216</b>	<b>90,332</b>	<b>381,201</b>
<b>Noncurrent Assets:</b>				
Assets limited as to use or restricted, net of current portion:				
Cash and cash equivalents	15,326,768	15,811,219	185,551	229,462
Investments	5,666,357	4,270,224	352,934	951,039
	<b>20,993,125</b>	<b>20,081,443</b>	<b>538,485</b>	<b>1,180,501</b>
<b>Capital assets:</b>				
Nondepreciable	193,955	9,790,582	-	-
Depreciable, net	41,441,387	29,379,067	-	473
	<b>41,635,342</b>	<b>39,169,649</b>	<b>-</b>	<b>473</b>
Other assets	379,720	423,860	19,500	-
<b>Total noncurrent assets</b>	<b>63,008,187</b>	<b>59,674,952</b>	<b>557,985</b>	<b>1,180,974</b>
	<b>\$ 162,292,375</b>	<b>\$ 153,435,168</b>	<b>\$ 648,317</b>	<b>\$ 1,562,175</b>

See Notes to Basic Financial Statements.



Liabilities and Net Assets	Medical Center		Component Unit (Foundation)	
	2012	2011	2012	2011
<b>Current Liabilities:</b>				
Current maturities of long-term debt	\$ 1,095,773	\$ 1,027,990	\$ -	\$ -
Accounts payable and other accrued expenses	4,692,266	5,388,199	-	415,831
Accrued employee compensation and payroll taxes	7,902,225	6,529,582	-	-
Current portion of accrued claims on self-insurance	1,572,000	1,670,043	-	-
Deferred revenue for succeeding year				
property taxes	54,685,901	54,333,315	-	-
<b>Total current liabilities</b>	<b>69,948,165</b>	<b>68,949,129</b>	<b>-</b>	<b>415,831</b>
<b>Noncurrent Liabilities:</b>				
Other postemployment benefits	680,000	502,000	-	-
Accrued claims on self-insurance, less current				
portion	2,253,029	2,217,129	-	-
Long-term debt, less current maturities	27,974,361	29,014,549	-	-
<b>Total noncurrent liabilities</b>	<b>30,907,390</b>	<b>31,733,678</b>	<b>-</b>	<b>-</b>
<b>Total liabilities</b>	<b>100,855,555</b>	<b>100,682,807</b>	<b>-</b>	<b>415,831</b>
Commitments and Contingencies (Note 8)				
<b>Net Assets:</b>				
Invested in capital assets, net of related debt	12,815,422	12,579,264	-	473
Restricted:				
For debt service	3,219,806	3,287,919	-	-
For enabling legislation	6,625,739	7,030,449	-	-
For specific activities	58,566	58,315	538,485	1,338,716
Unrestricted	38,717,287	29,796,414	109,832	(192,845)
<b>Total net assets</b>	<b>61,436,820</b>	<b>52,752,361</b>	<b>648,317</b>	<b>1,146,344</b>
	<b>\$ 162,292,375</b>	<b>\$ 153,435,168</b>	<b>\$ 648,317</b>	<b>\$ 1,562,175</b>



