



Baylor Scott & White Health

Baylor Scott & White Medical Center – Carrollton

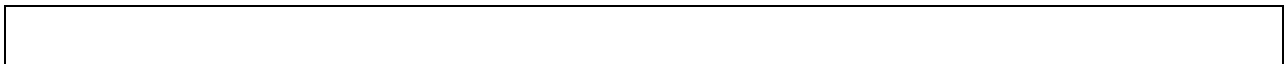
Annual Report of Community Benefits

4343 N. Josey Lane

Carrollton, Texas 75010

Taxpayer ID # 45-4510252

For the Fiscal Year Ended June 30, 2016





Baylor Scott & White Medical Center – Carrollton
Annual Report of Community Benefits
4343 N Josey Lane Carrollton, TX 75010
Taxpayer ID # 8889358
For the Fiscal Year Ended June 30, 2016
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June 30, 2016

Dear Fellow Texan:

Since opening in June 2009, Baylor Scott & White Medical Center – Carrollton has been dedicated to providing compassionate, quality care in a safe and efficient manner to our diverse population that includes patients residing in Carrollton and the surrounding areas. It has also been our mission to actively work towards increasing the public's knowledge about their health risks and the services offered at the hospital to help meet these needs.

Baylor Scott & White – Carrollton serves thousands of patients annually for emergency services, pulmonology, diabetes management, gastroenterology, neuroscience, orthopedics, oncology, women's services, all digital imaging, rehabilitation and more. The hospital is committed to fulfilling its mission:

“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.”

Throughout each year, Baylor Scott & White – Carrollton hosts and participates in major community health fairs targeted at the underserved and supports local not-for-profit organizations as part of our community benefit efforts. Our community health needs assessment reveals that key areas of focus include multiple chronic conditions, preventive health screenings, and access to care for low income populations. These areas have been addressed by the hospital through multiple channels including educational seminars and material, support groups, monetary grants, health fairs and screenings that help identify those at risk. Baylor Scott & White – Carrollton is also proud to be a supporter of the American Heart Association and the United Way through employee donations. Additionally, many of our employees are members of community organizations and serve on various boards.

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.

A handwritten signature in blue ink, appearing to read "Michael Sanborn". The signature is fluid and cursive, with a prominent initial "M" and "S".

Michael Sanborn, FACHE
President

Baylor Scott & White Health
Baylor Scott & White Medical Center – Carrollton
Annual Report of Community Benefits
4343 N Josey Lane Carrollton, TX 75010
Taxpayer ID# 20-8889358
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 Scott & White Medical Center – Carrollton (Hospital), an affiliate of Baylor Scott & White Health (BSWH), is a leading community and safety-net hospital in its service area. Baylor Scott & White Medical Center – Carrollton (Hospital), an affiliate of Baylor Scott and White Health (BSWH), is a leading community and safety-net hospital in its service area. Backed by 110 years of experience, BSWH expanded into Denton County in 2009 with the Hospital opening. The Hospital is a 216-bed, five floor medical facility offering the convenience and personal attention of a local hospital, with the respected medical staff and advanced medical technology expected from a regional health care system. The Hospital offers nearly 35 medical specialties, including a Comprehensive Wound Center.

Since opening, the Hospital has added new services and building space to help meet the specific health needs of patients in North Texas.

- In FY2016 the hospital added 3D Mammography (Breast Tomosynthesis), an revolutionary screening and diagnostic tool designed for early breast cancer detection that can be done in conjunction with a traditional 2D digital mammogram.
- In FY2016 the hospital added Coronary Calcium Scans to the list of service offerings, this screening uses a special X-ray test called computed tomography (CT) to check for the buildup of calcium in plaque on the walls of the arteries of the heart. This test is used to check for heart disease in an early stage and to determine how severe it is.
- In FY2016 the hospital spent more than \$4,700,000 renovating the pathology lab which significantly improves workflow and the quality of the patient experience.
- In FY 2016 the Chest Pain Center at Baylor Scott & White – Carrollton received full, three-year national reaccreditation from the Society of Cardiovascular Patient Care (SCPC).
- The Joint Commission recently granted full reaccreditation to Baylor Scott & White – Carrollton for its high-quality total knee and total hip replacements.

