

Relationship Between Carle Foundation and UIUC

Hollis Neumann & Roveiza Irfan

EVOKE

About the Ethnographer

We are freshmen at the University of Illinois interested in medicine and healthcare. Roveiza heard a speaker from the Champaign County Health Care Consumers during her senior year in high school and was presented with a statistic that said that Carle Foundation hospital is home to 90 percent of the doctors in Central Illinois, but is only affordable for 30 percent of the residents. This statistic struck us as sort of shocking and we are interested in discovering the social and economic issues surrounding this fact. In addition, as students at the University, we are interested in looking at how the University has played into Carle's financial success. Does the fact that the University has an insurance arrangement with Carle mean that other people not affiliated with the University have less access to healthcare?

EXPLORE

Question

What questions is your inquiry contingent upon?

Through our interviews and research we hope to answer the following questions...

- 1.) Which came first: the community or the hospital?
- 2.) What demographics do the two hospitals serve? (Provena and Carle)
- 3.) How does U of I fit in with the hospital? (mutually benefitting relationship?)
- 4.) What is the "racial makeup" of the community around the hospital? income?
- 5.) Is the city trying to improve public clinics?
- 6.) What happened to the surrounding neighborhoods after the hospital was built?

Plan

How will you go about answering your inquiry?

Roveiza and I are going to two different interviews tomorrow. Our first interview is with someone who works at Carle. We've written an outline of questions, but we are going to ask more that are relevant to what he tells us as the interview proceeds. We would also like him to give a formal introduction of what he does in his position and an overview of the Carle foundation before we ask the questions. The questions we've prepared for Michael are below.

- What are some of the service projects that are in affect in terms of making health care more affordable and accessible?
- What are the main demographics that you serve?
- What are your reasons for expanding?
- How many new patients do you get a year?
- How is Carle different from Provena? Do you believe Carle has an edge over Provena?

Our next interview is with someone who works on campaigns for health care. She is not associated with Carle so we are interested to hear her view. She told us that she can begin

by explaining the differences between Carle clinic and Carle hospital. We would also like her to explain any specific cases of patients who were given a large medical bill and weren't able to pay the hospital. On the same lines as our interview with Michael, we will add questions that are relevant to what she tells us in the interview. Some of the questions we've prepared for her are below.

-What is CCHCC doing to raise awareness of the health care problem?

-Is CCHCC guiding Carle, and if so, how?

-Where can patients go if they can't afford Carle's services?

-Do you have any information on Carle's expansion into North Urbana?

HN

Interview schedule:

Sunday, Nov.12: Carle 75th anniversary celebration, 1:30-4:30

Tuesday, Nov. 14: Carle Foundation, 12-1pm

Champaign County Health Care Consumers, 2:30-3:30 pm.

Wednesday, Nov.15: Carle Hospital, 3-3:30 pm

While at the archives, I talked with one of the workers. Her name was Mary Miller and she seemed interested in our topic. She also said she knew the head librarian at the Carle Hospital Library. She emailed me with the information the next day. The woman at Carle is named Carrie Bissey and her title is Coordinator of Prospect Research and Stewardship. In the email, Mary said Carrie could show me some different books about the history of Carle. Also, she said Carrie would be able to point me in the direction of someone at Carle that would know more about our topic specifically. I got Carrie's email and hopefully she will respond soon!

HN

Articles found via Lexis Nexis

"Two new primary care clinics planned for C-U"

Debra Pressey, The News-Gazette, Champaign-Urbana, Ill.

September 26, 2006

Clinic plans to break ground next year on two new primary care clinics in Champaign-Urbana, with both set to open in the spring of 2008

"Hospital, clinic argue over need for facility"

Debra Pressey, The News-Gazette, Champaign-Urbana, Ill.

August 26, 2006

Christie and Carle clinics stopped accepting new Medicaid patients in 2003.

"Carle celebrates 75 years"

Leigh Krahenbuhl, Daily Illini

April 12, 2006

Carle aims to strengthen its ties with the University's college of medicine and conduct major research in diagnostic medicine.

-RI

Contact Information:

Champaign County Health Care Consumers
44 E. Main Street, Suite #208, Champaign, IL 61821
(217) 352-6533 • cchcc@healthcareconsumers.org • www.healthcareconsumers.org

Carle Development Foundation
(217) 383-3021.