# Iowa Department of Human Services

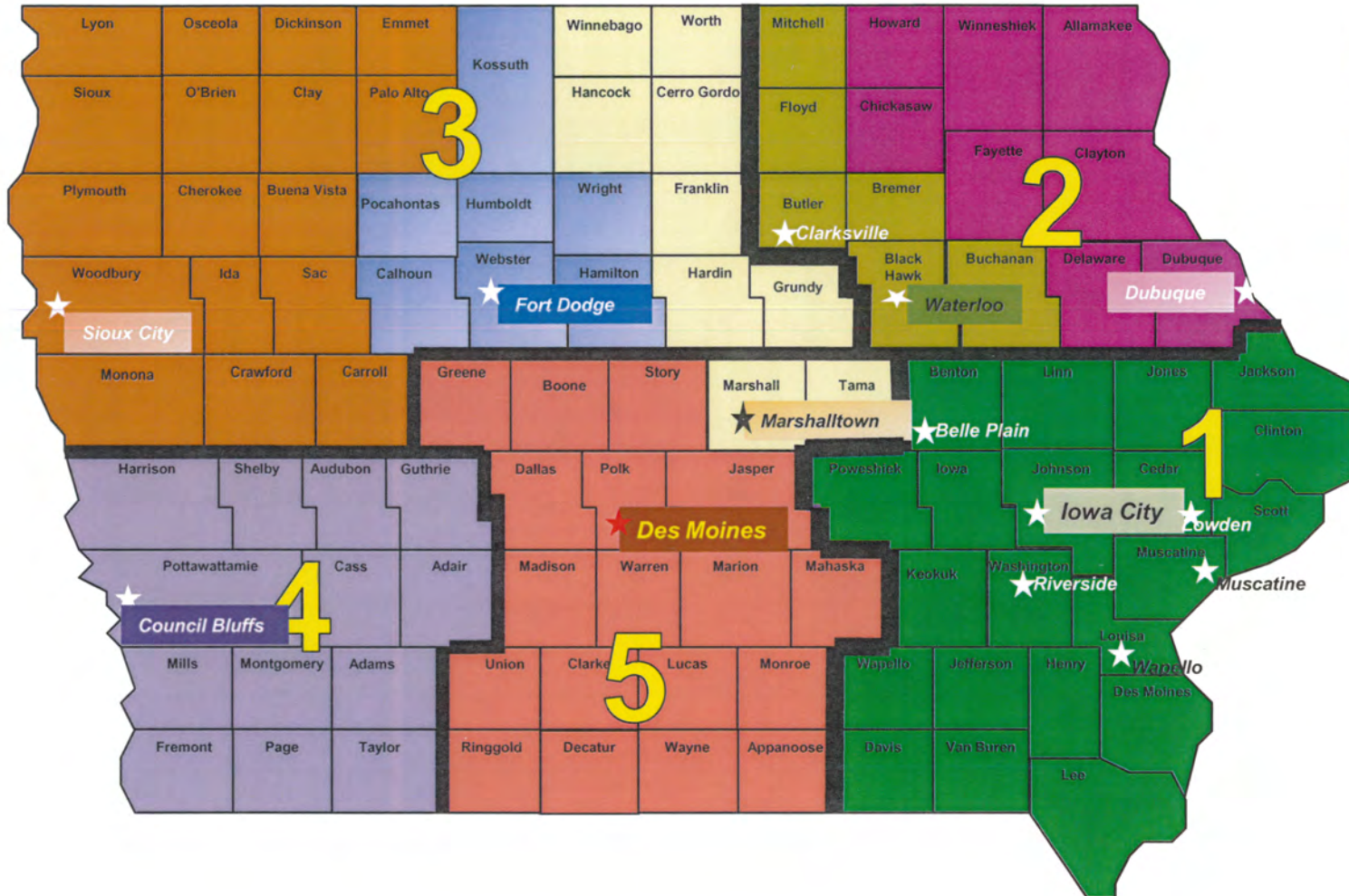
## IowaCare Provider Network: January 1, 2013

### Medical Homes:

-  Siouxland
-  PHC
-  Broadlawns
-  CHCFD
-  Peoples
-  Crescent
-  UIHC
-  CBHC

### Participating Indian Health Centers:

- Meskwaki Tribal Health Center – Tama, IA
- Winnebago IHS Hospital – Winnebago, NE
- Fred LeRoy Health and Wellness Center – Omaha, NE



