

Baylor Scott & White Health

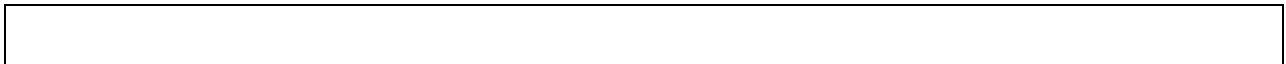
Annual Report of Community Benefits

Baylor Jack and Jane Hamilton Heart and Vascular Hospital

621 N. Hall Dallas, Texas 75226

Taxpayer ID # 75-2834135

For the Fiscal Year Ended June 30, 2016



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June 30, 2016

Dear Fellow Texan:

Baylor Jack and Jane Hamilton Heart and Vascular Hospital is honored to serve the Greater Dallas and surrounding communities. The hospital's mission is to operate an integrated heart and vascular health care delivery system, founded as a Christian ministry of healing that exists to serve people by offering a continuum of quality service committed to quality care and patient safety, medical education, research and community service.

As this community benefit report demonstrates, Baylor Hamilton Heart and Vascular Hospital provides quality care that includes subsidized services, medical education, and research. We also provide health education and screenings to the community.

Considering our specialty, the community service area of Downtown, East Dallas and South Dallas, and using data from the Dallas County Needs Assessment, Baylor Hamilton Heart and Vascular Hospital focuses our efforts in the community primarily on cardiovascular and peripheral vascular disease prevention, education and screening. We deliver these benefits utilizing multiple tactics, including:

- medical education and outreach
- community education forums
- health screenings
- health fairs
- television broadcasts

Baylor Hamilton Heart and Vascular Hospital also partners with Baylor University Medical Center to provide cardiovascular support and education at community events throughout the service areas mentioned above.

I encourage you to give me feedback for this report. Please address comments to me, in care of Jennifer Coleman, Senior Vice President, Public Affairs, Baylor Scott and White Health, 3500 Gaston Avenue, Suite 150, Dallas, Texas 75246.

Sincerely,

A handwritten signature in black ink that reads "Nancy Vish".

Nancy Vish, RN, PhD, NEA-BC, FACHE
President and Chief Nursing Office

Baylor Scott & White Health
Baylor Jack and Jane Hamilton Heart and Vascular Hospital
Annual Report of Community Benefits
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For the Fiscal Year Ended June 30, 2016

I. Effective Dates of the Report

The annual report of community benefits provided is for the fiscal year ended June 30, 2016 (Fiscal Year 2016).

II. Hospital Description

Baylor Jack and Jane Hamilton Heart and Vascular Hospital, joint ownership with physicians, is an affiliate of Baylor Scott & White Health (BSWH), is a leading community and safety-net hospital in its service area.

Baylor Jack and Jane Hamilton Heart and Vascular Hospital opened in 2002 as the first North Texas hospital dedicated solely to the care and treatment of heart and vascular patients. To serve the community, the 60 bed hospital takes cardiovascular preventive screenings to the underserved and uninsured through community events.

The hospital also holds many opportunities to educate and support patients and the community. In addition, the hospital funds efforts that progress the treatment of cardiovascular diseases through research and clinical trials.

As a part of Baylor University Medical Center at Dallas' Graduate Medical Education Programs, Baylor Hamilton Heart and Vascular Hospital works closely with physicians on the medical staff in the training and education of cardiovascular residents and fellows.

In addition, the Baylor Hamilton Heart and Vascular Hospital is commitment to the community, the Hospital provides financial assistance in the form of charity care to patients who are indigent and satisfy certain requirements. The Hospital is also committed to treating patients who are eligible for means tested government programs such as Medicaid and other government sponsored programs including Medicare, which is 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.

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 also comprise a significant portion of the Hospital's community benefit program.

