When Katie D’Arcy miraculously survived a terrible plane crash, her injuries included multiple broken limbs and a shattered pelvis. Her recovery was the result of a team of dedicated physicians and surgeons at Beaumont Children’s Hospital in Royal Oak.

When baby Taye, recently adopted from Ethiopia, was diagnosed with a blood clot, he was helicoptered to Beaumont Hospital, Royal Oak, a Level 1 Trauma Center. Karol Zakalik, M.D., pediatric neurosurgeon, already reviewed his CT scan electronically, and his surgical team awaited Taye’s arrival.

In recognition of Beaumont’s high standard of care, in 2009 Beaumont became a member of the National Association of Children’s Hospital and Related Institutions.

“The creation of Beaumont's Children's Hospital recognizes our specialized services, facilities and expertise developed over many years and our growing role as a regional resource for children’s medical care,” says Jeffrey Maisels, M.D., physician-in-chief, Beaumont Children's Hospital.

“From a parent's perspective, I felt very secure knowing that my daughter was receiving her care at Beaumont,” says Kelly D'Arcy, Katie's mom. “The real miracle is that she is here with us, and we have Beaumont to thank for that.”

Beaumont Children’s Hospital

- 36 different pediatric medical and surgical subspecialties
- 83 pediatric subspecialists and more than 200 board-certified pediatricians
- board-certified neonatologists in the hospital 24-hours a day, caring for premature and sick newborns
- 1 of 170 Children's Miracle Network (CMN) affiliated hospitals in the U.S. and the only CMN hospital in Southeast Michigan since 1988
- The Ghesquiere Family Center for Children's Surgery offers the latest technology in an environment specially designed for children
- The William & Marie Carls Children’s Medical Center serves premature newborns to teenagers with state-of-the-art care
Unfunded Cost of Research and Medical Education: $38,813,000

Beaumont is investing in a healthier tomorrow with a strong commitment to medical research and education. Beaumont’s investigators are conducting many active research studies in multiple medical specialties. Hospital costs for medical research and for training physicians, nurses and other medical professionals are partially funded by Beaumont.
Unfunded Costs of Government Health Plans and Programs: $89,205,459

Beaumont, Royal Oak is third in the U.S. for the number of Medicare inpatients we serve. While many government programs help offset the cost of the care we provide, not all costs are covered. Beaumont provided more than $89 million in direct patient care to recipients of Medicare, Medicaid or other federal, state and local government health programs in 2009 for which we were not compensated. The largest component of the $89 million was for Medicaid patients for $51 million, which is a $12 million increase from 2008.

Sponsorships and Donations: $997,994

Each year, Beaumont provides financial sponsorships and donations to other organizations that share our mission of promoting health in our community.

Programs for the Community: $38,337,513

Beaumont staff and physicians donated hundreds of hours in service to our community in 2009. Their efforts to help included leading health education classes, support groups and programs that address essential community needs.

Charity and Other Unpaid Care: $38,215,486

Beaumont assists the uninsured in our community. Last year, Beaumont provided nearly $39 million in care to patients for which we received no payment.
As not-for-profit hospitals, a significant part of our revenue is reinvested in hundreds of studies that seek to find new ways to detect and treat life-threatening illness.

Our research does more than advance medicine. It attracts biotech companies to our region and bolsters our economy.

Today at the Beaumont Research Institute, more than 900 active studies in 30 medical specialties are being conducted by more than 300 principal investigators. At any given time, more than 81,000 patients are involved in these leading edge treatment options.

Another significant impact in the community is the new Oakland University William Beaumont School of Medicine, which is accepting applications for the inaugural class, which begins instruction in August 2011. “Our involvement in the new medical school will help attract more medical talent to Beaumont and to the region – benefiting our patients and the communities we serve,” says Ananias Diokno, M.D., chief medical officer, Beaumont Hospitals. “And it will help to ensure that as our population ages, there will be an adequate supply of physicians to care for Michigan residents.”

