Letter from the President

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June 30, 2017

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 including an annual cardiovascular symposium for heart and vascular clinicians
- 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, at 621 N. Hall, Suite 150, Dallas Texas 75226.

Sincerely,

[Signature]

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

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, 2017

I. Effective Dates of the Report
The annual report of community benefits provided is for the fiscal year ended June 30, 2017 (Fiscal Year 2017).

II. Hospital Description
Baylor Jack and Jane Hamilton Heart and Vascular Hospital, 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, 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 BSWHealth.com/Financial Assistance.

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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 Dallas and surrounding communities through patient care, education, research, and community service. In the fiscal year ending June 30, 2017, the Hospital 2,480 admissions in fiscal year 2017, resulting in a total of 8,412 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 BSWHealth.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 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, 2017, the Hospital invested in training 107 nurses. Total unreimbursed cost of these programs was $685,851. 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

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

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 effectively meet community needs.

For the 2016 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.
The population of this community served is expected to grow 7.4% (310,512 people) by 2020. The 7.4% population growth is expected to be slightly higher than both the state growth rate (6.7%) and the national growth rate (3.5%). The ZIP Codes expected to experience the most growth in five years:

- 75070 McKinney (Collin County) – 11,518 people
- 75052 Grand Prairie (Dallas County) – 8,933 people

A majority (61%) of the community’s population was concentrated in Dallas County. Within the county, the city of Dallas is expected to grow at a rate of 5.4% with a population increase of 66,887 people; the rest of Dallas County is growing faster at 6.6% (86,559 people). Both Collin and Denton counties will see growth approaching 10% over the next five years with a population increase of 77,000 and 79,000, respectively.

The sixty-five plus cohort is expected to experience the most growth over the next five years. This is particularly true in Collin County (34% growth) and Denton County (37% growth). Overall in this community the age 65+ population will grow by 116,000 people. Growth in this age cohort will likely contribute to increased utilization of services as the population continues to age. The age group that will experience the least amount of growth in the community is the 18-44 age cohort with an expected increase of 36,975 people.
Diversity in the community is projected to increase. Collin and Denton counties are expected to experience higher rates of growth in minority populations than in Dallas County. In 2015, the community, a majority of the population (60%) was white followed by black at 17%. Black and Asian/Pacific Islander populations will see significant growth over the next five years. Growth in these populations is projected to be greater than 20% in both Collin County (37,000 additional people between both races) and Denton County at (171,000 additional people between both races). The total population can be analyzed by race or by Hispanic ethnicity. The graphs below display the community’s total population breakdown by race (including all ethnicities) and also by ethnicity (including all races).

Those of Hispanic ethnicity comprised 30% of the community’s population, just below the overall state proportion of Hispanics but above the national proportion. The Hispanic population in this community is expected to increase 11%, or 142,000 people. Collin and Denton counties are expected to experience higher growth rate of Hispanic population. Dallas County is projected to experience 10% growth in this population.

The median household income for the community served was $60,384, greater than both the state and U.S. benchmarks. Sixty-one percent (61%) of the community were commercially insured, which equates to over 2.5 million lives. Commercial covered lives are expected to grow by over 212,000 lives (6%) over the next five years. Medicare and dual eligible lives (those receiving both Medicare and Medicaid benefits) will experience the highest growth rates at 27% (90,000 lives) and 22% (12,000 lives) respectively. The number of uninsured and Medicaid lives are expected to decline slightly in all counties. Collin and Denton counties will see a greater percentage increase in Medicare, growing 33% (20,000 lives) and 37% (18,000 lives) respectively.

V. Identified Community Health Needs

During the fiscal year ending June 30, 2017, 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 has been made widely available to the public and is located on the website at the following address, BSWHealth.com/CommunityNeeds.

To assess the health needs of the community served, a quantitative and qualitative approach was taken. In addition to collecting data from a number of public and Truven Health Analytics proprietary sources, interviews and focus groups were conducted with individuals representing public health, community leaders/groups, public organizations, and other providers. This health assessment will serve as the foundation for community health improvement efforts for next three years.

The identified community health needs as outlined below were reviewed and prioritized with input from the Baylor Scott & White Health (BSWH) Senior Leadership, and approved by the BSWH Board of Trustees.