The Hospital uses its revenue after expenses to improve the health of Fort Worth and surrounding communities through patient care, education, research, and community service. In the fiscal year ending June 30, 2015, the Hospital had 2,248 total adult admits resulting in a total of 8,286 days of care.

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 is 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. 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 also comprise a significant portion of the Hospital's community benefit program.

As is the history and tradition of Baylor Hamilton Heart and Vascular Hospital, the Hospital is also committed to assisting with the preparation of future 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 schools of nursing. In the fiscal year ending June 30, 2016, the Hospital invested in training 75 nurses. Total unreimbursed cost of these programs was \$443,125. 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. Also trained in the same period were other students requiring education involving a clinical setting for under-graduate training and internships such as dietary professionals, technicians, chaplaincy/pastoral care, physical therapists, social workers, pharmacists, and other health professionals – when there is no work requirement tied to training. The hospital expended \$307,148 in this effort, which might also include the training of health professionals in special settings, such as occupational health or outpatient facilities.

III. Hospital Mission Statement

Baylor Scott & White Health exists to serve all people by providing personalized health and wellness through exemplary care, education and research as a Christian ministry of healing.

“Personalized health” refers to our commitment to develop innovative therapies and procedures focusing on predictive, preventive and personalized care. For example, we’ll use data from our electronic health record to help us predict the possibility of disease in a person or a population. And with that knowledge, we can put measures in place to either prevent the disease altogether or significantly decrease its impact on the patient or the population. We’ll tailor our care to meet the individual medical, spiritual and emotional needs of our patients.

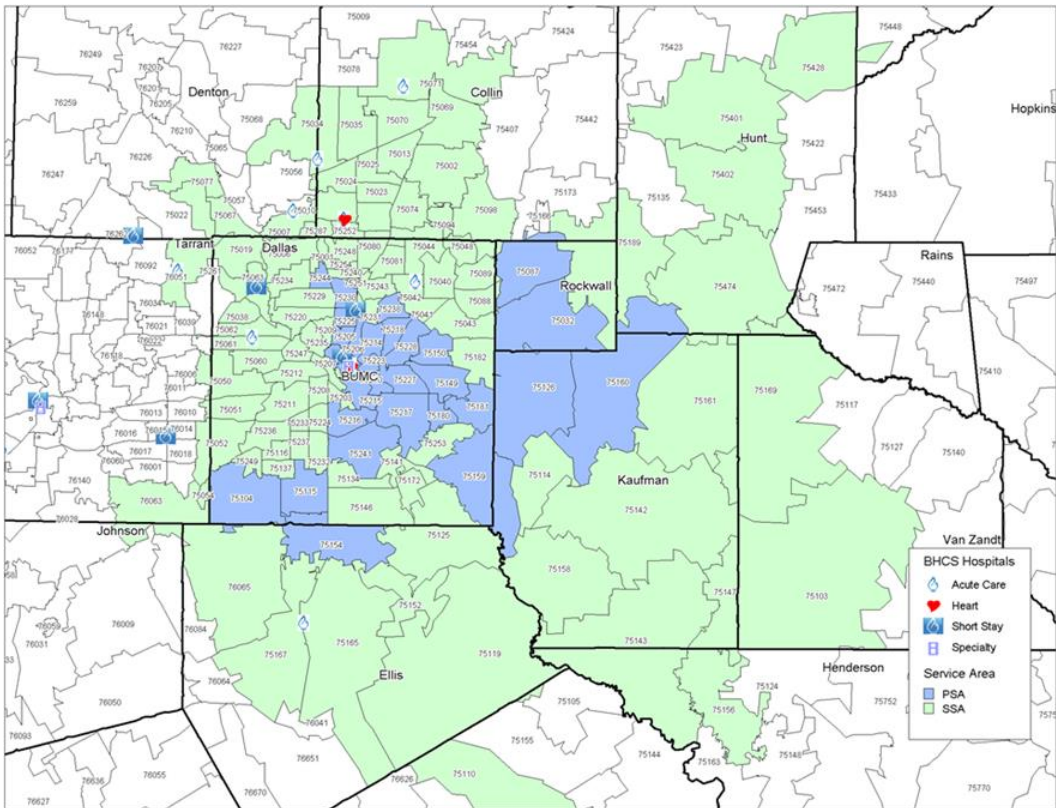
“Wellness” refers to our ongoing effort to educate the people we serve, helping them get healthy and stay healthy.

