



WILLS MEMORIAL HOSPITAL COMMUNITY BENEFIT REPORT

Fiscal Year 2025

May 1, 2024 – April 30, 2025

Community Benefits Report

Fiscal Year 2025

Wills Memorial Hospital is committed to enhancing the health and well-being of our community. In keeping with our mission, we continuously support the community by reinvesting staff time, efforts and resources into improving community health.

Financial Assistance		
Charity Care	Financial assistance provided to outpatient and inpatient who meet the Health System's eligibility criteria and were unable to pay for medical services.	462,257.78
Bad Debts	Amounts for services provided but not collected, patients were unable or unwilling to pay or qualify for charity care.	1,460,441.55
Total Uncompensated Care	The combined cost of charity care and bad debt, representing the portion of care for which the Health System receives no payment.	1,922,699.20
Other Community Benefits		
Health Professions Education	Estimated cost associated with providing Nursing & Medical Students training in a clinical setting for future health care professionals.	167,247.30
Community-Based Health Education Sessions	Estimated cost associated with Community Diabetes & Nutrition Health Education Events and Sessions, provided at no cost to participants.	
Community-Based Clinical Health Services	Estimated cost associated with providing Student Athletic support and training for local schools and Community Health & Wellness Health Fair Events providing health screenings at no cost to participants.	2521
2121Community Health Care Support	Cost associated with Transportation Assistance at no cost to patients and families members.	1237.88
Cash Contributions to Community Organizations	Estimated cost associated with direct financial support to nonprofit organizations and community partners.	
Community In-Kind Contributions	Estimated cost associated with non-financial support for use of tent and premium contributions, laundry service, use of facility space and nonprofit community reduced rent.	1540
Community Health Care News (Health-Related Outreach)	Cost associated with Health Related Publications shared with the community, newsletters, online education, health alerts, classes, and outreach materials.	300
Total Other Benefits	The combined cost of Other Benefits representing cost associated with other assistance provided at no cost to the community we serve.	172,846.18
2025 Total Community Benefits		2,095,545.30

**Wills Memorial Hospital – Community Benefit Statement
Fiscal Year 2025, May 01, 2024 through April 30, 2025**

Indigent Care Summary	Number of Indigent Care Patients at a glance
FY25 Start on: 05/01/24 End on: 04/30/25	Total: 408

Definition: Indigent Care

Provide necessary medical care and treatment to all patients regardless of their ability to pay for services rendered. The Indigent/Charity Care Policy (Financial Assistance Program) establishes the means for ensuring that qualified patients of Wills Memorial Hospital who are deemed eligible under specified guidelines will receive full or partial financial assistance (free or reduced costs) for debt associated with medical services provided by Wills Memorial Hospital.

Number of Indigent Care Patients Served by County

County:	Number of Indigent Care Patients:
Beaufort	1
Clay	1
Columbia	9
Cumberland	1
Delaware	1
Greene	1
Greenwood	1
Hall	1
Lincoln	29
McCormick	1
Nassau	2
Taliaferro	20
Wake	3
Warren	3
Wilkes	334
Total:	_____408_____



Community Benefit Glossary

Term	Definition
Indigent (Charity) Care	Financial assistance provided to patients who meet the Health System's eligibility criteria and are unable to pay for medical services. Charity care provided free or at a reduced cost to ensure access to essential health services.
Bad Debts (Implicit Price Concessions)	Amounts for services provided but ultimately not collected, typically because patients were unable or unwilling to pay and did not qualify for charity care. These uncollected amounts are reductions in expected payment rather than charity care.
Uncompensated Care	The combined cost of charity care and bad debt, representing the portion of care for which the Health System receives no payment. Reflects the Health System's role in ensuring access to essential care for all patients.
Health Professions Education	Programs that train future health professionals—such as physicians, nurses, pharmacists, therapists, and allied health students. These programs expand the local healthcare workforce and improve access to quality care.
Community-Based Health Education Sessions	Health promotion programs offered in community settings—schools, churches, civic centers, workplaces, or public events—to help residents improve health knowledge and prevent disease. Provided at no cost to participants.
Community-Based Clinical Health Services	Free or subsidized clinical services provided outside the hospital, such as screenings, immunization events, mobile health clinics, and chronic disease management programs. Services meet identified community health needs and remove barriers to care.
Cash Contributions	Direct financial support the Health System provides to nonprofit organizations, community partners, and public agencies to address community health needs—such as support for clinics, health initiatives, social services, and local health improvement efforts.
In-Kind Contributions	Non-financial support donated by the Health System, such as staff time, medical supplies, facility space, or equipment, to assist community organizations and community health programs.
Community Health Care News (Health-Related Outreach)	Health information shared with the public—such as newsletters, online education, health alerts, classes, and outreach materials—that promote wellness, prevent disease, and support informed decision-making.

