



# Community Benefit Report

2023



SERIOUS MEDICINE. EXTRAORDINARY CARE.®

We are proud to present  
the Nebraska Medicine  
Fiscal Year 2023  
Community Benefit Report.  
This report highlights the  
initiatives that are **making  
a difference in the lives  
of our patients, learners  
and community members.**



Together with our academic partner, the University of Nebraska Medical Center, we are dedicated to improving the health and well-being of our community. This report highlights our strategic approach to achieving these goals.

The stories you will read exemplify our community partnerships, the care we provide to underserved populations and our commitment to the community.

FY 2023 was a productive year for us, including but not limited to:

- **Planning for the opening of the Community Wellness Collaborative**, which offers nonclinical support and health resources to residents of North Omaha's Highlander neighborhood.
- **Important partnerships** with organizations providing care and resources to those in need. These include OneWorld Community Health Centers, United Way of the Midlands, Nebraska Diaper Bank, No More Empty Pots and more.
- **A record use of Community Strong hours** by our colleagues through our paid volunteer program.
- **Support for UNMC's educational mission**, preparing the next generation of health care professionals.
- **Initiatives to improve community health** in four areas: diabetes, mental health, nutrition, physical activity and weight, and prenatal health and infant mortality.

These activities are only possible with the dedication of our colleagues, physicians and community partners. We are proud of our collective efforts to improve the health and well-being of all those we serve.

We invite you to explore our report to see the difference Nebraska Medicine is making. Your support and interest are invaluable as we continue our work together, enhancing the value of our community as a highly desired place to live and work.

Sincerely,

A handwritten signature in black ink, appearing to read "Harris A. Frankel". The signature is fluid and cursive.

Harris A. Frankel, MD  
Chief Medical and External Affairs Officer

Nebraska Medicine, the region's leading academic health network, serves the Omaha metro and throughout Nebraska. It offers access to more than 1,400 physicians and over 70 specialty and primary care clinics.



Nebraska Medical Center

The network's commitment to "Serious Medicine, Extraordinary Care" is upheld by more than 10,000 dedicated employees and is evident in its two hospitals, Nebraska Medical Center and Bellevue Medical Center, which provide over 800 licensed beds.

Together with its research and education partner, University of Nebraska Medical Center, Nebraska Medicine strives to transform lives and foster a healthy future for all through top-tier educational programs, groundbreaking research and exceptional patient care.

In fiscal year 2023, Nebraska Medicine clinical teams oversaw:

**1.28 million**  
outpatient visits

**107,087**  
telehealth visits

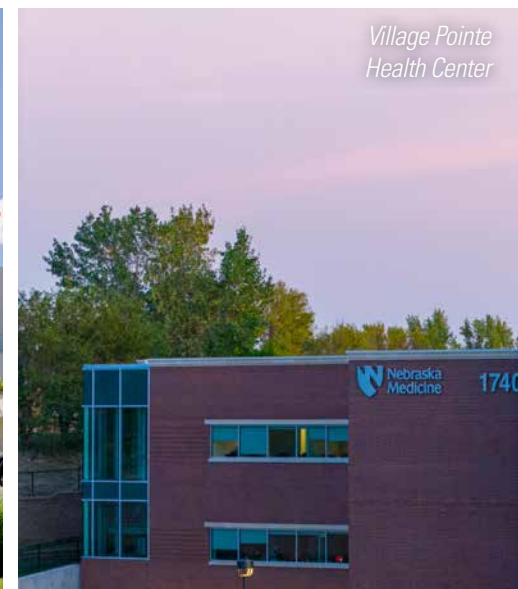
**30,630**  
inpatient discharges

**767,119**  
in-person primary and  
specialty patient visits

**95,954**  
emergency  
department visits



Bellevue  
Medical Center



Village Pointe  
Health Center

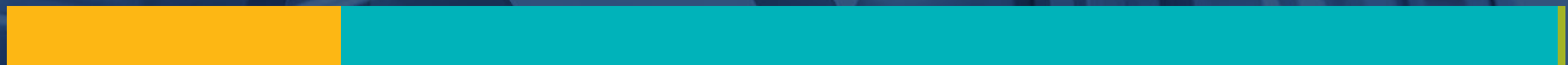
These figures demonstrate the high demand for health services in fiscal year 2023 and underscore our unwavering dedication to transforming lives and our community through exceptional patient care.