“Christian ministry” reflects the heritage of Baylor Health Care’s founders and Drs. Scott and White, who showed their dedication to the spirit of servanthood — to equally serve people of all faiths and those of none.

IV. Description of Community Served

Baylor Jack and Jane Hamilton Heart and Vascular Hospital; managed by *Baylor Heart and Vascular Center, LLP* provides community benefit activities throughout the city of Dallas, but focuses much of its efforts on underserved and uninsured residents particularly in Downtown, East Dallas and South Dallas near the Baylor Dallas campus, which consists of Baylor Jack and Jane Hamilton Heart and Vascular Hospital (*Baylor Heart and Vascular Center, LLP*) and Baylor University Medical Center at Dallas. Residents here are often medically indigent (the working poor) and financially indigent (non-working) who are at highest risk for many diseases.

Located in Dallas County, the Hospital serves the Central Region of the System, and its total service area (TSA) includes zip codes from Dallas, Collin, Denton, Ellis, Henderson, Hunt, Kaufman, Rockwall and Tarrant Counties.



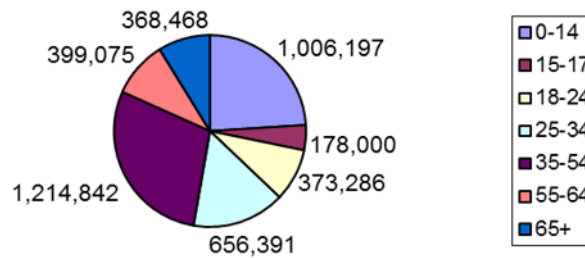
Based on population alone, Texas is the second largest state in the nation with more than 25 million people. From 2000 to 2010, Texas experienced a 20 percent growth in population, as compared to only a 9.7 percent increase nationally. Originally, the North Texas Region was defined to include Collin, Dallas, Denton, Ellis, Fannin, Grayson, Kaufman, Navarro, and Rockwall counties.

There is considerable in-migration from the original counties to Dallas County for health care services.

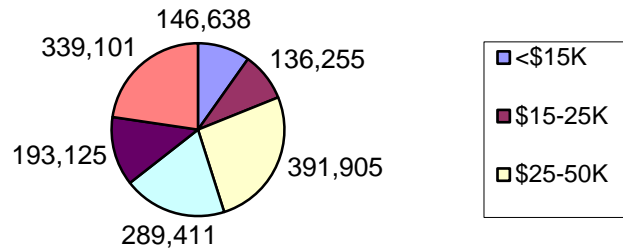
- Average household income, \$76,541, is below the average for both Texas and the U.S.
 - o 10.0 percent of the population have household incomes below the Federal Poverty Level (FPL), compared to 9.7 percent living below the FPL in the Dallas/Fort Worth Metroplex.
 - o 9.4 percent living below the FPL in the United States.
 - o The community inpatient payer mix is comprised of the following: 35.1 percent Managed care, 18.8 percent Medicaid, 34.7 percent Medicare, 11 percent Self Pay/Charity Care, and 0.5 percent Other.
- White non-Hispanics represent 48.1 percent of the population, followed by Hispanics, Black non- Hispanics, Asians, and others, respectively. Approximately 44 percent of Dallas/Fort Worth residents are New Americans (defined as either foreign born or the children of foreign born) of which 46 percent are undocumented. English is not the language spoken in 32 percent of homes in North Texas and over 239 languages are spoken in the North Texas Area, with more than 1/3 reflecting African cultures new to the region.