**broadlawns**  
MEDICAL CENTER

Mental Health Service Area  
FY 2012

County	Patients	County	Patients
ADAIR	2	HARDIN	1
APPANOOSE	2	HOWARD	1
AUDUBON	1	HUMBOLDT	3
BLACK HAWK	1	IOWA	1
BOONE	6	JASPER	22
BUTLER	1	JEFFERSON	1
CALHOUN	1	JOHNSON	1
CARROLL	1	LINN	1
CARVER (MN)	1	MADISON	17
CASS	3	MARION	12
CLARKE	9	MARSHALL	2
COBB (GA)	1	MONROE	1
COOK (IL)	1	MUSCATINE	1
CRAWFORD	1	PLYMOUTH	1
DAKOTA (MN)	1	POLK	4,105
DALLAS	55	POWESHIEK	1
DAVIS	1	RINGGOLD	2
DECATUR	3	STORY	20
DOUGLAS (CO)	1	UNION	5
DOUGLAS (NE)	1	UNKOWN	1
DU PAGE (IL)	1	WAPELLO	3
FLOYD	1	WARREN	78
GREENE	3	WAYNE	2
GUTHRIE	3	WEBSTER	3
HAMILTON	2	WRIGHT	1

- We serve 66 of the 99 Counties in the State of Iowa
- Polk, Dallas, Jasper, Story and Warren have the greatest number of patients served
- Patient travel a great distance to receive their services at Broadlawns.
- We provide care to some of the most economically challenged Counties in our State
- Broadlawns is the Medical Home for the patients that are enrolled in IowaCare in many of these Counties

BROADLAWNS MEDICAL CENTER  
 64330 MENTAL HEALTH SERVICES  
 WENDY TILLGREN  
 11/30/12

REVENUES	ANNUAL BUDGET	NOV 2012 YTD	REMAINING BUDGET	PERCENT SPENT	PERCENT REMAINING
INPATIENT REVENUE					
TOTAL INPATIENT REVENUE					
OUTPATIENT REVENUE	0	0			
2000 OP ALL PAYERS			0	0.00%	0.00%
2010 OP MEDICARE	(135,044)	1,409	136,453	(1.04)%	101.04%
2012 OP MEDICARE HMO	1,984	712	(1,272)	35.99%	64.11%
2014 OP MEDICARE B	29,637	13,281	(16,356)	44.81%	55.19%
2020 OP MEDICAID	508,329	201,901	(306,428)	39.72%	60.28%
2022 OP MEDICAID HMO	7,275	1,114	(6,161)	15.31%	84.69%
2025 OP MAGELLAN	0	350	350	100.00%	100.00%
2035 OP IOWACARES	589,185	271,250	(317,935)	46.04%	53.96%
2040 OP INSURANCE	2,258	3,810	1,552	168.73%	(68.73)%
2042 OP WELLMARK	62,951	37,230	(25,721)	59.14%	40.86%
2043 OP COVENTRY	83,143	43,061	(40,082)	51.79%	48.21%
2044 OP PRINCIPAL	0	5,742	5,742	100.00%	100.00%
2046 OP WORKER COMP	14,993	1,096	(13,897)	7.31%	92.69%
2060 OP SELF PAY	3,717	0	(3,717)	0.00%	100.00%
2070 OP PCHS	157,080	64,029	(93,051)	40.76%	59.24%
2080 OP OTH GOV'T	1,212,569	466,525	(746,044)	38.47%	61.53%
TOTAL OUTPATIENT REVENUE	117,222	29,705	(87,517)	25.34%	74.66%
TOTAL PATIENT REVENUE	2,655,299	1,141,215	(1,514,084)	42.98%	57.02%
TOTAL REVENUE	2,655,299	1,141,215	(1,514,084)	42.98%	57.02%
EXPENSES	2,655,299	1,141,215	(1,514,084)	42.98%	57.02%
SALARIES					
0100 SAL-MGMT & SUPV	28,410	0	28,410	0.00%	100.00%
0200 SAL-SPEC & TECH	429,270	158,981	270,289	37.04%	62.96%
TOTAL SALARIES	457,680	158,981	298,699	34.74%	65.26%
NON-SALARY EXPENSES					
4010 DIETARY	300	0	300	0.00%	100.00%
4515 SUPPLIES TESTING	3,605	1,425	2,180	39.53%	60.47%
4550 SUPPLIES NON-BILLABLE	0	104	(104)	100.00%	100.00%
4600 SUPPLIES OFFICE	3,104	868	2,236	27.98%	72.02%
4605 FORMS	1,030	374	656	36.32%	63.68%
5000 SUPPLIES MISC	0	(259)	259	100.00%	100.00%
6900 TRAVEL & CONF	5,100	900	4,200	17.65%	82.35%
6910 LOCAL TRAVEL	214	0	214	0.00%	100.00%
7500 MISC EXPENSES	503	47	456	9.36%	90.64%
TOTAL EXPENSES	471,536	162,442	309,094	34.45%	65.55%
CONTRIBUTION MARGIN	2,183,763	978,773	(1,204,990)	44.82%	55.18%