# Fiscal year 2023 community benefit financial highlights

Total community benefit:

**\$370,461,392**



*Uncompensated care:*

 **\$79,564,431**

*Broader community health:*

 **\$290,740,660**

*Community building activities:*

 **\$156,301**



Nebraska Medicine provides medical care to uninsured and underinsured individuals without receiving payment.

*Financial assistance:*

**\$16,246,065**

Charitable medical care is provided to those who qualify. The health network has financial assistance policies that outline the procedure for patients of limited means to apply for help with payment for their medical care.

*Unreimbursed Medicaid:*

**\$63,318,366**

Nebraska Medicine accepts any patient with Medicaid insurance. The cost of providing medical care exceeds the amount of reimbursement provided to hospitals by Medicaid insurance, thus creating a shortfall.



*Cash and in-kind contributions:*

**\$249,667,341**

Nebraska Medicine grants operational support, charitable contributions and in-kind donations to other 501(c)(3) organizations. As an academic medical center, our largest community benefit is its support of academic programs and operations at University of Nebraska Medical Center.

*Subsidized health services:*

**\$8,557,710**

Nebraska Medicine provides necessary health services for the community despite a financial loss.

*Health professions education:*

**\$27,451,340**

Nebraska Medicine supports medical education, internships, residencies, fellowships and nursing and allied health education programs. There are direct costs associated with educating providers. There are also the indirect costs of staff time required to provide future doctors, nurses and allied health providers with a clinical setting with hands-on opportunities – a critical piece of their education.

*Research:*

**\$3,348,462**

Nebraska Medicine participates in research studies and clinical trials to advance medical treatments and improve patient outcomes.

*Community health improvement services and community benefit operations:*

**\$1,715,807**

Nebraska Medicine allocates resources to improve community health. These extend beyond regular patient care and are not billable services. This category also includes the staff time needed to carry out these health improvement activities and the community benefit operations staff time to track, assess and report community benefit data.

*Community building activities:*

**\$156,301**

Community-building activities are designed to address the root causes of health problems. These include poverty, homelessness and environmental issues. This category includes programs that support workforce development

and training to provide employment and leadership skills, job shadowing for students interested in health careers and economic development support grants to help revitalize low-income areas and businesses.



# Community Health Improvement Plan

The Nebraska Medicine Community Health Improvement Plan for 2022 through 2025 is a strategic implementation document that builds on insights gathered from the 2021 Community Health Needs Assessment.

Through data collection and analysis, the 2021 assessment identified key health needs and issues within the Omaha metro area. After reviewing this data and hearing from the community, Nebraska Medicine chose four main areas of community initiative focus from 2022 to 2025.

Subject matter experts in each of the four key areas of focus are collaborating to develop organizational and community initiatives that address these community health needs. Additionally, teams are identifying community partners for this work and focusing on health-related social needs.

## Diabetes

Nebraska Medicine aims to expand community education on diabetes prevention and care, increase awareness of treatment options and support healthier food choices. The goal is to facilitate access to fresh food and promote healthy decision-making among community members.

## Mental health

Nebraska Medicine is working to increase its number of mental health practitioners and culturally competent, trauma-informed providers. Efforts are underway to enhance the capacity to treat patients with co-occurring mental health and substance use problems and to decrease the stigma associated with mental illness through education and community awareness.

## Nutrition, physical activity and weight

Nebraska Medicine supports initiatives that promote healthier food options and address food insecurity in the Omaha metro area. Identifying and collaborating with community-based organizations that support food security is a priority, along with promoting community involvement in accessible physical activity options.

