



Shepherd Center

CEO Message

With the support of our community, Shepherd Center provides world-class clinical care, research, and family support for people experiencing the most complex conditions, including spinal cord and brain injuries, multi-trauma, traumatic amputations, stroke, pain, multiple sclerosis, and other neurological illness and injuries. Ranked by U.S. News as one of the nation's top 10 hospitals for rehabilitation and the best in the Southeast, and one of only a few centers recognized as both Spinal Cord Injury and Traumatic Brain Injury Model Systems, Shepherd Center treats thousands of patients annually with unmatched expertise and unwavering compassion to help them begin again.

Both inside and beyond our walls, we embrace the opportunity to serve the community by providing benefits such as charity care, research, health professional education, community-building activities, and community-improving activities, among others. This document outlines the community benefits we offer by the numbers.

You can learn more about our mission and the work we do to achieve it at shepherd.org.

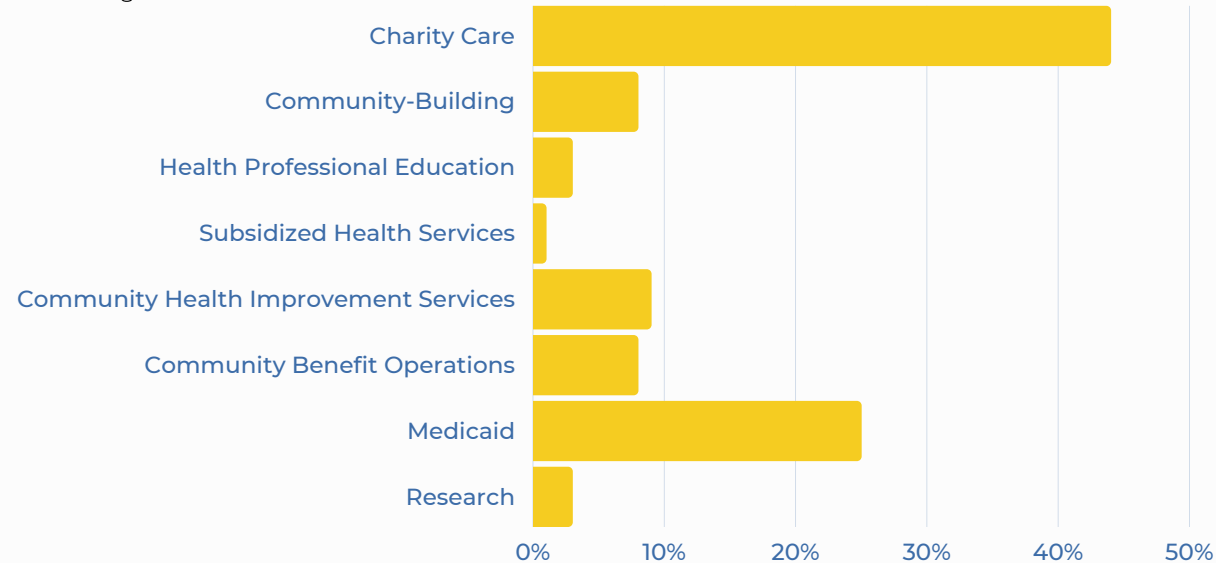
With gratitude,

Sarah Morrison, PT, MBA, MHA
CEO, Shepherd Center

COMMUNITY BENEFIT

BY THE NUMBERS APR 1, 2021 - MAR 31, 2022

Our Community Benefit programs provide patient and community members experiencing the most complex conditions with the resources they need to return to their communities, achieve their goals, and begin again. We offer these with the generous support of thousands of donors annually and from any excess revenue the hospital earns through conservative financial management.



- **Charity Care** is offered to individuals who cannot pay for services or the costs of a hospital stay. Throughout our 48-year history, Shepherd Center has been dedicated to ensuring access to care for people with limited income who would otherwise be unable to pay for their treatment. Care is provided at no or reduced cost to those who qualify.
- **Community-Building** are programs that provide opportunities to address the root causes of health problems in our community.
- **Health Professional Education** and training at Shepherd Center ensures high-quality health care for our community by training clinical professionals in the specialized field of neurorehabilitation.
- **Subsidized Health Services and Community Health Improvement Services** are programs Shepherd Center provides despite a financial loss because they meet a crucial community need.
- **Community Benefit Operations** includes costs associated with assigned staff and community healthcare needs and/or assets assessment, as well as other costs associated with community benefit strategy and operations.
- **Medicaid** reimbursements to Shepherd Center cover only a portion of costs of treating each patient under this state-federal insurance program. Shepherd Center underwrites the remainder of the bill, reflecting our commitment to community.
- **Research** at Shepherd Center elevates care standards and develops innovative therapies and tools for patients with neurological injuries and illnesses for generations to come.