Educating the next generation of physicians is another way Beaumont cares for the community. Our three hospitals train more than 400 residents and fellows in 37 different medical education programs (see page 15). Because of Beaumont’s national reputation, top medical students from around the country apply to our residency and fellowship training programs, and the majority of them remain at Beaumont or in Michigan after their training.

Unfunded Cost of Research and Medical Education: $38,813,000

Beaumont BioBank 2009:
- 18,000 specimens collected
- 711 patients participated
- 30 principal investigators
Beaumont mentors today’s teens to become tomorrow’s health care leaders

National studies prove that mentoring programs are the best means for at-risk teens to excel in life. That’s why for more than 11 years, Beaumont has sponsored the Oak Park Business and Education Alliance (OPBEA), a non-profit organization preparing students for success in higher education and the workplace.

Beaumont Hospitals provides ongoing support to the OPBEA through volunteer mentors, internships and financial donations. This program has been recognized as a national model for schools that serve diverse and immigrant populations.

Beaumont’s physicians and health care providers offer their time to help train teens and share their passion to engage students to choose health care as a profession.

That’s Beaumont leadership.

Beaumont–Oak Park High School student mentorship program

- to date, 250 students participated
- 12 hospital departments involved
- in 2009, summer internships were paid for by the American Recovery and Reinvestment Act
We invest in health, wellness and prevention programs that add to the quality of life for our patients. Whether it’s a blood pressure screening at a local health fair, a minority oncology outreach program at a community center or training the next generation of doctors and nurses, our commitment to education is paramount. Our school programs in the tri-county area have reached more than 6,000 students, while our senior education outreach programs have touched 4,195 adults.

Beaumont also responds quickly to the changing needs of the community we serve, with initiatives like the creation of the H1N1 Call Center, 1-888-375-H1N1.

Reaching beyond our doors to serve the community

Beaumont answers the call of a worried nation
To help identify flu symptoms and understand options for treatment, Beaumont Hospitals launched an H1N1 Call Center and a live web chat in November.
Staffed by Beaumont registered nurses, the center is a toll-free, 24-hour resource for timely, accurate information about flu symptoms and when to seek medical attention. According to Holly Bair, director of the Beaumont Direct Access Center, calls came from all over the country. “People are anxious about H1N1 and are thankful that we can provide them with information and resources.”
“We help them determine when home treatment is appropriate and when they should see a physician or go to an emergency center for assessment,” says Bair.
If and when another outbreak occurs, Beaumont is ready to care for the community with calming and expert advice.

Programs for the Community: $38,337,513

A national call center
H1N1 Call Center November - December 2009:
- 4,859 calls from across the country
- H1N1 flu Internet Live Chat

During one hour of Live Chat:
- 139 participants
- 32 questions
- 915 replays of web posting
Beaumont provides medical care and assistance to the uninsured

As part of our commitment to patients without insurance, we help them navigate the health care system and gain access to the programs that offer benefits, such as Michigan’s MIChild program, Medicaid and Medicare.

Beaumont partners with many non-profit organizations to help those who are in need. We work with Covenant Community Care, Inc., a non-profit organization that provides primary health care to the uninsured and underinsured of southwest Detroit. Beaumont also provides free care at the Newton Health Center, a school-based clinic funded by Beaumont Hospitals at the Clara W. Rutherford Academy in Detroit. S.A.Y. Clinic in Detroit is a new initiative where Beaumont actively participates in a 24-hour clinic to serve the homeless. (See page 16)

Our financial assistance program to the community increased more than $10 million from last year. Because the need in our area is greater than ever before, Beaumont is committed to help as never before.