## Prenatal health and infant mortality

Nebraska Medicine is committed to increasing the number of culturally competent and trauma-informed providers, reducing adverse maternal and infant health outcomes, and improving access to preconception and prenatal care. While the initial stages of this plan include research and awareness, we have made strides in this initiative, including:

- **Sponsoring a community conference** addressing maternal health needs within the Black, indigenous and people of color, or BIPOC, community as part of Black Maternal Health Month.
- **Sponsoring community baby showers** for individuals in under-resourced areas to support new mothers and infants.
- **Hosting a campuswide diaper drive** to support local nonprofit organizations, aiding families in need.
- **Supporting community breastfeeding classes** to promote healthy breastfeeding choices.
- **Initiating screening of NICU parents** for postpartum depression.

# Community Wellness Collaborative

The Community Wellness Collaborative, located in the Highlander development near 30th and Patrick streets, serves as a nonclinical educational and community hub designed to enhance the well-being of North Omaha residents.

The initiative, a partnership between Nebraska Medicine and University of Nebraska Medical Center, is focused on providing health resources, educational programs and health care career guidance. Its mission is to engage individuals and groups within the 68111 ZIP code area and connect them with health resources.

The programming and initiatives of the CWC began with a community health needs assessment and improvement plan. The CWC team is working with Highlander residents to determine barriers to health.

“Our goal is to be very intentional about listening to the members of our community and determine areas of greatest concern and need so we can make a significant impact,” says Shanda Ross, director for Engagement, Outreach and Belonging. “We want to be more proactive about putting preventive measures in place to improve the health of our community.

The first-of-its-kind facility is part of the Highlander neighborhood’s purpose-built communities’ revitalization efforts. The launch of the collaborative marked a significant step towards addressing health inequities and building trust and engagement among Highlander residents.



This work is critically important to who we are as a health system, but more importantly, who we are as Nebraskans.

**ADA WALKER, JD, VICE PRESIDENT,  
CHIEF INCLUSION AND DIVERSITY OFFICER**

## Key offerings of the CWC include:

- **Health resources:** Assistance in navigating the health care system, medication management and access to health resources.
- **Educational programming:** Workshops and programs on health and wellness to educate the community.
- **Career guidance:** Support for individuals interested in pursuing careers in health care, including training and career pathways.
- **Community engagement:** Hosting community pathway programs, community engagement days and informational sessions to actively involve residents in their health and wellness.





# Community screenings and prevention information

Nebraska Medicine collaborates with nonprofit and community organizations to offer free screenings and prevention information to underserved populations. These events aim to prevent diseases and detect them early, representing 185 hours dedicated and 1,823 community members screened.

Nebraska Medicine teams offer screenings for conditions such as cancer, high blood pressure and stroke risk at community health fairs or through collaborations with partnering organizations. The types of screenings offered, and the populations targeted are informed by community health needs assessments.

In addition to screenings, team members share prevention information on mental health resources, heart health and diabetes, and provide hands-only CPR demonstrations.

Oncology educator Bailey Shanholtz, RN, OCN, says meeting with community members outside of the hospital setting is beneficial for both the community and Nebraska Medicine staff.

“It allows us to tailor our screening and prevention efforts based on the conversations we have and hearing the needs and concerns of those we serve,” she says.

Offering free screenings and prevention information can reduce the risk of developing diseases or detecting them at an earlier stage. Shanholtz says she has witnessed the positive effects of community screenings.

“One example is a program that provides at-home colon cancer screening tests,” she says. “In one situation, a patient’s test showed blood in the stool. The participant’s provider was notified, a colonoscopy was done, and polyps were removed. In this case, the screening led to early detection and prevention.”

Educating community members about screening and prevention is crucial to the Nebraska Medicine community outreach efforts.



185

Event hours dedicated

1,823

Community members screened



# Community health webinars

Nebraska Medicine offers free webinars on a variety of health-related topics. These presentations are designed to inform viewers on relevant topics while preventing illness and managing existing conditions.

In fiscal year 2023, Nebraska Medicine has dedicated 223 hours to these sessions, positively impacting 3,569 community members. The webinars empower individuals with knowledge from reliable experts and enable them to make informed decisions about their care.

The webinar initiative began as a response to the need for continued community engagement and the promotion of healthy habits during the pandemic. However, they have become a staple due to their popularity and the targeted information they provide.