The Hospital uses its revenue after expenses to improve the health of Carrollton and surrounding communities through patient care, education, research, and community service. In the fiscal year ending June 30, 2016, the Hospital had 5,553 total adult and special care nursery admits resulting in a total of 25,075 days of care; 952 babies were delivered and there were 5,006 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 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 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 195 nurses. Total unreimbursed cost of these programs was \$559,586. 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.

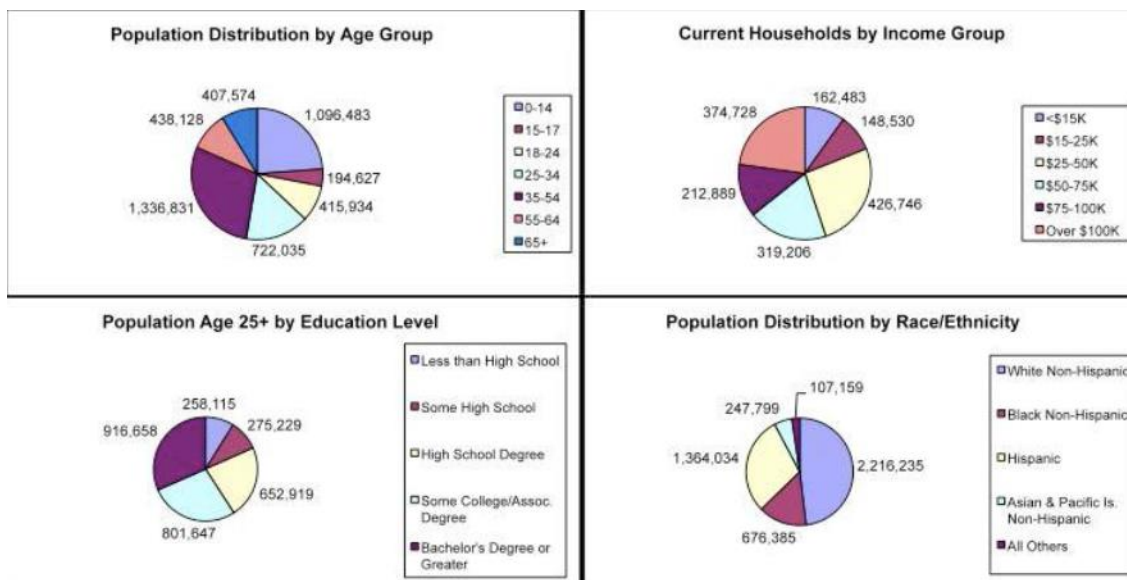
IV. Description of Community Served

Baylor Scott & White Medical Center – Carrollton

Community Benefit Report: FY 2016

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- Service Area Ethnicity: White Non-Hispanic = 46.0 percent; Black Non-Hispanic = 11.9 percent; Hispanic = 30.1 percent; Asian and Pacific Islanders Non-Hispanic = 9.4 percent; All Others = 2.5 percent.
- Service Area Household Average Income = \$82,182
- Service Area living below the Federal Poverty Level (FPL): 4.3 percent (compared to 9.7 percent living below the FPL in the Dallas/Fort Worth Metroplex, and 9.4 percent living below the FPL in the United States).
- Number of other hospitals serving the community: 8 hospitals other than Baylor Carrollton (Medical Center of Lewisville, Medical Center of Plano, Presbyterian Hospital of Plano, Centennial Medical Center, Presbyterian Hospital of Flower Mound, Medical City Dallas, Baylor Regional Medical Center at Plano, and Baylor Medical Center at Irving)
- Medically Underserved: The Baylor Carrollton service area does not contain any medically underserved areas or populations.
- Service Area Education: Less than High School = 6.5 percent; Some High School = 6.9 percent; High School Diploma = 19.0 percent; Some College/Associates Degree = 28.4 percent; Bachelor's Degree or Greater = 39.3 percent
- Service Area male population = 533,430; Service Area female population = 544,017
- Service Area Age: 0-14 = 21.8 percent; 15-17 = 4.0 percent; 18-24 = 8.6 percent; 25- 34 = 16.7 percent; 35-54 = 29.4 percent; 55-64 = 10.6 percent; 65+ = 9.0 percent
- Service Area Payer Mix: Managed Care = 37.5 percent; Medicare = 32.7 percent; Medicaid = 18.2 percent; Self Pay/Charity = 11.1 percent; Other = 0.5 percent



V. Identified Community Health Needs

During the fiscal year ending June 30, 2013, the Hospital conducted a Community Health Needs Assessment (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,

Baylor Scott & White Medical Center – Carrollton

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BaylorHealth.com/CommunityAssessments. A summary of the CHNA is outlined below including the list of the needs identified in the assessment:

Creating healthy communities requires a high level of mutual understanding and collaboration with community individuals and partner groups. The development of this assessment brings together information from community health leaders and providers along with local residents for the purposes of researching, prioritizing and documenting the community health needs for the geographies served by Baylor Dallas. This health assessment will serve as the foundation for community health improvement efforts for next three years.

