
MISSION

To serve through healing, education
and discovery.

VISION

To be nationally recognized for excellence
in patient care, medical education
and biomedical research.

VALUES

Integrity • Excellence • Compassion
Innovation • Collaboration • Dedication



THE UNIVERSITY OF TENNESSEE
MEDICAL CENTER

Wisdom for Your Life.



The University of Tennessee Medical Center | Community Benefit Report 2012

\$45 million
 Total Community Benefit and Investment

\$212,550	\$272,266	\$342,656	\$683,357	\$10,254,035	\$16,297,490	\$16,908,002
Cash and in Kind Support	Research	Community Building Activities	Community Health Improvement	Charity Care	Healthcare Professionals Education	Uncompensated Patient Care

Community Benefit Letter

The University of Tennessee Medical Center is recognized within the community as exceeding the expectations that accompany our threefold mission of healing, education, and discovery. From a community health perspective, our efforts in prevention range from countless preventative screening opportunities to demonstrating health cooking through our very own Healthy Living Kitchen. Through our partnerships with community health organizations and others we are able to educate and improve the health of a significant number of people.



Serving our community is a part of everything we do and has been at the heart of our history since we opened our doors in 1956. Community service takes many forms. It can include health fairs and screenings, breast health and cancer outreach programs, a health-living kitchen, support for Knoxville Area Project Access, information provided to patients and community members, training for EMS personnel, and continuing medical education.

Beyond these very visible programs, community service extends to the time and talent that members of The University of Tennessee Medical Center team contribute everyday by serving on the boards of church, civic, or youth organizations. They also spend numerous hours volunteering in the community and donating time at worthy organizations.

Communities are only as strong and vibrant as the business and organizations they contain, and businesses and organizations are only as strong as their people. At The University of Tennessee Medical Center, we're blessed in having people who are compassionate about the future of our community and generous with their contributions of talent, time, and education. We are proud to highlight a few of our 2012 community achievements in this document and look forward to continuing our community service in the future.

A handwritten signature in black ink, appearing to read "Joe R.", with a long horizontal flourish extending to the right.

Joseph R. Landsman, Jr.
President and Chief Executive Officer
University Health System, Inc.

How can we help you make your life “better” today? Through this report, I hope you are enlightened by the many ways we are making life better in the communities we serve on a daily basis.

“Better” means you are not alone when you are trying to understand or cope with an illness. It means you have compassionate people and learning resources that help make life better. It means screenings and workshops that help you make healthcare choices that matter. It means that every member of the community has a right and responsibility to good health, and that by achieving better health for every individual we create a stronger and healthier community overall. By promoting healthy lifestyles through health fairs, screenings and innovative outreach programs, we have an opportunity to touch lives in a meaningful way.

This report demonstrates the positive impact of The University of Tennessee Medical Center on East Tennessee. A core promise to the community is that we provide the programs, education, and resources that improve the overall quality of life. In delivering on that promise, we are accountable to work with our community partners to make the best possible use of health resources to provide access to better healthcare.

For fifty-five years, community outreach has been part of our mission... to serve through healing, education, and discovery. Our success is measured by the changes people experience in their day-to-day lives and the impact in which we have been able to contribute to their overall quality of life.

By promoting wellness and informing people about the resources available to help them live healthier lifestyles and by providing the tools, programs and resources, we hope we can help you make your life better today and make our community better tomorrow.



A handwritten signature in black ink, appearing to read "Rhonda McAnally", with a long horizontal flourish extending to the right.

Rhonda McAnally, RN BSN CEN
Director, Network Development
Community and Corporate Health

Assessing Community Health



The University of Tennessee Medical Center is deeply engaged in its communities to improve the lives of families across East Tennessee by providing compassionate, innovative care. A key feature of that engagement is the collaboration of partners to identify and understand the health needs in those communities. In Knox County, a coalition of 120 organizations led by the Knox County Health Department regularly assesses the health of the community through local and state health data and surveys.



Community Partners

American Heart Association
American Diabetes Association
American Cancer Society
American Lung Association
Alzheimer's Association
Coordinated School Health

East Tennessee Children's Hospital
East Tennessee Wellness Roundtable
KAPA
Knox County Health Department
Komen Foundation
Project Access

Regional Health Departments
Smoke Free Knoxville
Think Healthy Knox Partnership
University Physician Association
United Way
UT Graduate School of Medicine

Education of Health Professionals

At the core of The University of Tennessee Medical Center's mission is improving healthcare for patients and the communities we serve by training doctors, nurses, and other healthcare professionals for tomorrow's increasingly community-focused healthcare delivery system.

Providing education and training to future healthcare professionals is a large part of the medical center's mission. In collaboration with UT Graduate School of Medicine and other academic institutions, the medical center serves as a clinical education site devoted to technological and treatment advances and as well as a sound educational environment. In addition to physician training, other clinical education programs in areas such as pharmacy, nurse anesthesia, clinical pastoral education, and radiography technology are available.