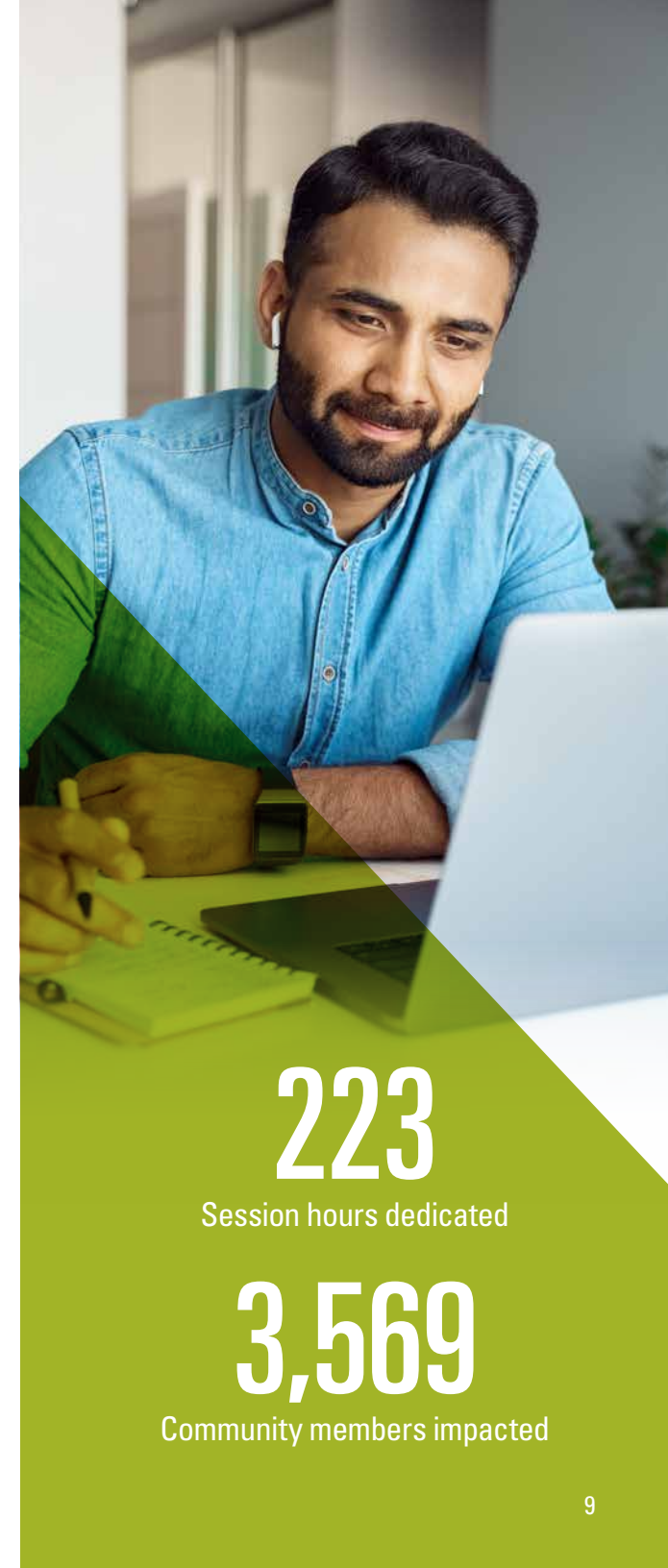
Webinars are initially conducted live, allowing viewers to interact with Nebraska Medicine experts, who deliver a comprehensive presentation and address questions submitted by the audience. The recorded session is then available for download on social media and the Advancing Health website, allowing viewers to watch at their convenience.

The selection of webinar topics incorporates a blend of community interests and needs, and an analysis of online search trends. To align with Nebraska Medicine 2022-2025 community health initiatives of nutrition, physical activity and weight; prenatal health and infant mortality; diabetes and mental health, webinar topics have included:

- Heart-healthy eating
- Choosing a doctor or midwife
- Infertility
- Endometriosis
- PCOS
- Stress

Additionally, a wide array of diverse health topics is available at [NebraskaMedicine.com/Health](https://www.NebraskaMedicine.com/Health).