- The most prevalent age group is 35-54 years (27.6 percent), followed by the 0-14 age group (20.2 percent).
- While 15.1 percent of adults have less than some high school level of education, approximately 85 percent of adults have at least a high school degree.
- Medically underserved: The Hospital service area contains 25 medically underserved areas or populations. Dallas County has significant Health Professional Shortage Area (HPSA) and Medically Underserved Areas (MUA) that overlap and Kaufman County is a county- level HPSA with no MUAs.

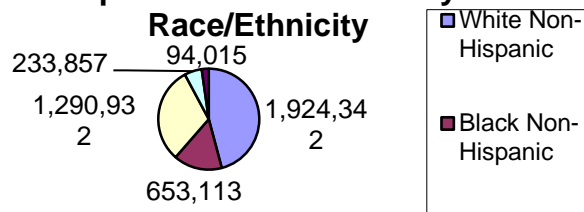
Population Distribution by Age Group



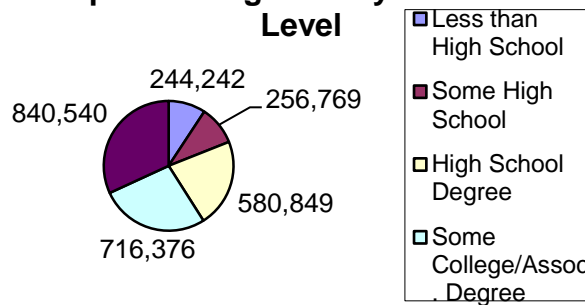
Current Households by Income Group



Population Distribution by Race/Ethnicity



Population Age 25+ by Education Level



V. Identified Community Health Needs

As a member of the largest not-for-profit health system in North Texas, Baylor Jack and Jane Hamilton Heart and Vascular Hospital provides its patients and community with greater access to care directly by the Hospital and in collaboration with other affiliates of the System through an array of initiatives that meet many of the identified community needs from the Hospital's CHNA.

Among the greatest need identified in the CHNA is the need for access to more quality preventive health and sick care services to be provided in the communities served by the Hospital. These needs require improving the excellence of health care delivery through additional services with a continual focus on the patients, and compassion for their situation. These needs will be met through the convenient locations across the System, and the cooperation and collaboration afforded the Hospital by the vast geography served through the System.

This System affiliation helps make Baylor Hamilton Heart and Vascular Hospital a more robust service provider, including the advancement of medical education and research initiatives. Need is the basis for building new facilities and advancing and increasing services through physicians and caregivers drawn to the System in recognition of its quality standing in the communities served system-wide. Categories of service in this Plan will include community health improvement services, medical education, subsidized health services, research, financial and in kind donations, community benefit operation funds and health care support services.

- Access to Care for Low Income Population/Underserved
- Behavioral Health
- Emergency and Urgent Care
- Health Care Infrastructure
- Multiple Chronic Conditions
- Patient Safety and Hospital Acquired Conditions
- Preventative Health Screenings

Programs Addressing Identified Community Health Needs

Program Title: News Media Generated Community Health Education

Description: The Public Relations Team uses news media and social media efforts to equip the community with the latest health and wellness information as well as information on when and how to connect with health care professionals, hospitals, and other health care institutions. The scope of the efforts includes but is not limited to:

- public health
- disease-specific or injury-specific information
- identifying community resources for meeting health needs
- the development of tools and resources needed to get credible information to patients

This is accomplished through:

- publishing educational and diagnostic opportunities
- providing timely, relevant health content on social media sites
- hosting electronic education events
- maintaining health education blogs
- promoting the System health library
- monitoring and engaging government agencies and industry associations relative to connecting providers and patients
- promoting the tools and resources needed to improve the quality, cost-effectiveness, efficiency, patient-centeredness, safety and access to health care.

The Public Relations Team produces opportunities for free health and wellness education for all people – whether they are insured, uninsured or under insured patients – through well-developed relationships with news media outlets. The goal of the team’s work is to educate the public about health issues.