## Mental Health Care

### Facts and Figures

#### Mental Health Overview

Broadlawns Medical Center is one of the largest outpatient mental health providers in the region.

- Nearly 45,000 clinic visits annually
  - 35,000 community based mental health visits annually
  - 11 Psychiatrists + 4 ARNP's (Advanced Registered Nurse Practitioners)
  - Intensive Outpatient Programs (example: pain management)
  - Additional Treatment Programs (CAP/PATH, Peer Support)
  - Many Patients Dual Diagnosis (example: Schizophrenia and Diabetes)
  - We provide care to everyone in our community regardless of their ability to pay for their care
- 
- 1 in 4 adults (approximately 57.7 million Americans) experience a mental health disorder in a given year
  - 1 in 17 lives with a serious mental illness such as schizophrenia, major depression or bipolar disorder and about 1 in 10 children live with a serious mental or emotional disorder
  - About 2.4 million Americans, or 1.1% of the adult population, lives with schizophrenia
  - Bipolar disorder affects 5.7 million American adults, approximately 2.6% of the adult population per year
  - Major depressive disorder affects 6.7% of adults, or about 14.8 million American adults
  - Anxiety disorders, including panic disorder, obsessive-compulsive disorder (OCD), posttraumatic stress disorder (PTSD), generalized anxiety disorder and phobias, affect about 18.7% of adults, an estimated 40 million individuals

NIMH: "The numbers count—Mental disorders in America." National Institute of Health.

#### Who Your Community Hospital Serves

- History of caring for uninsured/underinsured in the Greater Des Moines area
- Most of these are working class—most patients work more than one job
- 1/3 of all patients have a mental health diagnosis

#### How Broadlawns Services The Mentally Ill

- Mental Healthcare Emergency Rooms
- Inpatient Hospitalization
- Intensive Outpatient Day Treatment Program
- Outpatient Services
- Counseling
- School Based Services - Focus I & II  
(3rd grade through high school)
- Substance Abuse and Addiction Services

**For additional information, contact:**  
**Mikki Stier, Senior Vice President**  
**Government and External Relations**  
**515.282.2449**

## **Our Community Challenge**

Inpatient acute care services are insufficient for our community. On average, a person in Polk County waits 120 days to be able to access mental healthcare services.

- Current beds are at 100% utilization, 24 hours a day, 7 days a week - the demand is critically outstripping our ability to respond
- 24-hour observation or sub-acute care services are not available
- Public funding is extremely limited for buildings and infrastructure at both the federal and state level, including the mental health redesign legislation

## **Advocate Circle**

This group of successful mentees and community leaders came together on behalf of Broadlawns to raise awareness about our mental health care services, as well as raise capital to assist with the ongoing renovation and modernization of our facilities.