Carle Clinic Association
602 W. University Ave.
Urbana, IL 61801
General Information (217) 383- INFO (4636)
Patient Relations (formerly known as Actionline)
(217) 383-3333 (for quality of care concerns)

U of I Human Resources Services Center: (866) 669-4772
U of I Benefits Center: 333-3111

Benefits Center Website and Health Insurance information:
https://nessie.uihr.uillinois.edu/cf/benefits/index.cfm?Item_ID=55

1. Which came first: the community or the hospital?
--> This will require us to visit the Urbana Historical Archives and construct a timeline of the development of University Avenue. This area includes Carle Hospital, Provena Hospital, the University of Illinois' Beckman Institute, and the residential area around Crystal Lake Park. We will do some in-depth research about that areas development.
2. What demographics do the two hospitals serve? (Provena and Carle)
--> We will contact the hospitals' offices of human resources to see if they have statistics about their patients. If not, we will look at Census information and/or contact the Champaign County Health Care Consumers.
3. How does U of I fit in with the hospital? (mutually benefitting relationship?) --> We will talk to representatives of the University's employee benefits office to see what the exact set up of their relationship is. We will try to see if the University initiated this relationship or the hospital did OR if the insurance companies did.
4. What is the "racial make-up" of the community around the hospital? income?
--> We will try and contact the City of Urbana and look at United States Census information to help us get a better sense of the community surrounding the hospital
--> We also plan to visit the neighborhood and walk around and do some observation of that region

5. Is the city trying to improve public clinics?

--> We want to look at the systemic problems surrounding issues of access to healthcare. Once we have found out how Carle has made its money and how the University plays into this success, we would like to see whether there are steps being taken to address issues off accessibility.

6. What happened to the surrounding neighborhoods after the hospital was built?

➔ Once again, this requires looking at the historical archives and making a timeline to see what things came first.

We will interview members of the Carle Foundation Executive Board as well as representatives of the University of Illinois Benefits Center, which handles the University's insurance plans for faculty. In addition, we will talk to the Champaign County Health Care Consumers to get an idea about Carle's relationship with the surrounding community and see who the health care is accessible to.

We would also like to look at the historical formation of Carle Hospital and how its formation impacted the surrounding community. In order to get a better sense of the area, we will try to interview residents of the neighborhood surrounding Carle Clinic.

OBSERVE

What observations, or findings are you encountering in your research?

A Carle Foundation employee told us about Carle's strategic units. He differentiated the relationship between Carle Foundation and Carle Clinic Association. In addition, he made the case that Carle is technically advanced and that's why more patients (including UIUC employees) choose health insurance plans that cover Carle.

The Champaign County Health Care Consumers introduced us to the accessibility crisis in Urbana-Champaign. She told us that CU is unique in that it is one of just a handful of cities that has so many primary care physicians but so little accessibility. She argued that while Carle Foundation has a Charity Care program that waives bills for low income patient, any service received from a doctor through the Emergency Room or the hospital is charged through the Clinic, which is for profit. What this means is that patients tend to get two bills, usually a few thousand from the hospital that will be waived and a few thousand from the Clinic that they must pay. The only flexibility the Clinic allows is paying the bill in installments in 10 months, but for most patients this isn't realistic. Claudia noted that Carle is constructing "unnecessary" out-patient facilities in Urbana and Champaign while it could be using the money for making healthcare more accessible.

An employee of the Carle Foundation spoke with us about the planning issues involving Carle. She noted that most of the houses near Carle are owned by the hospital and are rented out to tenants. She claimed that Carle was a good landlord and that always consults the residents when it's interested in expanded or doing any work. For example, she said that when the hospital was adding a helipad on the North Tower she herself went door to door informing the residents that there would be increased noise.

General plan for paper:

- Introduction, include info about U of I's research relationship (1-2 pages)
- History of Carle's development (2-3 pages)
- Differences between Carle Foundation and Carle Clinic Association (1 page)
- Concentration of primary care physicians at Carle Clinic association, transitioning that into how if you go to the hospital you get charged service charges from the Clinic (1-2 pages)
- Inaccessibility of healthcare (3-4 pages)
- Urbana-Champaign Census data as it relates to healthcare inaccessibility (number of people below poverty line, number of people on medicaid) (1 page)
- Planning issues: Carle's ownership of houses, new outpatient clinics in Urbana and Champaign, new spine and breast cancer institute etc. (3 pages)
- Conclusion (1 page)

I went to the Carle Anniversary celebration and had a chance to look at a lot of material regarding Carle's projects with the University of Illinois. The University is investing a lot of money in coming up with bone substitutes that will aid bone recovery.

I also had a chance to talk to the author of one of the books chronicling Carle's development and he discussed what Carle was doing in order to help the disadvantaged community.

I went to Carle Hospital over the weekend and walked around their expansion area and the nearby neighborhood. The foundation offices were closed so I didn't get to talk to any of the officials, but I did get to see some houses nearby being demolished for the purpose of Carle's new developments.