Stories Published:

- Baylor Scott & White Teaches Hands-Only CPR to SMU Student - During the last week of February, students at Southern Methodist University (SMU) learned the CPR skills they need to help save someone’s life, in less time than it takes to watch a 30-minute TV show. Prior to the event, the social media team promoted it in a ScrubbingIn blog post (2/11). Kevin Wheelan, MD, chief-of-staff at Baylor Jack and Jane Hamilton Heart and Vascular Hospital said, “What we’ve learned is that the most important part of CPR is continuing circulation. It turns out that people actually do better with hands-only, until someone who is trained to provide airway management can get there.”
- New Center for Adult Congenital Heart Disease Highlighted - More adults than children are now living with congenital heart disease because of great advances in pediatric medical and surgical care. A Dallas Morning News (2/2) article profiled the new specialized center at Baylor Heart & Vascular Hospital that is addressing a gap in care for these patients. In the article, Dr. Ari Cedars, medical director, explains that only about 10% of these patients are getting the recommended care.
- WFAA Good Morning Texas Feb Heart Month Segments – The hospital provided four segments on heart health at \$5400 each.

- #1: Cardiac Surgery Overview including what to consider when choosing a surgeon - Dr. Gonzalez
- #2 What is aortic stenosis - valve procedures with Dr. Stoler
- #3 What is atrial fibrillation - Dr. Kowal
- #4 General Heart Health questions featured Dr. Schussler

Program Title: BHVH Donations In Kind- Faith In Action Initiatives

Description: The office of Faith in Action Initiatives 2nd Life program provides monetary and medical supplies and equipment reclamation from Baylor Scott and White Health System and community partners for the purpose of providing for the health care needs of populations both locally and internationally whose needs cannot be met through their own organization. 2nd Life provides recycled medical equipment to under-served health care organizations, and provides monetary supporting disaster situations in shipment of medical equipment in the U.S. and in third world countries.

Needs Addressed Under This Program:

- Access to Care for Low Income Populations
- Emergency and Urgent Care
- Health Care Infrastructure
- Multiple Chronic Conditions

Program Title: Donations – Financial

Description: The Hospital provides funds in the community at large whose mission compliments the mission of the Hospital. These funds include gifts to other not for profit organizations, contributions to charity events after subtracting the fair market value of participation by employees or the organization and helps to extend the services of the hospital beyond its walls.

Organizations Receiving Donations:

- Title: American Heart Association

Description: The Baylor Heart and Vascular Hospital extends its care outside the walls of the hospital through partners such as the American Heart Association. Cardiovascular disease is the nation’s number one killer. Nearly 35 percent of Dallas area deaths each year are attributed to cardiovascular disease. Since 1924, the American Heart Association (AHA) has been working to keep the community safe from heart disease and stroke. They seek to make the community healthier by advocating for key health issues. The AHA train millions of Americans each year in CPR and first aid, and educate healthcare providers every day. Of particular note for FY16, Baylor Hamilton Heart and Vascular Hospital worked closely with the American Heart Association on the “Don’t Die of Doubt” campaign; bringing information to the public about the early warning signs for a heart attack and the importance of calling 9 – 1- 1 in lieu of driving to the emergency department with chest pain or other heart attack signs and symptoms.

- Title: Living for Zachery

Description: Living for Zachary is dedicated to raising awareness of sudden cardiac arrest (SCA) in youth and saving lives through community education and awareness events,

promoting youth heart screenings, awarding student scholarships and donating automated external defibrillators (AEDs) to youth-based organizations.

- Title: Nancy Lieberman

Description: The Vision of the Nancy Lieberman Foundation is to be the catalyst for the development of young girls and boys throughout the country by using basketball as a motivational tool. Nancy Lieberman is dedicated to expanding and ensuring sports opportunities for youth through her basketball camps and clinics. The Nancy Lieberman Mission is to provide a healthy physical, emotional and mental environment for young girls and boys to build their self-esteem and confidence so they will be able to make the right choices in the future. (Teen related; underprivileged teens related to basketball camp sponsorship.)