### Mentors:

Johnny Danos  
Lynn Graves  
Cara Heiden  
Charlotte Reichardt  
Tom Urban  
Connie Wimer  
Steven Zumbach

### Mentees:

David Chapman  
Elizabeth Coonan  
Hans Erickson  
Hannah Inman  
Dean Krishna  
Cristina Kuhn  
Michael C. Richards

Megan Ruble  
Travis Rychnovsky  
Ashley Shafer  
Ryan Wedemeyer  
Li Zhao Mandelbaum

**For additional information, contact:  
Mikki Stier, Senior Vice President  
Government and External Relations  
515.282.2449**

## **Broadlawns by the Numbers**

Facts and Figures about Key Departments

### **Overall, Broadlawns Medical Center:**

- Serves 36,542 people annually
- Provides \$55,033,002 in uncompensated care
- Completes 183,384 outpatient visits each year
- Cares for 8,793 patients each year who lack insurance
- Provides patient communication in 40 different languages spoken
- Provides 33,664 emergency room visits

### **The Amputation Prevention Center:**

- Provides trained specialists in diabetic foot care and limb preservation
- Diabetes alone causes more than 60% of non-traumatic lower-limb amputations
- Every 20 seconds a lower limb is lost due to diabetes
- Foot care programs can reduce lower-limb amputations by up to 85%
- Ratio of limb losses to limb salvaging amputation 25 times lower than the national average

### **The Emergency Department:**

- is an Area or Level 3 trauma Center
- is the provider of one in six emergency visits in Polk County, Iowa
- is 15,025 square feet with a recent expansion increasing its size by four times
- provides 21 patient exam rooms, an increase of 50%
- discharges patients after an average length of stay for patients 1.6 hours—better than national and state averages
- admits 50% of patients seen with a mental health, drug, or alcohol care diagnosis
- provides the following amenities:
  - an ambulance garage with secure access
  - a decontamination shower with direct access to an exam room with negative airflow
  - three trauma rooms
  - a behavioral health hallway with four patient rooms designed for patient and staff safety
  - a spacious nurse and physician work area surrounded by natural light
  - CT and MRI imaging technologies within the Emergency Department suite
  - an electronic medical records system used by all staff

**For additional information, contact:  
Mikki Stier, Senior Vice President  
Government and External Relations  
515.282.2449**

*Media Fact Sheet continued...*

### **Pharmacy Services:**

- fills 231,846 prescriptions each year
- an average 98% of prescriptions are provided at no cost to the patient
- pharmaceutical manufacturers provided \$1.5 million in free drugs for use by Broadlawns last year
- provides quality medication delivery by utilizing the safest system available

### **Women's Health Center:**

- offers mammography programs for insured, uninsured, or underinsured women
- performs 3,200 radiology imaging procedures each month
- 200 women have mammograms each month at Broadlawns
- provides pregnancy, birth control, gynecological, and well-woman care
- 24 babies are born each month in the Family Birthing Center
- provides a new infant car seat for babies and their mothers who need one

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**Economic Impact:**

- Broadlawns Medical Center cares about the economy of our community
- Since 2000, Broadlawns Medical Center has not raised taxes that support the Medical Center
- Over the last year, we have seen an overall decrease of 2% in the number of uninsured
- The Employee benefit package has remained unchanged for two years with no additional costs to employees
- We are the largest employer on the north side of Des Moines with close to 1,000 employees

**Top 30 Companies Served:**

Broadlawns Medical Center  
Burger King  
Casey's General Store  
Dahl's Food  
DMACC  
Dee Zee  
Des Moines Public Schools  
DES Staffing Services, Inc.  
Goodwill Industries  
Hewlett-Packard  
Holiday Inn  
Hy-Vee Food Stores  
KaTecho, Inc.  
Market Link  
Marsden  
McDonald's Restaurants  
Menards  
Mosaic  
Pine Ridge Farms  
Pizza Hut  
Self Employed  
Service Master  
Subway Sandwiches and Salads  
Taco Johns  
Tyson Foods  
USA Staffing, Inc.  
Walgreens Drug Stores  
Wal-Mart  
Wells Fargo  
Wendy's Old Fashioned Hamburgers

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