During 2012 and 2013, the UT Graduate School of Medicine educated close to 200 resident physicians and fellows each year, which increases your healthcare team's level of expertise as only an academic medical center environment can do. The mission of the UT Center of Advanced Medical Simulation is to add a new dimension to the training of physicians, residents, medical students, and clinical staff of the University of Tennessee Graduate School of Medicine (UTGSM) and The University of Tennessee Medical Center (UTMC) as well as to improve the quality of care in our community by making state-of-the-art simulated training available to physicians and other healthcare providers across the region.



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Emergency and Trauma Services



The medical center is the only Level I Trauma Center in the region for adults and children and serves as the tertiary referral center for medical care in East Tennessee, serving Knox County and twenty surrounding counties. The healthcare experts in the Emergency Department treat more than 80,000 patients in a year with a commitment to individualized patient-centered care and teamwork.

Whether arriving by ambulance, LIFESTAR aeromedical services, or private vehicle, patients receive a full range of medical care. The University of Tennessee Medical Center's Trauma Center is a Level I Trauma Center—the highest designation available. This means that from admission to discharge, patients will be cared for by a team of specially trained personnel to meet on-going and changing needs.

As an academic medical center, a team approach is used to provide care to trauma patients. In keeping with The University of Tennessee Medical Center's mission to improve the health of communities the hospital serves, members of the trauma team also provide community outreach programs to promote trauma awareness and injury prevention.



Community Health Improvement



Since The University of Tennessee Medical Center opened its doors in 1956, we've been dedicated to providing high-quality care to those we serve. That care happens not just at the medical center but out in the community as well. One of the ways we demonstrate our commitment is in offering free or low-cost health screenings and health education programs to the people of our region. The medical center's team regularly takes wellness initiatives to the workplace, offering on-site services such as flu vaccinations, healthcare coordination, cholesterol screenings, and diabetes education. In addition to that, the medical center works with community organizations like KAPA, Knoxville Area Project Access. Through these partnerships we're able to provide hundreds of free screenings to members of our community who are at increased risk of ailments like kidney disease, stroke, and heart disease. Raising awareness of common health conditions and providing educational information and clinical referrals for any needed follow-up care helps people take charge of their health. Since KAPA's inception an estimated \$24.5 million worth of donated medical services have been provided by The University of Tennessee Medical Center. The amount of donated medical services provided by UT physicians is an estimated \$5 million.

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Hearth Lung Vascular Institute provides care for patients with six of the top leading causes of death in the United States. Heart disease, lung cancer, peripheral vascular disease including aneurysms and carotid artery blockage, respiratory disease, pneumonia as well as sleep-related problems such as sleep apnea are all treated in this institute.

The University of Tennessee Medical Center's Heart, Lung, Vascular Institute includes a 100,000 square foot facility dedicated to outpatient services for heart, lung and vascular patients. HLVI physicians staff eleven cardiology and vascular clinics located throughout the region. The Medical Center helped develop as a medical subspecialty in East Tennessee with University faculty cardiologists training many of the area's physicians. HLVI has eight angiographic suites dedicated to cardiology and vascular services. HLVI also provides the areas only kidney transplant program in East Tennessee.

The Region's only Kidney Transplant Program

UT Medical Center's Center for Transplant Services is home to the only kidney transplant program in East Tennessee and has performed approximately 1,050 transplants since 1985. Transplant Services offers the most advanced methods of diagnosis

Heart Lung Vascular Institute

and treatment for various kidney illnesses and conditions. These services offer premier technology with highly trained professionals to provide excellent patient-centered care. Patients can find everything they need in one place for diagnosis, treatment, support and rehabilitation.

For the last 28 years, the medical center has provided pre-transplant evaluation, treatment and post-transplant follow up care to patients approaching or at End Stage Renal Disease (ESRD). The Center for Transplant Services provides an orientation session for patients who are considering organ transplant or becoming a live kidney donor.



Center for Women and Children's Health



The Center for Women & Children's Health has been designated by Tennessee as the regional High Risk Perinatal Center and the region's only private room Level III Neonatal Intensive Care Unit. The center not only explores key medical issues such as childbirth, osteoporosis and breast cancer, but it also focuses on emotional and societal issues such as depression and domestic violence. The center provides support, research and information, exceptional healthcare teams, cutting-edge technology and unmatched patient-centered care. The State of Tennessee provides grants in support of its regional neonatal and perinatal educational programs, outreach and treatment. The medical center provides specialized pediatric services including: cardiothoracic surgery, kidney transplant and renal dialysis. A few of the programs offered are as follows:

East Tennessee Safe Sleep Initiative (ETSSI)

MISSION: Prevent infant deaths due to unsafe sleep environment in East Tennessee

- Educate parents, childcare providers and healthcare professionals about the dangers of unsafe sleep environments for infants
- Create a policy to model safe sleep practices in our community hospitals
- Provide safe sleep environments for families unable to afford them