The FY2013 CHNA brings together a variety of health status information. This assessment consolidates information from the recent community health needs assessment conducted for the Texas' Regional Healthcare Partnership Region 9 (Region 9 RHP), the Dallas County Community Health Needs Assessment and the Consumer Health Report conducted by the National Research Corporation (NRC) for Baylor Dallas each of which takes into account input from person who represent the broad interest of the community including those with special knowledge of or expertise in public health. The identified community health needs as outlined below were reviewed and prioritized with input from the BSWH Senior Leadership, the BSWH Mission and Community Benefit Committee and approved by the BSWH Board of Trustees. The methodology for prioritization can be found in the CHNA executive summary. Although each identified need is prioritized as high, medium or low, the Hospital will address all identified needs in the Plan.

The importance and benefits of compiling information from other recognized assessments are as follows: 1) Increases knowledge of community health needs and resources, 2) Creates a common understanding of the priorities of the community's health needs, 3) Enhances relationships and mutual understanding between and among stakeholders, 4) Provides a basis upon which community stakeholders can make decisions about how they can contribute to improving the health of the community, 5) Provides rationale for current and potential funders to support efforts to improve the health of the community, 6) Creates opportunities for collaboration in delivery of services to the community and 7) Provides guidance to the hospital how it can align its services and community benefit programs to best meet needs.

In developing a plan to address all identified community health needs, the Hospital and the System found that aggregating the needs allows for significant, crosscutting initiatives. Therefore, this community health implementation plan organizes the needs as follows:

Analysis of the Region 9 RHP report, the Dallas County Community Health Needs Assessment, and the Consumer Health Report revealed the following community health needs in the Hospital community.

- Access to Care for Low Income/Underserved
- Multiple Chronic Conditions
- Preventive Health Screenings
- Behavioral Health
- Patient Safety and Hospital Acquired Conditions

- Emergency and Urgent Care
- Health Infrastructure

VI. Programs Addressing Identified Community Health Needs

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 walls.

Recipients of Donations:

- Metrocrest Community Clinic is a 501(c) (3) charitable medical clinic providing low cost medical care for the uninsured or underinsured members of the community. The clinic has been in operation since 1992. The clinic is staffed by a full time Medical Doctor specializing in internal medicine. An experienced Registered Nurse serves as the Clinic Director. To better serve the diverse needs of patients, a multilingual office manager coordinates patient care. Volunteer physicians, many of whom have several years of dedicated service to the Metrocrest Community Clinic, registered nurses and other medical professionals help staff specialty clinics.
- Primary Care Clinic of North Texas is a 501(c)(3) non-profit healthcare facility that provides medical care to uninsured adults in the metroplex. The clinic started in 2003 with one location in Lewisville, Texas and has expanded to locations in Plano and Dallas. The Irving DFW Indian Lions Club Foundation is pleased to be the sponsor of this project and has generously provided the necessary funding. Since its inception in July 2003, the clinic has provided care for over 70,000 patient visits. The services of this clinic enable the uninsured in our community's easier access to medical care resulting in early diagnosis and therefore a better outcome.
- Metrocrest Services focus is assisting families, individuals and senior adults who are coping with crisis situations, need help stabilizing their lives, or who require support to live independently. In 2014, they provided:
 - assistance to over 17,000 adults, children and seniors
 - 648,226 pounds of food (a 23% increase this year)
 - 3,960 personal finance classes to help families reach financial stability
 - over 6,000 rides to seniors (a 31% increase this year)
 - 122,850 Sack Summer Hunger meals to youngsters
 - school supplies and new shoes to over 900 students.

Basic services include rent and utility bill aid, financial and budgeting assistance and food. We also provide employment counseling along with gas cards or bus vouchers for job-seekers and transportation, minor home repairs, and home-delivered meals benefit seniors. Seasonal distributions including school shoes and supplies for students, Sack Summer Hunger food for youngsters, and November and December holiday programs.
- Mosaic is a faith-based organization serving people with intellectual disabilities. We believe that every individual is a person of worth. Together Mosaic staff members, volunteers and the people we support work as partners.