- Title: Adult Congenital Heart Disease.org

Description: This national organization recently began to bring awareness for the needs and ongoing care required for children who are born with a congenital heart defect or disease and become adults needing to find resources to address their adult needs. Adults living with congenital heart disease often search for the rare specialist who understands the adult needs as well as look for support in others in similar situation. Through a modest sponsorship in FY16, Baylor Hamilton Heart and Vascular Hospital provided support to the awareness walk in FY16, the first-ever Dallas/Fort Worth metroplex event for this national organization. (Support Group for Adults Living with Congenital Heart Disease)

Needs Address Under This Program:

- Multiple Chronic Conditions
- Behavioral Health
- Healthcare Infrastructure

Program Title: **Community Health Education**

Description: Community health education activities are carried out at the Hospital and in the community to improve community health and extend beyond patient care activities. These services do not generate patient care bills and include such activities as community health education, community-based clinical health services and screenings for under-insured and uninsured persons, support groups, and self -help programs.

Persons Served: 3,424

Needs Addressed Under This Program:

- Behavioral Health
- Multiple Chronic Conditions

Program Title: **Dallas Mayor's Intern Fellows Program**

Description: The Mayor's Intern Fellows Program (MIFP) is an eight-week, paid summer internship program that introduces Dallas public high school students to careers and employment opportunities in industries and companies where they have expressed interest. Modeled after the prestigious White House Fellows, MIFP prepares motivated students to become the leaders of tomorrow. Since its inception in 2008, MIFP has provided 1,048 students with internships. Mayor Mike Rawlings' 2014 program was the largest, most far reaching in program history with 1,780 students representing 39 high schools applying for the program and

Baylor Jack and Jane Hamilton Heart and Vascular Hospital

Community Benefit Report: FY 2016

980 qualifying for the competitive Job Fair held in April. A record-breaking 300 students were provided summer internships at major corporations, small businesses, government agencies and nonprofits. Selected interns worked in a variety of fields including accounting, advertising/marketing, architecture, banking, education, engineering, government, healthcare, hospitality, law, public relations, technology, nonprofits and governmental agencies. Organizations sponsoring the Mayor's Intern Fellows Program are making a difference in the future of our youth and our community's economic vitality. Intern partners are not only providing summer jobs to motivated, exemplary students, but also will have a major role in equipping interns with concrete visions and the skills necessary to successfully transition to college and the workplace.

Number Served: 4

Needs Addressed Under This Program:

- Health Care Infrastructure

Program Title: CPR Hands Only Training

Description: Using the American Heart Association's evidence based research, Baylor Hamilton Heart and Vascular Hospital is committed to improving community knowledge about the importance of beginning CPR immediately. Hands-only CPR, a broad-based community effort was taught to students and adults in Mesquite ISD.

Number of People Served: 245

Needs Addressed Under This Program:

- Multiple Chronic Conditions

Program Title: BHVH Community Screenings

Description: The Hospital provides blood pressure screenings to improve cardiovascular health and quality of life through prevention, detection and treatment of risk factors through focusing particularly on hypertension and cholesterol in men and women and minority groups at high risk for disease development. The key to preventing cardiovascular disease, also called coronary artery disease (CAD), is managing risk factors such as high blood pressure, high total cholesterol or high blood glucose. Regular cardiovascular screening is important because it helps detect risk factors in their earliest stages and identify lifestyle changes and pharmacotherapies, if appropriate, before it ultimately leads to the development of cardiovascular disease.