Webinars serve as a bridge, connecting community members to trustworthy information on the topics that affect them most. They are a direct reflection of the Nebraska Medicine mission, particularly “creating a healthy future for all.”



223

Session hours dedicated

3,569

Community members impacted

# Helping the underserved: Partnership with OneWorld

Nebraska Medicine and OneWorld Community Health Centers collaborate to provide hernia repairs and diagnostic colonoscopies to patients in need. These patients often face socioeconomic challenges and would otherwise be unable to access these necessary medical procedures.

## Hernia Day

The Hernia Day initiative provides free hernia repairs to patients identified and referred by OneWorld. Over the past decade, the program has expanded from three surgeons performing 12 hernia repairs in one day to four surgeons performing a total of 16 hernia repairs over four days.

The surgeries take place at Bellevue Medical Center, and all the medical staff volunteer their time, including surgeons and anesthesia providers. The mesh used for the repairs is donated by an organization called Hernia Help. Surgeons see patients for a post-operative visit, and OneWorld provides follow-up care.

Zachary M. Bauman, DO, a critical care surgeon, is one of the surgeons who participate in Hernia Day. He emphasizes the positive impact of the hernia repairs, saying, "It's life-changing for many of these individuals. The hernias can make their jobs miserable.

So, when we do these surgeries, we get them back to doing their jobs and enjoying it again. It gives them their livelihood back."

## Colonoscopies

Nebraska Medicine also offers diagnostic colonoscopies to eligible patients who have been screened by OneWorld and found to have blood in their stool. These patients are at risk for developing colorectal cancer, and follow-up is necessary.

General surgeon Robert M. Taylor, MD, contributes his time to perform diagnostic colonoscopies. These allow for identifying and removing polyps that could potentially develop into cancer. While these procedures are often preventive, in one instance, the program identified a case of rectal cancer in a young patient who presented with bleeding.

Overall, the collaboration between Nebraska Medicine and OneWorld Community Health Centers aims to address the health care needs of vulnerable populations by providing free hernia repairs and diagnostic colonoscopies. These initiatives have proven to be life-changing for many individuals, enabling them to regain their livelihoods and prevent potential health complications.



16

Hernia repairs

51

Diagnostic  
colonoscopies

# SHARING Clinic

The SHARING Clinic is a series of student-run free clinics in Omaha. They aim to provide high-quality, low-cost health care and human services to underprivileged populations in the community. They also offer valuable educational opportunities for students affiliated with Nebraska Medicine.

The clinics operate in a multidisciplinary educational setting, where physicians donate their time to teach students and assist in running the clinics. These include the main SHARING Clinic, the VISION Clinic and the RESPECT Clinic.

The main SHARING Clinic offers a wide range of services, including basic primary care, physical therapy, medical nutrition and psychiatric services. No referrals are necessary, and patients aged 18 and older who meet financial guidelines are seen each Tuesday evening.



I am grateful that I can work with our students to provide care for patients who would otherwise be without these services. The interdisciplinary collaboration and focus of the students to provide excellent care makes it a very enjoyable environment.

**RYAN P. MULLANE, DO, NEPHROLOGIST**

The VISION Clinic provides annual diabetic eye exams for patients of the SHARING Clinic. The clinic is typically open on the fourth Friday of every month at the Truhlsen Eye Institute.

The RESPECT Clinic focuses on STI testing and treatment, HIV testing and follow-up STI counseling. It is open to the public and accepts appointments and walk-ins every Monday evening.

“I volunteer at the RESPECT Clinic because I passionately advocate for equal access to sexual health care for all individuals, free from any financial or logistical hurdles,” says infectious diseases physician Mackenzie R. Keintz, MD. “I believe health care providers should be well-versed in sexual health and equipped to engage in open, nonjudgmental conversations with patients. By integrating these principles into medical education, we can instill these values from the outset.”

In fiscal year 2023, 334 hours were donated to the clinics by dually employed physicians and 213 patients were served.

Overall, the SHARING Clinic play a vital role in enhancing the well-being of the greater Omaha community by providing accessible health care services and instilling the values of service and compassion in UNMC students.