- For more than 100 years, Big Brothers Big Sisters has operated under the belief that inherent in every child is the ability to succeed and thrive in life. As the nation's largest donor and volunteer supported mentoring network, Big Brothers Big Sisters makes meaningful, monitored matches between adult volunteers ("Bigs") and children ("Littles"), ages 6 through 18, in communities across the country. We develop positive relationships that have a direct and lasting effect on the lives of young people.
- Children's Advocacy Center Denton County is a 501(c) (3) non-profit serving children who have been victims of sexual or physical abuse.
- Cancer Support Community North Texas mission is to ensure that all people impacted by cancer are empowered by knowledge, strengthened by action, and sustained by community. Completely FREE of charge and nonprofit, Cancer Support Community offers:
 - Educational presentations
 - Support and networking groups
 - Workshops like yoga, meditation, Zumba, creative arts
 - Fun social events
 - Children's support program – Noogieland
 - Bereavement support for adults and children
- Together with our millions of supporters, the American Cancer Society (ACS) saves lives by helping people stay well and get well, by finding cures, and by fighting back. The American Cancer Society is a nationwide, community-based voluntary health organization dedicated to eliminating cancer as a major health problem. Headquartered in Atlanta, Georgia, the ACS has regional and local offices throughout the country that support 11 geographical Divisions and ensure we have a presence in every community.
- The American Society for Metabolic and Bariatric Surgery (ASMBS) is the largest national society for this specialty. The vision of the Society is to improve public health and well-being by lessening the burden of the disease of obesity and related diseases throughout the world. Founded in 1983, foremost American surgeons have formed the society's leadership and have established an excellent organization with educational and support programs for surgeons and integrated health professionals. The purpose of the society is to advance the art and science of metabolic and bariatric surgery by continually improving the quality and safety of care and treatment of people with obesity and related diseases by: Advancing the science of metabolic and bariatric surgery and increase public understanding of obesity; fostering collaboration between health professionals on obesity and related diseases; providing leadership in metabolic and bariatric surgery the multidisciplinary management of obesity; advocating for health care policy that ensures patient access to prevention and treatment of obesity; and serving the educational needs of our members, the public and other professionals.
- The Educational Foundation Board of Directors is comprised of citizens representing the six communities served by the CFBISD. They are passionate about ensuring that the public education system serves and challenges all children to reach their fullest potential.
- The Lewisville ISD Education Foundation matches donors and their interests with the district's priorities. Our donors provide the resources that help teachers excel in their fields and students reach greater educational heights. By supporting educational excellence, we help students expand their futures by reaching for the stars.

- The Civic League is a tax-exempt nonprofit organization dedicated to community service of the highest quality. The all-volunteer membership is made up of women who are concerned citizens, aware of local needs and committed to contributing to the growth and development of a changing community.
- Taylor’s Gift Foundation was founded in 2010 with a mission to Regift Life, Renew Health and Restore Families. Increasing official organ donor registries is just the beginning of our purpose. Current areas of focus include: providing Legacy Gifts to financially assist those touched by organ donation; changing the conversation of organ donation to be a positive one about life and encouraging an “Outlive Yourself” spirit; awarding Taylor’s Gift Scholarships to graduating seniors who demonstrate an above and beyond “Outlive Yourself” spirit; sponsoring lodging for pre-transplant and post-transplant patients and their families at Nora’s Home. The Taylor’s Gift team hosts events, delivers speaking engagements and encourages grassroots fundraisers to further our mission, educating audiences about organ donation and the gift each of us has within.

Persons Served: 203

Needs Addressed Under This Program:

- Access to Care for Low Income Population
- Behavioral Health
- Mental Behavioral Health
- Multiple Chronic Conditions

Program Title: Donations - In Kind

Description: Baylor Scott & White – Carrollton provides in kind donations to the community which include meeting room space for not-for-profit organizations and community groups, equipment and medical supplies, emergency medical care at a community event, and food, clothing and toy donations.

Recipients of Donations:

Needs Addressed Under This Program:

- Access to Care for Low Income Population
- Infrastructure
- Emergency and Urgent Care

Program Title: Mission & Ministry Support Groups/Services

Description: Various departments and services at Baylor Scott & White – Carrollton provide support groups or services to those patients, and their family members, going through care or after care.