Charity and Other Unpaid Care: $38,215,486

Special help for patients without insurance

Beaumont’s policy provides financial assistance and discounted care to patients who demonstrate they qualify, including:

- financial assistance for patients prior to or after receiving care
- financial resources for patients who do not have insurance or do not qualify for any other financial assistance programs; or do not have sufficient assets to pay for a portion or all of the services or items they receive
- a 40 percent discount for patients without insurance

Unemployed, uninsured, but not forgotten

When Scott Freibel of Royal Oak experienced night sweats, fevers and back pain, he attributed it to stress. At age 35, he was a recent victim of Detroit’s economy — unemployed.

As a young person in the midst of building a career, Scott never imagined he would be among the unemployed. It was natural to think his symptoms were due to stress and depression.

“But then I turned yellow,” says Scott.

Emotionally and physically ill, he had no health insurance and nowhere to turn. But someone helped: Beaumont.

He didn’t know it yet, but he had cancer. Scott was admitted to Beaumont the day before Thanksgiving and stayed for more than one month. “I spoke with patient financial services, and they helped me out.”

Today, Scott’s cancer is in remission, and he returns to the hospital every six months for a checkup.

“No that I am feeling better, I am actively looking for a job.”
For seniors, health needs become more critical. That’s why Beaumont Hospitals has developed innovative geriatric services dedicated to serving older adults and their families.

Our Geriatric Assessment Program develops individualized treatment plans that address each patient’s medical, functional and emotional needs to promote independence. Beaumont’s services offer seniors a better quality of life.

Our Royal Oak hospital has the third highest number of Medicare admissions of any hospital in the country.

For older adults, Beaumont is a reason to live here

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Unfunded Costs of Government Health Plans and Programs: $89,205,459

Beaumont serves seniors

- In 2009, U.S. News & World Report again ranked Beaumont, Royal Oak as one of “America’s Best Hospitals” for Geriatric services.

- If you have a Medicare question or are concerned about your health coverage, call Older Adult Services toll-free 1-800-328-2241. A consultation is free. Beaumont answers calls from more than 800 seniors per month.

- Beaumont’s Helping Hands Program assists adults who need basic care and personal assistance with activities of daily living. In 2009, Beaumont’s Helping Hands provided approximately 1,800 visits a month. You can reach them at 248-551-0776.
Our dedication to the community

Programs or services provided by Beaumont and its employees
- Breast Care Centers
- Child immunization programs
- Center for Human Development
- Community Health Improvement Advocacy
- Council on Community Health and Wellness
- Emergency and trauma services
- Family Medicine Center
- Hospice
- Inpatient mental health services
- My Optimal Health programs
- Neonatal Intensive Care Unit
- Newton Health Clinic
- Obstetrics/Gynecology Clinic
- Older Adult Services
- Pediatric and Adult After-Hours Clinic
- Physician Referral Service
- Rehabilitation services

Community Education
- Advanced directives education
- Bereavement support
- Breastfeeding education
- Babysitting classes
- Cancer Resource Centers
- CPR classes
- Diabetes education
- Domestic violence awareness
- Ethnic/diversity education
- Fertility education
- Fitness/exercise
- Health, promotion and wellness programs
- Heart disease classes
- Infant massage
- Integrative Medicine
- Legal Aid for Children
- Legal document preparation
- Mature driving classes
- Medicare Part D education
- Minority cancer prevention and outreach
- Nutrition/weight management
- Orthopedic education
- Osteoporosis education
- Parenting classes
- Prenatal preparation
- Safety/emergency education
- Safety City U.S.A.
- School-based programs
- Senior education and outreach
- Smoking cessation
- Speakers Bureau (health topics)
- Transplant education

Children are custom fit with special bikes and helmets at Beaumont Hospitals’ Bike Day.