Holly and I will be attending Carle's anniversary celebration this week and will be speaking to Carle representatives at that time.

I went to the UIUC Benefits Service Center to get the information about the U of I's financial interaction with Carle. A counselor at the center, Carol, told me about how the counselors are told not to steer faculty to any specific hospital, but a lot tend to choose Carle. I talked to multiple people at the Center and was finally instructed to talk to the Director's secretary to arrange an appointment. None of the Service Center representatives are allowed to comment so the Director is our best option. We will try to meet him next week sometime.

We will be meeting with CCHCC next Thursday or Friday.

I spoke to my dad and he is going to forward me contact information for the Vice President of Carle Foundation because she is the university's contact.

I went to the school library's archives a couple days ago and was given a link from the archivist. This was a link to the records from the Board of Trustees at the school. It had

all the contracts made by the school that were over \$20,000. The archivist thought that we may be able to find contracts between Carle and the University. There's a lot of information on the site and it's been divided by years. I've been looking through the different years and have only been able to find contracts dealing with medical education programs. In 1994, the school made a contract for continued medical education programs from Carle Foundation for students. This contract would last from July 1, 1994 to June 30, 1995 and would not exceed \$175,000. Unfortunately, the site only lists records until 1894 and then jumps to 1990. There's a whole chunk of time that's not there where contracts about medical coverage may have been made. The link to this site is <http://www.library.uiuc.edu/archives/coll/dl/bot/bot.html>

I called Claudia Linholff from the Champaign County Health Care Consumers and she is out of the office for a couple days but should be in touch with me by the end of next week.

I will call Carle Hospital and the U of I benefits office tomorrow.

Our main goal today was to get some background information and history on Carle hospital before we start our interviews. We found and copied several articles in the archives at the Urbana Free Library. One article discussed how Carle came to be and who it was funded by. Carle was built but because of the Great Depression there weren't enough funds to keep it staffed in 1929. In 1931, two physicians heard about it and decided to use it. It's official opening date was November 1, 1931. The other articles talked about how expansion of Carle was turned down in 1974. However, more recent articles said that an expansion was approved in 1995. Roveiza and I also drove around the hospital and it has several separate buildings. It takes up a few blocks and is continuing to expand. We also drove past Provena hospital a few blocks down. Most of the information we found today does not directly contribute to our main topic (U of I's relationship with the hospital) but we thought getting background information was important. We think we'll find more about U of I and the hospital at the Undergraduate library. We also started making a general outline so we know what information we need to collect in order to write our paper. We think a lot of what goes into our paper will be from interviews.
HN

We went to the Champaign County Historical Archives at the Urbana Free Library this afternoon and found a lot of articles about the history of Carle hospital. In particular, we found a book titled "Carle: Concept and Growth" that chronicles the development of Carle Foundation, Carle Hospital, and Carle clinic from the very beginning. -RI

When I went home over the weekend, I found an article about Provena in the Chicago Tribune. Although we are mainly focusing on Carle, I found some interesting information that may eventually affect the hospitals near Provena. According to the article, the Department of Revenue feels that Provena does not deserve a property tax exemption. Their tax exemption was taken away in January of 2003 and the possibility of getting it back is not looking very good. The article stated that Provena's charity work only represented 1% of their revenues, which does not constitute a tax exemption. One quote

that I think has the most importance for our research stated, "hospitals say patient care could be affected if they lose too much money and have to reduce services." This is where I think Carle will come into play. Many patients of Provena may have to switch to Carle, if they can afford it. We may want to talk to members of the Carle Foundation Executive Board about their plans for the future and if they are trying to help local residents who can't afford their services.

HN

My parents recently received the Carle Foundation "Better Living" magazine in the mail. The magazine discusses a lot of Carle's resources and it included an invitation to Carle's 75th Annivesary Celebration to be held on Sunday, Nov. 12 from 1:30-4 pm at Lincoln Square Village in Urbana.

-RI

REFLECT

Link

Connect with other resources and materials.

Final Draft: "The Healthcare Crisis in Central Illinois"
Urban Planning 199, Fall 2006

Files:

[Carle Final Draft.doc](#) (Fri 12/15/2006 16:23)

Draft of paper

Files:

[ACE extra credit 030.jpg](#) (Sun 11/12/2006 15:13)

[Carle.doc](#) (Mon 11/27/2006 23:06)

Files:

[AccessCrisis_Sep_06.doc](#) (Wed 11/08/2006 14:16)

[Comm. Benefits Fact Sheet-CCHCC](#) (Wed 11/08/2006 14:15)