Persons Served: 243

Needs Addressed Under This Program:

- Behavioral Health
- Emergency and Urgent Care

Program Title: **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 Health Care 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.

Needs Addressed Under This Program:

- Access to Care for Low Income Population
- Infrastructure
- Emergency and Urgent Care

Program Title: Delivery System Reform Incentive Program/Chronic Disease Management

Description: The chronic disease management program provides focused and dedicated education and care for patients with diabetes, cardiovascular diseases (CVD) (i.e.: congestive heart failure) and respiratory diseases (Asthma/Chronic Obstructive Pulmonary Disease) within the primary care setting of the Hospital's Baylor Care Clinic for uninsured patients. Specific staff, comprised of Community Health Workers (CHW's) and Nurse Care Managers address the complex clinical and prevention needs of these patients and spend time specifically on management of these diseases. The focus of this time and education with patients not only entails clinical counseling, but also includes prevention components to focus on lifestyle issues and self-management. The other key advantage that patients will receive as part of this program is point of care testing for diabetes (HbA1c testing and glucose testing using test strips) and asthma (peak flow meter assessments). We believe this will overcome barriers presented by patient non-compliance with completing lab orders and any financial or transportation issues that might arise in obtaining these important lab results. The expertise and experience of both the Diabetes Health and Wellness Institute (Baylor entity in South Dallas) and the Hospital's Baylor Clinic are leveraged to provide staff education, develop competencies, and create protocols that result in a complete and robust program tailored for multiple community settings. These successes and competencies are leveraged to create programs around CVD and respiratory illnesses.

Persons Served: 120

Needs Addressed Under This Program:

- Access to Care for Low Income Population

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.

Persons Served: 10

Needs Addressed Under This Program:

- Access to Care for Low Income Population

Program Title: Delivery System Reform Incentive Program/Primary Care Expansion

Description: This project establishes a new clinic for the underserved (including Medicaid/Uninsured) population on the Baylor Scott & White Medical Center- Carrollton campus. Currently, there is no Baylor Clinic on the campus that meeting the needs of the

Baylor Scott & White Medical Center – Carrollton

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underserved population of Carrollton and surrounding communities. Existing space was used to furnish a primary care clinic leveraging and utilizing the standards, requirements and experience of similar Baylor Clinics on other Baylor Scott & White campuses. Expectations are that approximately 90-95% of new patients will be Medicaid/Uninsured. In addition to receiving primary care, this project also proposes that ancillary services such as labs, imaging (i.e.: CT scans, MRI, mammograms, ultrasound, echocardiograms, and interventional radiology) and diagnostics (i.e.: colonoscopy, stress tests, esophageal diagnostic, retinal screens) will be provided upon physician request. This project aims to provide a baseline of primary care availability, close the loop of care and increase patient compliance by co-locating/ coordinating many of the essential services that the underserved population often has issues accessing and completing.

Persons Served: 3,667

Needs Addressed Under This Program:

- Emergency and Urgent Care

Program Title: **Delivery System Reform Incentive Payment/Specialty Care Expansion**

Description: Patients (including Medicaid and Uninsured) who are seen at a Baylor Clinic and have established primary care there, can receive the following specialty care services: certain outpatient procedures such as: office visits with specialists, wound care, and facility based procedures such as cardiac catheterizations, certain surgeries (i.e.: gall bladder/hernia), excision of masses (breast, lymphoma), and cataract removal. This project excludes transplants, oncology and perinatal services. The specialty care referral and coordination comes from the clinic per request by the patient's PCP.

Persons Served: 580

Needs Addressed Under This Program:

- Access to Care for Low Income Population

Program Title: **Medical Education - Allied Health and Nursing Students**

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: 195

Needs Addressed Under This Program:

- Access to Care for Low Income Population

Program Title: Medical Education - Physician Education

Description: Baylor Carrollton offers continuing medical education (CME) to physicians outside of the medical staff on subjects for which Baylor Health Care System has special expertise.

Needs Addressed Under This Program:

- Need Title: Access to Care for Low Income Population

Program Title: **Community Benefit Operations**

Baylor Scott & White Medical Center – Carrollton

Community Benefit Report: FY 2016

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Description: The Hospital 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 and providing community health needs assessments.