Needs Addressed Under This Program:

- Multiple Chronic Conditions
- Preventive Health Screenings

Program Title: Community Benefit Operations

Description: The Hospital is represented through the Dallas/Fort Worth Hospital Council which produces an annual Community Needs Assessment. The Hospital also provides dedicated staff for managing or overseeing community benefit program activities that are not included in other categories of community benefit. This staff provides internal tracking and reporting community benefit as well as managing or overseeing community benefits program activities.

Persons Served: 3,549

Needs Addressed Under This Program:

- Multiple Chronic Conditions
- Preventive Health Screenings

Program Title: **Health Care Support Services**

Description: Health care support services are provided by the Hospital to increase access and quality of care in health services to individuals, especially persons living in poverty and those in vulnerable situations. The Hospital provides staff to assist in the qualification of the medically under-served for programs that will enable their access to care, such as Medicaid, Medicare, SCHIP and other government programs or charity care programs for use in any hospital within or outside the Hospital.

Needs Addressed Under This Program

- Access to Care for Low Income/Underserved Population

Program Title: **In Kind Donations**

Description: The Hospital supports other not for profit organizations with in kind donation, such as serviceable equipment or supplies. Also provided are in kind donations such as meeting room overhead and space for not for profit organizations and social service networks; equipment and medical supplies; costs for coordinating events not sponsored by health care organizations; employee costs associated with board and community involvement on work time; food donations; etc. These donations extend the Baylor Heart and Vascular services beyond the wall of the hospital.

Needs Addressed Under This Program:

- Behavioral Health
- Multiple Chronic Conditions

Program Title: Medical Education

Description: The Hospital is committed to assisting with the preparation of future nurses at entry and advanced levels of the profession to establish a workforce of qualified nurses. Through the System's relationships with many North Texas schools of nursing, the Hospital maintains strong affiliations with schools of nursing. Like physicians, nursing graduates trained at the Hospital 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.

This program also includes educational programs for public school students, pastoral care trainees 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 involves a clinical setting for undergraduate training and internships for dietary professionals, technicians, chaplaincy/pastoral care, physical therapists, social workers, pharmacists, and other health professionals – when there is no work requirement tied to training. It might also include the training of health professionals in special settings, such as occupational health or outpatient facilities.

Number Served: 75

Needs Addressed Under This Program:

- Access to Care for Low Income/Underserved Population

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

For Fiscal Year 2016, Baylor Hamilton Heart and Vascular Hospital provided \$6,786,545.00 in unreimbursed costs of charity care and government-sponsored indigent health care.

VIII. Government-Sponsored Health Care Provided

For Fiscal Year 2016, Baylor Hamilton Heart and Vascular Hospital provided \$750,651.00 in Government Sponsored Health Care.

IX. Other Types of Community Benefits Provided \$ 1,067,786

Baylor Hamilton Heart and Vascular Hospital is committed to improving the quality of life for the many citizens living and working in its area. Baylor Hamilton Heart and Vascular Hospital was pleased to allocate funds to the following community benefit activities.

A. Community Health and Wellness Improvement Services	\$ 52,240
B. Community Benefit Operations	\$ 880
C. Financial Donations	\$138,159
D. In Kind Donations	\$ 1,105
E. Health Care Support Services	\$ 10,544
F. Health Screenings	\$ 40,231
G. Medical Education	\$750,273

X. Report of Community Benefit Provided During Fiscal Year 2016

In a commitment to fulfill its mission, Baylor Jack and Jane Hamilton Heart and Vascular Hospital benefit to the community, conservatively estimated, was \$8,604,982.00 for Fiscal Year 2016. Baylor Hamilton Heart and Vascular Hospital is filing its Annual Statement of Community Benefits Standard (Statement) as a consolidated system with the other affiliated hospitals of BSWH excluding those that qualify as Medicaid disproportionate share hospitals).

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 in regard to the community benefit activities are greatly welcomed and may be addressed to Jennifer Coleman, Senior Vice President, Consumer Affairs, Baylor Scott and White Health, 3600 Gaston Avenue, Suite 150, Dallas, Texas 75246.