



Baylor Scott & White Medical Center – Irving  
Annual Report of Community Benefits  
1901 North MacArthur Blvd, Irving, TX 75061  
Taxpayer ID # 75-2586857  
For the Fiscal Year Ended June 30, 2020

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June 30, 2020

Dear Fellow Texan:

As a full-service, fully accredited hospital, Baylor Scott & White Medical Center – Irving recognizes that prevention, early detection, health education, and safe care information are very important areas of healthcare and have the potential to make a positive impact on the overall health and safety of the communities we serve.

During Fiscal Year 2020, we completed the first phases of a \$170+ million renovation and construction project, a true testament of our commitment to provide high-quality health care services to the communities we serve. Recent renovations and advancements included a new cardiovascular suite, expanded dialysis unit, advanced gastroenterology suite, new hybrid surgical suite, upgraded women's services unit, new multi-faith chapel, new front entrance and main lobby, all centered around enhancing the patient and visitor experience.

Baylor Scott & White – Irving is proud to be paving the way for COVID-19 Safe Care. This fiscal year, we implemented new preventive measures and innovative offerings designed to protect patients, visitors and staff at our facility. These safety initiatives included, COVID-19 testing for surgical patients, masking of patients, visitors and staff, screening stations at the hospital entrances, enhanced cleaning and touch-free protocols, virtual care options, and COVID-19 home monitoring digital care journey through our MyBSWHealth app or website.

Now more than ever, Baylor Scott & White – Irving remains committed to fulfilling our mission:

***“Founded as a Christian ministry of healing, Baylor Scott & White Health promotes the well-being of all individuals, families and communities.”***

As a preferred community partner, we continue to work collaboratively with school districts, businesses, community groups, and not-for-profit health organizations to support healthy lifestyles and improve quality of life in the region.

Enclosed is the report for Fiscal Year 2020. The report is a response to our implementation plan, developed according to community needs identified by the FY 2020-22 Community Health Needs Assessment in partnership with IBM Watson Health, Dallas County, as well as specific focus areas identified by Baylor Scott & White Health.

Any comments or suggestions concerning the community benefit activities are greatly welcomed and may be addressed to Niki Shah, Vice President of Care Redesign and Equitable Health, Baylor Scott & White Health Care System, 8080 North Central Expwy., Suite 700, Dallas, Texas 75206.

Sincerely,

A handwritten signature in black ink that reads "Cindy K. Schamp".

Cindy K. Schamp  
President

Baylor Scott & White Medical Center – Irving  
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For the Fiscal Year Ended June 30, 2020

I. Effective Dates of the Report

The annual report of community benefits provided is for the fiscal year ended June 30, 2020 (Fiscal Year 2020).

II. Hospital Description

Baylor Scott & White Medical Center – Irving (Hospital), an affiliate of Baylor Scott & White Health (BSWH), is a leading community and safety-net hospital in its service area. Meeting the growing needs of the communities we serve, Baylor Scott & White – Irving has been building since we first opened its doors over 50 years ago, with a focus on quality and an eye toward the future of healthcare. With a multi-phase construction project underway, we are investing in our campus with a focus on advancing technology, innovation and high-quality care in our community.

The full-service, fully accredited 293-bed hospital offers advanced health care services in cardiovascular care, diagnostic imaging, digestive health, physical medicine and rehabilitation, dialysis, women’s health, urology, cancer care, orthopedic surgery, neurosciences, minimally-invasive surgery, general and robotic-assisted surgery and emergency medicine.

Through the hospital’s commitment to advancing and enhancing quality medical services, the community can rest assured that no matter how large or small a family's healthcare needs become, we will be here to take care of them. All because our communities deserve more than just to get well. They deserve to get better.

The Hospital uses its revenue after expenses to improve the health of Irving and surrounding communities through patient care, education, research, and community service. In the fiscal year ending June 30, 2020, the Hospital had 9,725 total adult and special care nursery admits resulting in a total of 45,812 days of care; delivered 1,550 babies and had 70,387 emergency department visits.