Right: Beau the Bear greets Reggie Harrison, director of Orion Art Center, and a clown next to the Beaumont Hospital, Troy tent at Lake Orion’s Dragon on the Lake Event.
Health Screenings
Blood pressure
Breast and cervical cancer
Depression
Student heart checks
Vascular screening
Women’s heart assessment

Community Support
Ambulance services
Blood drives
Career fairs
Community health education
Cover the Uninsured participation
Economic development
Flu shots
Food donations
Junior Achievement
Medical missions
Community group sponsorships
Transportation sponsorships

Support Groups
Bariatric
Bereavement
Cancer—breast, ovarian, prostate
Caregivers
Diabetes—adult and youth
Eating disorders
Fibromyalgia
Fragile X syndrome
Interstitial cystitis
Lung disease
NICU parents
Ostomy care
Parkinson’s disease

Support Groups continued
Polycystic Kidney disease
Postpartum adjustment
Sarciodosis
Stroke
Stuttering
Transplant
Trigeminal neuralgia
Vision

Residency and Fellowship Programs
Graduate Medical Education
Beaumont has 435 residents and fellows in training, representing a wide range of medical fields. (In 2009, Beaumont had 415 residents.)

Accredited Residencies are offered in:
- Anesthesiology
- Colon and Rectal Surgery
- Diagnostic Radiology
- Emergency Medicine
- Family Medicine, Grosse Pointe
- Family Medicine, Troy
- General Surgery
- Internal Medicine
- Internal Medicine/Pediatrics combined
- Nuclear Medicine
- Obstetrics and Gynecology
- Ophthalmology
- Orthopaedic Surgery
- Pathology Anatomical/Clinical combined
- Pediatrics
- Physical Medicine & Rehabilitation
- Radiation Oncology
- Transitional Year
- Urology

Accredited Fellowships are offered in:
- Cardiology-Clinical
- Cardiology-Electrophysiology
- Cardiology-Interventional
- Gastroenterology
- Geriatrics
- Hematology/Medical Oncology
- Infectious Disease
- Orthopaedic-Adult Reconstructive Surgery (Hip, Knee)
- Orthopaedic-Adult Reconstructive Surgery (Shoulder, Elbow)
- Orthopaedic-Sports Medicine
- Orthopaedic-Surgery of the Spine
- Pathology-Blood Bank/Transfusion Medicine
- Pathology-Chemical
- Pathology-Cytopathology
- Pathology-Hematopathology
- Radiology-Musculoskeletal
- Radiology-Neuroradiology
- Radiology-Vascular/Interventional

Beaumont co-sponsored Metro Detroit Youth Day where children participated in outdoor activities.
Beaumont partners to provide exceptional community service

Choices families shouldn’t have to make

Legal Aid for Children (LAC) is an on-site, free legal assistance program at Beaumont Children’s Hospital, designed to improve the health and welfare of low-income children and their families. The program is a collaboration between Beaumont Children’s Hospital and the Legal Aid and Defender Association.

The program partners health care professionals and lawyers to meet children's' basic needs for food, housing, education, health care and safety. “Families shouldn’t have to choose between buying medicines for their children, paying the heating bill or buying groceries,” says Karen Luther, senior corporate counsel in Beaumont’s Legal Affairs Department.

Detroit’s S.A.Y. Clinic partners with Beaumont

During Detroit’s Super Bowl week in February 2006, Mitch Albom, *Detroit Free Press* columnist, was doing more than reporting sports. He was thinking about the homeless people without health insurance. He reported on this issue and founded S.A.Y. Clinic in Detroit, which stands for Super All Year.

The clinic operates 24-hours a day and serves the homeless women and children. When S.A.Y. Clinic asked for help, Beaumont volunteered. “We immediately starting picking up the lab and diagnostic testing,” says Val Gokenbach, vice president and chief nurse executive at Beaumont Hospital, Royal Oak, “Nurses and physicians work there pro bono; we need to help the people.”
Beaumont Hospitals at a glance, 2009:

- Total patient care admissions: 96,174
- Total outpatient visits: 1,935,729
- Total emergency visits: 218,276
- Total surgeries: 76,456
- Total births: 9,494
- Number of employees: 14,744*

* Number of full-time equivalents