



Missouri hospitals are always essential.

While COVID-19 impacted almost every aspect of health care, one thing remained unchanged — hospitals' commitment to their patients and their communities.



2020

**MISSOURI
HOSPITALS
PROVIDED
MORE THAN**

\$1.8 billion
in uncompensated care

\$3.5 billion
in total community benefit



16%

increase of community benefit
throughout the last decade

Despite the unprecedented challenges faced in 2020, Missouri hospitals provided more than **\$1.8 billion in uncompensated care** and **\$3.5 billion in total community benefit**.

With the sudden onset of COVID-19, Missouri hospitals were forced to quickly — and continuously — adapt as they learned how to navigate the pandemic. In addition to treating COVID-19 patients, hospitals worked diligently to keep their communities safe by implementing screening measures for patients and visitors, establishing drive-through testing sites, expanding telemedicine capabilities, and reallocating their staff to best serve patients.

In 2020, Missouri hospitals provided more than \$1 billion in charity care. Charity care is the amount of care provided by hospitals at no cost to individuals who don't have insurance and/or the ability to pay. Hospitals also incur bad debt. This occurs when patients have unpaid out-of-pocket costs or fail to make agreed-upon payments for care. **In 2020, hospitals' statewide bad debt costs were more than \$721 million.**

The combination of charity care and bad debt equals more than **\$1.8 billion in total uncompensated care** provided by Missouri hospitals in 2020. When these costs are added to other community-supporting expenses, that equals hospitals' statewide community benefit. In the same year, Missouri hospitals provided more than **\$3.5 billion in total community benefit** — an increase of nearly **\$100 million from 2019**, and a **16% increase throughout the last decade.**



For every \$1 in net income, hospitals provided \$2.13 in uncompensated care.



Even throughout the pandemic surges, hospitals continued to provide lifesaving care unrelated to COVID-19. Missourians still broke bones, gave birth, received chemotherapy and needed surgery. Hospitals' operating revenue decreased in 2020; however, federal relief helped reduce the losses overall. Nonetheless, the commitment to providing a safety net for care was strong — for every \$1 in net income, hospitals provided \$2.13 in uncompensated care in 2020, an increase from \$1.54 in 2019.

Charity Care	\$1,085,249,842
Bad Debt	\$721,032,767
Total Uncompensated Care	\$1,806,282,609
Health Professional Education Costs	\$467,802,692
Donations	\$47,699,378
Unpaid Costs – Medicare	\$619,990,238
Unpaid Costs – Medicaid	\$627,777,770
Tax Subsidy	(\$44,666,989)
Community Benefit Total	\$3,524,885,698

Missouri hospitals strengthen their communities.

Missouri hospitals' investments in people and infrastructure continue to power local economies.

None of the benefit provided by Missouri hospitals would be possible without a strong workforce. **In 2020, Missouri hospitals employed more than 170,000 individuals — a 42% increase throughout a decade — at a payroll and benefit cost of \$12 billion.** All hospital staff — from nurses to housekeepers, respiratory therapists to cafeteria workers — supported efforts to combat COVID-19 in their communities, and their salaries ripple throughout the community.

Hospitals also invested \$1.6 billion in infrastructure and equipment in 2020 — an increase of more than \$400 million throughout a decade. Capital investments support local economies by supporting additional employment and economic activity in the communities hospitals serve.

Impact of Federal Relief Funds

Many hospitals received COVID-19 relief payments from the federal government. Despite the benefit provided by these programs, a significant number of Missouri hospitals are operating with negative margins.

Hospitals and COVID-19

Missouri hospitals always will be essential to their communities and will serve a vital role in maintaining and improving health. Hospitals are there for Missourians in times of crisis — whether it's serving their communities throughout a pandemic, providing a safety net for those without health insurance or caring for those in a time of need.

COVID-19 likely will impact health care long term. While some of those impacts remain to be seen, one thing is certain: Strong communities need strong hospitals, throughout the pandemic and beyond.

Access hospital-specific data at www.FocusOnHospitals.com.