As part of the Hospital’s commitment to the community, the Hospital provides financial assistance in the form of charity care to patients who are indigent and satisfy certain requirements. Additionally, the Hospital is committed to treating patients who are eligible for means tested government programs such as Medicaid and other government sponsored programs including Medicare, which provided regardless of the reimbursement shortfall, and thereby relieves the state and federal government of the burden of paying the full cost of care for these patients. Often, patients are unaware of the federal, state and local programs open to them for financial assistance, or they are unable to access them due to the cumbersome enrollment process required to receive these benefits. The Hospital offers assistance in enrollment to these government programs or extends financial assistance in the form of charity care through the Hospital’s Financial Assistance Policy, which can be located on the Hospital’s website at [BaylorHealth.com/Financial Assistance](http://BaylorHealth.com/Financial Assistance).

In addition to the Hospital's Financial Assistance Policy, as part of a large faith based integrated health care delivery System the areas of medical education, research, subsidized services and community health education and screenings are initiatives that take place across the System, and comprise a significant portion of the Hospital's community benefit program.

The Hospital is also committed to assisting with the preparation of future health care professionals and nurses at entry and advanced levels of the profession to establish a workforce of qualified nurses. Through the System's relationships with six North Texas schools of nursing, the Hospital maintains strong affiliations with six schools of nursing and other local education institutions. In the fiscal year ending June 30, 2020, the Hospital invested in training 61 nurses and 90 allied health students. Total unreimbursed cost of these programs was \$104,800. Like physicians, nursing graduates trained at a System entity are not obligated to join the staff although many remain in the North Texas area to provide top quality nursing services to many health care institutions.

### III. Hospital Mission Statement

Founded as a Christian ministry of healing, Baylor Scott & White Health promotes the well-being of all individuals, families and communities.

### IV. Description of Community Served

The System is committed to serving a vast array of neighborhoods comprising its service area and recognizes the importance of preserving a local community focus to meet community needs.

For the 2019 assessment, the hospital has defined their community to be the geographical area of Collin, Dallas and Denton counties. The community served was determined based on the counties that make up at least 75 percent of each hospital's inpatient and outpatient admissions.

### V. Identified Community Health Needs

During the fiscal year ending June 30, 2019, the Hospital conducted a CHNA to assess the health care needs of the community. The CHNA took into account input from persons who represent the broad interest of the community served by the Hospital, including those with special knowledge of or expertise in public health. The CHNA is widely available to the public and is located on the website at the following address, [BSWHealth.com/CommunityNeeds](http://BSWHealth.com/CommunityNeeds).

By addressing the prioritized needs via an implementation strategy, the Hospital aims to affect and elevate the overall health status of the community.

#### Identified Community Needs

1. Food Insecurity
2. Individuals Living Below the Poverty Level
3. No Vehicles Available
4. Percentage of Population Under the Age of 65 Without Health Insurance
5. Severe Housing Problems
6. Corona Virus Pandemic (ancillary to FY 2019 CHNA Identified Needs)

VI. Programs Addressing Identified Community Health Needs

Community benefit services include programs or activities providing treatment promote health and healing as response to identified community need and meet at least one of these objectives:

- Improve access to health care services
- Enhance public health
- Advance/increase general knowledge
- Relieve or reduce the burden of government to improve health.

VII. Charity Care and Government-Sponsored Indigent Health Care Provided

For Fiscal Year 2020, Baylor Scott & White Medical Center – Irving provided \$25,278,878 in unreimbursed costs of charity care and government-sponsored indigent health care.

VIII. Government-Sponsored Health Care Provided

For Fiscal Year 2020, Baylor Scott & White Medical Center – Irving provided \$12,668,178 in unreimbursed costs of government-sponsored health care.