Significant community health needs were identified through the weight of quantitative and qualitative data obtained when assessing the community. Needs which were supported by data

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showing the community to be worse than the state by a greater magnitude and also were a frequent theme during interviews and focus groups were determined to be significant. These significant needs were prioritized based on input gathered from the focus groups and interviews. Participants of these focus groups and interviews were asked to rank the top three health needs of the community based on the importance they placed on addressing the need. Through this process, the health needs were prioritized based on the frequency they were listed as the top health care needs. The prioritized health needs of this community are below.

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

Identified Community Needs

1. Access to care for middle to lower socioeconomic status
2. Mental / behavioral health
3. Preventable admissions: adult uncontrolled diabetes
4. Lack of dental providers
5. Teen Births
6. Drug abuse

VI. Programs Addressing Identified Community Health Needs

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 benefit program activities
Persons Served:
Needs Addressed Under This Program:
- Access to care for middle to lower socioeconomic status

Program Title: CPR Hands Only Training Adults
Description: Using the American Heart Association's evidence based research, BHVH is committed to improving community knowledge about the importance of beginning CPR immediately. Hands-only CPR is a broad-based community effort.
Persons Served: 220
Needs Addressed Under This Program:
- Access to care for middle to lower socioeconomic status

Program Title: CPR Hands Only Training Students
Description: Using the American Heart Association's evidence based research, BHVH is committed to improving community knowledge about the importance of beginning CPR immediately. Hands-only CPR is a broad-based community effort.
Persons Served: 81
Needs Addressed Under This Program:
- Access to care for middle to lower socioeconomic status

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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 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.
Persons Served: 2
Needs Addressed Under This Program:
- Access to care for middle to lower socioeconomic status

Program Title: Enrollment Services
Description: The hospitals will provide assistance to enroll in public programs, such as SCHIP and Medicaid. These 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 middle to lower socioeconomic status

Program Title: Health Screenings - Cardiovascular Disease
Description: The hospital provides heart health education and screenings to economically challenged populations within the service area.
Persons Served: 26
Needs Addressed Under This Program:
- Access to care for middle to lower socioeconomic status

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.

Persons Served: 107

Needs Addressed Under This Program:
- Access to care for middle to lower socioeconomic status

Program Title: Translation Services
Description: The Hospital provides translation/interpreter services that go beyond what is required by state or federal rules or law or for accreditation. For example, translation services for a group that comprises less than 15% of the population.

Needs Addressed Under This Program:
- Access to care for middle to lower socioeconomic status

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: 1288

Needs Addressed Under This Program:
- Lack of dental providers

Program Title: Depression Screening
Description: The hospital provides resources, regardless of their ability to pay, to all cardiac patients who often battle depression as a result of their disease process. Chaplain and social worker consults will be arranged pending screening results.

Persons Served: 183

Needs Addressed Under This Program:
- Mental / behavioral health

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 help to extend the services of the hospital beyond its wall.

Community Partners: American Heart Association - 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.
Nancy Lieberman - 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.

Mission: 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.

Needs Addressed Under This Program:
- Access to care for middle to lower socioeconomic status

Program Title: Surgical Pre-Screening
Description: The hospital initiated a program of pre-surgical admission screening for under-served/under-insured patients who are at risk for diabetes or who have elevated A1C levels.
Persons Served: 1288
Needs Addressed Under This Program:
- Preventable Admissions: Adult Uncontrolled Diabetes

Program Title: For Women For Life
Description: Regular health exams and tests can help find problems before they start. They also can help find problems early, when the chances for treatment and cure are better. Through For Women For Life the Hospital provides health services, screenings, and treatments, assisting women in taking steps that help their chances for living a longer, healthier life. This annual event for women focusing on proactive health care including preventive health screenings, seminars and healthy lifestyle information.
Persons Served: 600
Needs Addressed Under This Program:
- Preventable Admissions: Adult Uncontrolled Diabetes

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

For Fiscal Year 2017, Baylor Jack and Jane Hamilton Heart and Vascular Hospital provided $7,220,622 in unreimbursed costs of charity care and government-sponsored indigent health care.

VIII. Other Types of Community Benefits Provided

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

A. Community Health and Wellness Improvement Services $28,869
IX. Report of Community Benefit Provided During Fiscal Year 2017

In a commitment to fulfill its mission, Baylor Jack and Jane Hamilton Heart and Vascular Hospital benefit to the community, conservatively estimated, was $8,069,646 for Fiscal Year 2017.

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 Niki Shah, Vice President, Care Redesign and Equitable Health, Baylor Scott and White Health, 8080 N. Central Expressway, Suite 700, Dallas, Texas 75206.