**334**

Physician hours donated

**213**

Patients served



# Pharmacy benefits for those in need

Nebraska Medicine partners with a local shelter to offer a pharmacist-run clinic that gives pharmacy benefits to homeless individuals and those in need. In fiscal year 2023, the clinic served 219 patients.

The clinic operates two nights a month and is run by volunteers, including Nebraska Medicine pharmacists and UNMC pharmacy students. Nebraska Medicine primary care providers also hold clinics at the shelter and refer patients for pharmaceutical services.

The goals of the pharmacy clinic are to increase medication understanding, improve access to affordable medications and enable patients to manage their complex disease states.

The clinic's services include:

- Medication education.
- Complex disease-state teaching.
- Arranging for follow-up with providers for recommended medication titration.
- Help in obtaining medication refills.
- Recommending lab work for medication safety or monitoring.
- Referring patients to primary care or specialists for further workup.

Ambulatory cardiology pharmacist Maggie Hitzeman, PharmD, helped start the clinic and manages its operations.

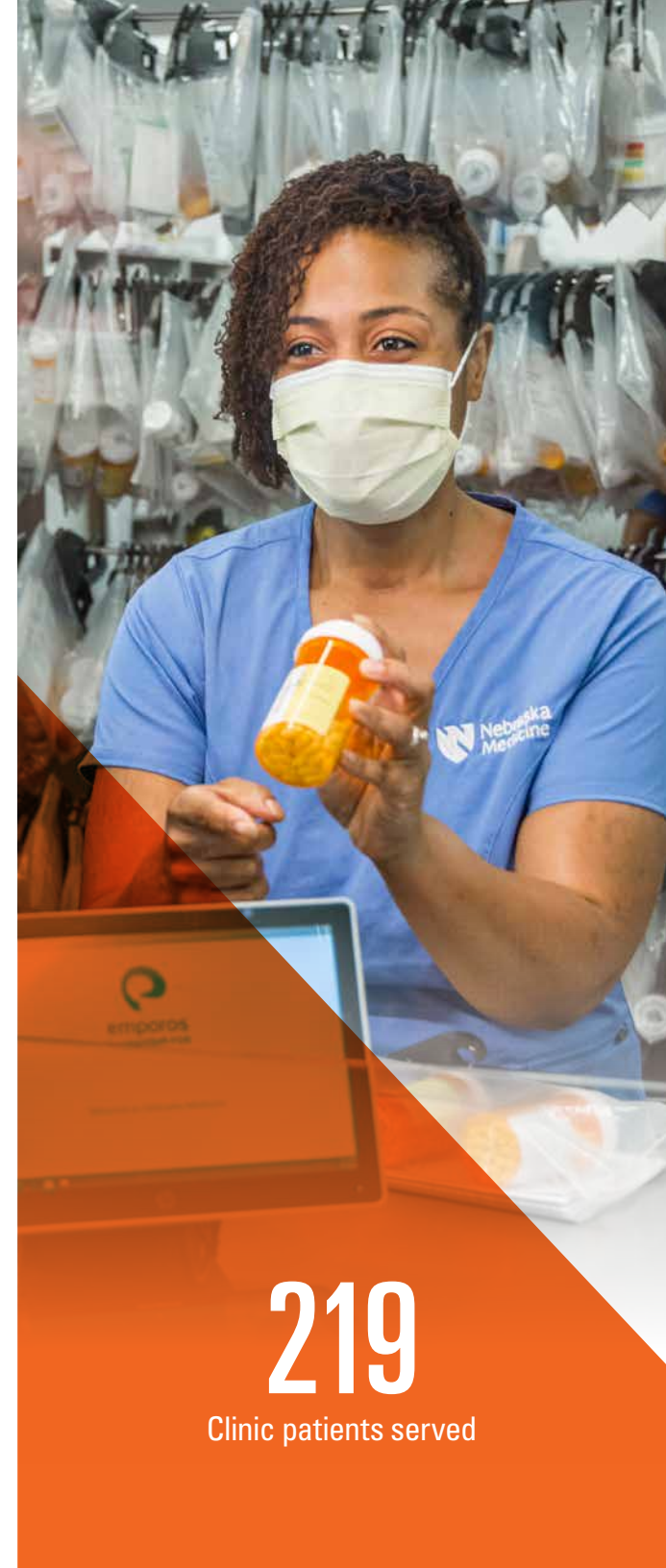
"Our volunteer clinic has increased access to the health care system for those in need by providing both clinical pharmacy services and assistance with obtaining medications," Dr. Hitzeman says. "By doing this, we are helping our patients better understand and manage some of their complex disease states and giving them more control over their overall health and well-being."