IX. Other Types of Community Benefits Provided \$1,199,211

Baylor Scott & White Medical Center – Irving is committed to improving the quality of life for the many citizens living and working in its area. Baylor Scott & White Medical Center – Irving was pleased to allocate funds to the following community benefit activities.

A. Community Health and Wellness Improvement Services \$643,056

These activities improve community health, extend beyond patient care activities and receive hospital subsidy. Such services do not generate patient care bills and may include community health education activities; community based clinical services for under-insured and uninsured persons; support groups; enrollment services; transportation efforts; and self-help programs; community-based chaplaincy programs and spiritual care.

C. Cash & In-kind Donations \$57,223

These donations include funds and in-kind services donated to community organizations or to the community at large to address an identified need or serve a community benefit purpose. In-kind services could include hours contributed by staff while on hospital work time; the cost of meeting space provided to community groups and the donation of food, equipment, and supplies.

D. Medical Education

\$104,800

This category includes educational program for physician, interns and residents, medical students, nurse and nursing students, and other health professionals when that education is necessary for a degree, certificate or training that is required by state law, accrediting body or health profession society. It also includes a clinical setting for student training and internships for dietary professionals, technicians, physical therapists, social workers, pharmacists and other health professionals.

E. Subsidized Health Services

\$394,132

Subsidized health services are clinical programs provided despite a financial loss so significant that negative margins remain after removing the effects of financial assistance, bad debt, and Medicaid shortfall. Nevertheless, the service is provided because it meets an identified community need and if no longer offered would be unavailable in the area, or fall to the responsibility of government or another tax-exempt organization to provide.

X. Total Operating Expenses and Calculation of the Ratio of Cost to Charge

As required by Section 311.046 (a) (4), Baylor Scott & White Medical Center – Irving reports \$222,913,470 in total operating expenses. As required by Section 311.046(1) (5), the ratio of cost to charges 22.66%. Please see the attached worksheet for the full calculation.

XI. Report of Community Benefit Provided During Fiscal Year 2020

In a commitment to fulfill its mission, Baylor Scott & White Medical Center – Irving benefit to the community, conservatively estimated, was \$39,146,867 for Fiscal Year 2020. Baylor Scott & White Medical Center – Irving is filing its Annual Statement of Community Benefits Standard (Statement) as a consolidated system with the other affiliated hospitals of BSWH that are qualified to file as a hospital system.

Through community benefit activities, BSWH-affiliated hospitals provided: quality patient care and subsidized services otherwise not available in the community; medical education, training for medical technicians, hospital chaplains, nurses, and future physicians; and medical research that will speed the time between scientific finding and its application to improving medical care.

Any comments or suggestions concerning the community benefit activities are greatly welcomed and may be addressed to Niki Shah, Vice President of Care Redesign and Equitable Health, Baylor Scott & White Health Care System, 300 North Washington Avenue, Dallas, Texas 75246

**Baylor Medical Center at Irving**

**Total Operating Expenses  
Section 311.046(a)(4)**

For the Fiscal Year Ended June 30, 2019 222,913,470

**Calculation of the Ratio of Cost to Charge  
Section 311.046(a)(5)**

Total Patient Revenues (a) 786,017,668  
(from 2019 Medicare Cost Report, Worksheet G-3, Line 1)

Total Operating Expenses (b) 166,405,675  
(from 2019 Medicare Cost Report, Worksheet A, Line 118, Col. 7)

Initial Ratio of Cost to Charge ((b) divided by (a)) (c) 21.17%

Application of Initial Ratio of Cost to Charge to Bad-Debt Expense

Bad Debt Expense (d) 55,412,442  
(from 2020 audited financial statements)

Multiply "Bad Debt Expense" by "Initial Ratio of Cost to Charge" ((d)\*(c)) (e) 11,730,813

Add the allowable "Bad-Debt Expense" to "Total Operating Expenses" ((b) + (e)) (f) 178,136,488

Calculation of Ratio of Cost to Charge ((f) divided by (a)) (g) 22.66%