Cribs for Kids Program - Grant-funded by Variety of Eastern Tennessee and Cribs for Kids Foundation

- Safe sleep materials and messages are distributed through home visiting programs
- Pack 'N Play portable cribs, sleepsacks, crib sheets and pacifiers provided to families
- Education materials about safe sleep for infant

The Cancer Institute is accredited by the American College of Surgeons Commission on Cancer and is located on The University of Tennessee Medical Center's campus. The new, expanded 100,008 square feet facility is equipped with features that support and enhance the comprehensive services provided to oncology patients. The Cancer Institute combines an environment fostering healing with advanced technologies and treatments including True-Beam radiosurgery, a new PET/CT imaging platform, a linear accelerator, isolated limb infusion, intraperitoneal chemotherapy, clinical trials and advanced micro-vascular reconstruction. The Cancer Institute also works collaboratively with cancer specialists and a multidisciplinary team provides patients with a personalized care plan that meets all of their needs.

The Cancer Institute is committed to:

- Providing cancer patients and their families the highest level of clinical care.
- Provides the necessary support services to patients in order to better cope with the emotional, psychological and financial issues related to a cancer diagnosis.
- Houses the University Breast Center, the Diagnostic Center and the Radiation and CyberKnife Center.

Services at the Cancer Institute range from a single entry point for the management of breast and lung cancer to a team of healthcare providers including counselors and chaplains to provide emotional and spiritual support throughout cancer treatment.



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Cancer Institute



Chasity Pennington, an uninsured 40 year old does not hesitate when she says, "UT Medical Center's Mobile Mammography Unit saved my life!" She says she would otherwise not have received a mammogram in July 2012 that led to her early stage cancer diagnosis and she is thankful to the Breast Health Outreach Program for making that screening possible. Nurses in the UT Breast Care Service also helped Pennington arrange several diagnostic tests including an MRI and a biopsy.

Brain and Spine Institute



The Brain and Spine Institute is made up of experts in the field of neuroscience in order to bring patients the most advanced healthcare in East Tennessee for a full range of neurological diseases and disorders including.

- Injuries and diseases such as trauma (spinal cord injury and brain injury)
- Degenerative diseases (Alzheimer's and Parkinson's)
- Vascular disorders (stroke and aneurysms)
- Structural injuries and conditions of the spine
- Tumors

The team of specialists including neurosurgeons and neurologists provide patients with the highest quality care. The Brain and Spine Institute offers unmatched expertise with its Cole Neuroscience Center for degenerative neurological (brain) disorders and state-of-the-art technology with the only CyberKnife® center in the Knoxville region.

Services offered by the Brain & Spine Institute include the region's only Comprehensive Stroke Center to be recognized by the Joint Commission/American Heart Association as a Comprehensive Stroke Center, and to be awarded the Get with The Guidelines Target: Stroke Honor Roll by the American Heart Association/Joint Commission; and a state-of-the-art CyberKnife program. With three dedicated neurosurgical operating rooms, a dedicated stroke unit, medical and surgical intensive care units, the Cole Neuroscience Center, interventional radiology, and the latest technology combined with the experience and skill of the Brain and Spine Institute team members, The University of Tennessee Medical Center provides quality care to the East Tennessee community for treatment of brain and spine disease or injury.



Jack and Betty McGuire attended a stroke program presented at the monthly meeting of their antique car club. The program, presented by a University of Tennessee Medical Center Stroke Team member, focused on recognition and response to stroke warning signs. Two weeks later, Mr. McGuire experienced the sudden onset of stroke symptoms. He was unable to move his right side. Remembering the information from the program, Mrs. McGuire called 911 to summon help. She explains, "I went over to him, and when I saw he wasn't using his right side to help me get him onto the bed, I knew he was having a stroke." "I am so thankful for the program," Betty says. "I would not have known what was going on if I hadn't been to the class."

Chronic Disease Prevention and Maintenance

Since 1999, The University of Tennessee Medical Center has engaged in offering worksite wellness programs. Our corporate partners are seeking assistance from The University of Tennessee Medical Center in implementing health promotion, risk reduction strategies. It has been shown that implementing a worksite wellness program can yield at 3:1 savings to cost ratio, and reduce employee absenteeism by up to 28%. Creating healthier employees one company at a time is what the Corporate Partners for Health Program at The University of Tennessee Medical Center works to achieve for the Knoxville and surrounding area.

Reducing high levels of obesity, smoking, early diagnosis and treatment of diabetes, high blood pressure, and other diseases have a dramatic impact on reducing the costs of healthcare. Offering health promotion services as part of the UHS Corporate Partners for Health Program enhances access to its physicians, services, and advanced technology. The primary goals of The University of Tennessee Medical Center's Corporate Partner's for Health Program are:

- Health Education, Skill Development
- Supporting wellness programs into the Corporate Structure
- Linkage to Related Community Programs
- Screening Programs
- Follow-up Interventions, Evaluation and Improvement Processes