The clinic began in 2020, and since then, has expanded to offer immunization clinics and health screening events on campus. It has created a valuable resource for individuals who otherwise may not have access to comprehensive medication management and services.



I feel very fortunate to have been a part of helping start this clinic and am so proud of my pharmacy colleagues for their willingness to volunteer their time and expertise in this setting.

**MAGGIE HITZEMAN, PHARM D**



# 219

Clinic patients served



# Nebraska Medicine learners

Educating health care professionals is an important role of nonprofit health care organizations. This is recognized as a community benefit by the IRS and includes degree, certification and training programs required by law to practice as licensed health care professionals.

Nebraska Medicine and its research and educational partner, the University of Nebraska Medical Center, train a majority of the health care providers in the state. They play an important role in developing current and future health care professionals.

Nebraska Medicine is the primary clinical teaching partner for UNMC, which allows patients to benefit from one of the nation's leaders in cutting-edge research and education. Many Nebraska Medicine physicians trained at UNMC and now teach there.

On any given day, there are over 1,000 students pursuing health care careers in Nebraska Medicine hospitals and clinics. Each year, about 4,400 students receive their clinical training from Nebraska Medicine.

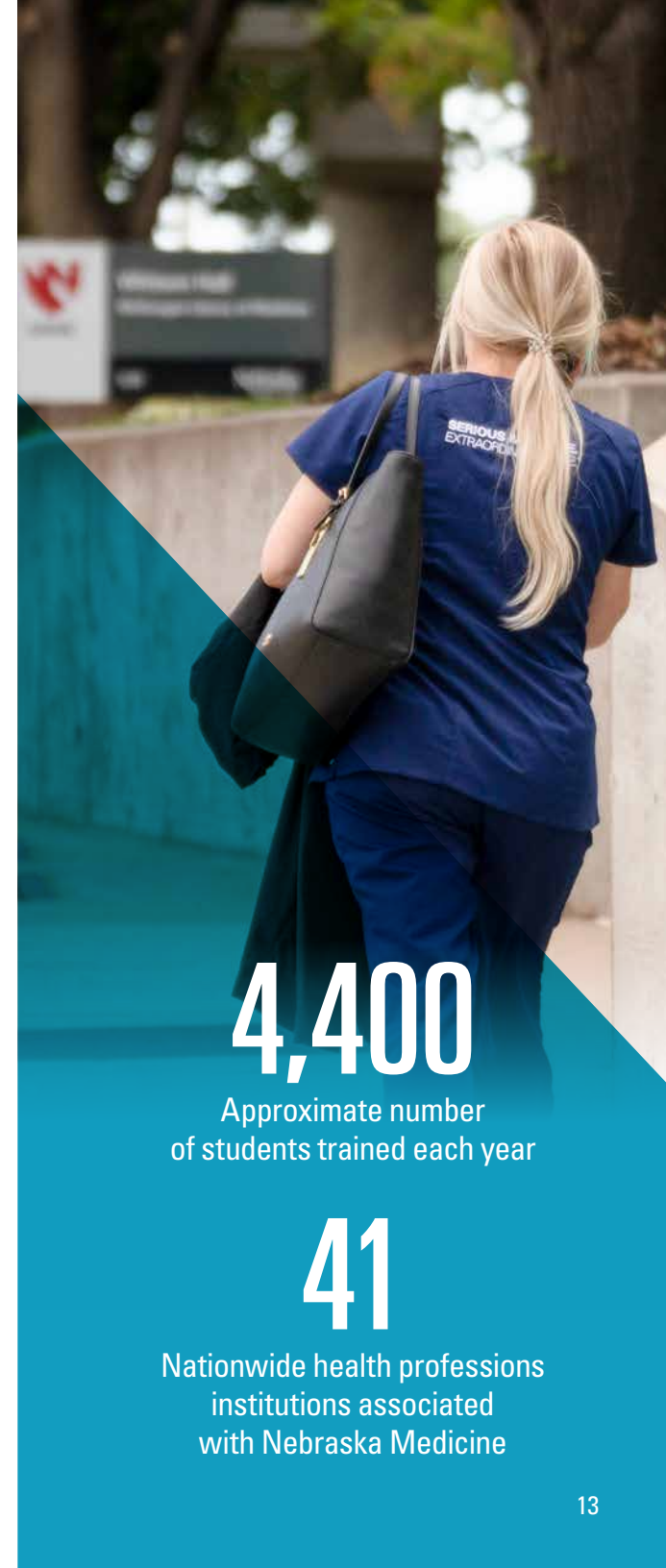
Educational programs incorporate advanced research, ensuring students are familiar with the latest developments and are well-equipped to lead to the future of health care. These programs span every career phase and include:

- Physician
- Nursing
- Pharmacy
- Allied Health Professions
- Dentistry

Nebraska Medicine is affiliated with 41 health professions institutions nationwide and health care personnel from several military branches. It also is the longtime primary educational partner of Clarkson College, a highly rated, private health sciences college.

These affiliations aim to train clinical learners in an environment that fosters the learning of high-quality patient care. Facilitating this training continues to be critical to meeting the workforce needs of Nebraska and the surrounding region.

By nurturing and shaping the next generation of health care professionals, Nebraska Medicine plays a pivotal role in meeting the health care needs of Nebraska and beyond.



4,400

Approximate number of students trained each year

41

Nationwide health professions institutions associated with Nebraska Medicine





3,801

Amount of hours colleagues devoted to board service in FY23

3,846

Amount of hours colleagues volunteered in FY23

# Colleagues give back

Nebraska Medicine encourages its colleagues to support the community through various initiatives. Colleagues can use work time for volunteer work and board service at nonprofit organizations.

Many Nebraska Medicine colleagues and leaders serve on the boards of nonprofit organizations, sharing their skills to help advance initiatives. In FY23, colleagues devoted 3,801 hours to board service.

Nebraska Medicine also offers paid hours for benefit-eligible colleagues to volunteer at nonprofit organizations. This program, called Community Strong, started in July 2019 and has seen an increase in participation each year. In fiscal year 23, colleagues used 3,846 hours for volunteering.

By dedicating their time and skills, colleagues contribute to the betterment of the community and exemplify the Nebraska Medicine mission of transforming health care and improving lives.

## Learn how four Nebraska Medicine colleagues are impacting our community through volunteering and board service:

“ Volunteering gives us a chance to come together as a team and give back to the community. It is a great opportunity for team building and helping others outside the walls of our hospital. We have been fortunate enough to work with many outstanding organizations, and it has created community partners around the Omaha area.

**JOSEPH FOLKERS, MANAGER,  
ACUTE CARE SUPPORT RESOURCES**

“ Volunteering allows you to connect to your community and make a difference. The social contact aspect of helping and working with others improves the well-being of my colleagues.

**CHAD HIMMELBERG,  
NURSE MANAGER**

“ Serving on a board is a privilege and a responsibility. It's about aligning passion with purpose and leveraging skills and experience to propel the organization forward. The Nebraska Diaper Bank provided 2.8 million diapers to families in need last year. I am honored to be a part of the board and help make a positive impact on our community.

**DAVID SEELEY, ACUTE CARE  
BUSINESS DIRECTOR**

“ As a board member, I have the opportunity to volunteer on organizational and community projects, educational opportunities and fundraising. It is very rewarding and fulfilling and creates a closer engagement to my community.

**KAREN TESINA, WOMEN'S AND CHILDREN'S  
SERVICES DIRECTOR**





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