

# 2024 Community Benefit Report

Fiscal Year 2023

Livingston HealthCare  
Billings Clinic Affiliate

← EMERGENCY



## Heart of Community Care

Livingston HealthCare is a top-rated Critical Access Hospital and Level 4 Trauma Center serving the communities in the greater Park County area. Our compassionate, respected team of experienced medical providers and professionals are dedicated to serving the diverse needs of Park County, Montana, and its surrounding communities.

At Livingston HealthCare, we understand that health extends beyond the walls of our facility. As a not-for-profit organization, we embrace the commitment to nurturing the health and vitality of our community. Beyond delivering exceptional medical care, we actively engage in initiatives that address the social determinants of health, recognizing their pivotal role in shaping well-being.

In the past year, the total investment of community benefit exceeded \$6,370,000. These funds have powered a diverse range of initiatives tailored to meet the most pressing needs of Park County residents. From preventive health screenings to wellness education, mental health support, and beyond, our programs touch lives and foster healthier, more resilient communities.

For more information on any of our community benefit programs, we invite you to reach out to us at 406.222.3541.



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# Community Stewardship

## Meeting Patient Financial Needs

Livingston HealthCare provides high-quality primary, specialty, emergency and behavioral health care to our patients.

Our model of health care delivery and commitment to our not-for-profit mission guides the following Patient Financial Assistance services:

- Providing patient financial counseling, payment plans, financing options and financial assistance for those in need, early in their care.
- Offering financial assistance (charity care) to patients with incomes up to 400 percent of federal poverty level, with a sliding scale.
- Accepting patients covered by Medicaid, Medicare or Children's Health Insurance Plan (CHIP), including Healthy Montana Kids.
- Helping patients apply for public assistance and health insurance programs, such as Medicaid, Medicare, Disability, Crime Victims, Veterans Administration or CHIP.

## Addressing Community Health Needs

LHC has partnered with the Park City-County Health Department to complete the Community Health Needs Assessment (CHNA) for Park County. Based on the 2023 data, we created our CHNA and a Community Health Implementation Plan (CHIP), with the goal of creating an environment where all community members can easily access healthy choices in their everyday lives. The CHIP is a collaborative effort with our community partners that provides an ongoing and fluid road map for a healthy tomorrow for the community members of Park County. To view them, go to [livingstonhealthcare.org/about-us/community-health-needs-assessment/](http://livingstonhealthcare.org/about-us/community-health-needs-assessment/).



## Defining Community Benefits

Livingston HealthCare has been quantifying community benefits since 2016, by following federal and state laws, definitions and guidance from national health care organizations and our financial auditors.

- Definitions are consistent with IRS rules and recommendations.
- Reporting our total cost of community benefits to our employees, board of directors and community.
- A shortfall is the difference between the cost of providing those services and the reimbursement we receive from public or private payers or the patient.

## Counting Community Benefits

We measure community benefits in the following ways:

- Conducting community benefit inventory annually.
- Calculating the financial value of our tax exemption as a not-for-profit 501(c)(3) organization. Our total cost of community benefits is consistently higher than the value of the exemption.
- Benchmarking with other health care organizations.
- Reporting community benefits to our board, leadership and community.



# Total Community Benefits: \$6,374,600

## Subsidized Health Services \$5,705,265

Livingston HealthCare provided many essential health services that were not fully reimbursed—such as behavioral health and psychiatric care for youth and adults, pediatric specialty care, sexual assault nurse exams, palliative and supportive care, diabetes education, telemedicine and rural outreach clinics.

## Community Health Improvement \$128,296

- Free community education & injury prevention programs
  - Financial & in-kind contributions to community
    - LivWell49 support; activities to address community-wide health issues
  - Community partnerships on key health initiatives, including rural disparities, substance use disorders and crisis response

## Health Professions Education \$105,039

To reinforce health care education in our region, Livingston HealthCare provided free training to dozens of nursing, medical and other health profession students. Post-graduate education included Psychiatric Residency, Pharmacy Residency, Internal Medicine Residency, Montana Family Medicine Residency and Rural Critical Care Fellowship. These Programs address the daunting shortage of primary care and psychiatric physicians in rural areas and among underserved populations.

## Patient Financial Assistance \$436,000

Due to the ongoing pandemic, financial assistance (charity care) was utilized more than ever. Last year, patients received financial assistance for ### visits to Livingston HealthCare at a total cost of \$\$\$.

## Medicaid Shortfall

More than ## patient visits were covered by Medicaid (traditional and expanded), at an unreimbursed cost of \$\$\$.

# Livingston HealthCare in Action

*Livingston HealthCare contributes financial and in-kind support to a variety of programs focused on improving the health and wellness of our community.*



## LiveWell 49

Since 2017, Livingston HealthCare has proudly supported LiveWell49 (LW49), a local coalition dedicated to bolstering the wellbeing of Park County residents, particularly in mental health and suicide prevention. By fostering networking, collaboration and connection across various sectors in Park County, LW49 promotes community resilience while ensuring Livingston HealthCare remains integrated with broader community efforts. Notably, LW49 offers vital training in Question Persuade Response (QPR), a highly impactful suicide prevention program.

## Windrider

Windrider Transit provides a free, efficient and courteous fixed-route service delivery system to citizens and disabled persons in Park County, Montana by offering free general public and paratransit services within Park County.



## Fall Health Festival

Our annual Fall Health Festival offers community members the chance to explore their path to wellness with free screenings, blood work, flu vaccines, education and a free breakfast. Over 400 community members attend the festival—rain, snow or shine!

## Livingston HealthCare Service Area

Community benefits include health care services provided at Livingston HealthCare locations—including the hospital, Rural Health Clinic, **UrgentCare**, Shields Valley Clinic, Ranger Clinic at Park High and our physical therapy satellite clinic located in Gardiner.