Persons Served: 1,247,599

Needs Addressed Under This Program:

- Multiple Chronic Conditions
- Preventative Health Screenings
- Mental/Behavioral Health

Program Title: **Community Health Education and Outreach**

Description: Baylor Carrollton provides Community Health Improvement Services which extend beyond patient care activities and are subsidized by the hospital. These activities include, but are not limited to, community health education, support groups, pastoral outreach programs, community based clinical services, caregiver training, and education on specific diseases.

Persons Served: 917

Needs Addressed Under This Program:

- Multiple Chronic Conditions

Program Title: **Health Screenings - For Women For Life Multiple Health Screening**

Description: Similar to national trends, residents in the Hospitals' service area exhibit increasing diagnoses of chronic conditions. It is common that the pathology for one condition may also affect other body systems, resulting in co-occurrence or multiple chronic conditions (MCC). The presence of MCC's adds a layer of complexity to disease management. The Hospital conducts screenings for MCC's including body fat analysis, BMI, and injury prevention.

Persons Served: 300

Needs Addressed Under This Program:

- Multiple Chronic Conditions
- Preventative Health Screenings

Program Title: **Health Screenings - It's A Guy Thing Multiple Screenings**

Description: Similar to national trends, residents in the Hospitals' service area exhibit increasing diagnoses of chronic conditions. It is common that the pathology for one condition may also affect other body systems, resulting in co-occurrence or multiple chronic conditions (MCC). The presence of MCC's adds a layer of complexity to disease management. The Hospital conducts screenings for MCC's including body fat analysis, BMI, and injury prevention.

Persons Served: 82

Needs Addressed Under This Program:

- Multiple Chronic Conditions
- Preventative Health Screenings

Program Title: **Health Screenings - Multiple Diseases**

Description: Similar to national trends, residents in the Hospitals' service area exhibit increasing diagnoses of chronic conditions. It is common that the pathology for one condition may also

affect other body systems, resulting in co-occurrence or multiple chronic conditions (MCC). The presence of MCC's adds a layer of complexity to disease management. The Hospital conducts screenings for MCC's including body fat analysis, BMI, and injury prevention.

Persons Served: 720

Needs Addressed Under This Program:

- Multiple Chronic Conditions
- Preventative Health Screenings

Program Title: Mission & Ministry Support Groups/Services

Description: Various Mission and Ministry departments and services at Baylor University Medical Center - Dallas provide support groups or services to those patients, and their family members, going through care or after care at Baylor Scott & White - Carrollton.

Persons Served: 40

Needs Addressed Under This Program:

- Behavioral Health

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

For Fiscal Year 2017, Baylor Scott & White Medical Center – Carrollton provided \$19,592,003 in unreimbursed costs of charity care and government-sponsored indigent health care.

VIII. Government-Sponsored Health Care Provided

For Fiscal Year 2017, Baylor Scott & White Medical Center – Carrollton provided \$19,053,857 in unreimbursed costs of government-sponsored health care.

IX. Other Types of Community Benefits Provided \$742,626

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

A. Community Health and Wellness Improvement Services	\$22,472
B. Community Benefit Operations	\$880
C. Financial Donations	\$18,000
D. In Kind Donations	\$947
E. Health Care Support Services	\$91,806
F. Health Screenings	\$44,272

- 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 – Carrollton reports \$140,652,389 in total operating expenses. As required by Section 311.046(1) (5), the ratio of cost to charges was 30.96%. Please see the attached worksheet for the full calculation.
- XI. **Report of Community Benefit Provided During Fiscal Year 2017**
In a commitment to fulfill its mission, Baylor Scott & White Medical Center – Carrollton benefit to the community, conservatively estimated, was \$39,388,486 for Fiscal Year 2017. Baylor Scott & White Medical Center – Carrollton 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.

Baylor Medical Center at Carrollton							
Total Operating Expenses							
Section 311.046(a)(4)							
For the Fiscal Year Ended June 30, 2015							140,652,389
Calculation of the Ratio of Cost to Charge							
Section 311.046(a)(5)							
Total Patient Revenues (from 2015 Medicare Cost Report, Worksheet G-3, Line 1)						(a)	426,783,873
Total Operating Expenses (from 2015 Medicare Cost Report, Worksheet A, Line 118, Col. 7)						(b)	125,767,711
Initial Ratio of Cost to Charge ((b) divided by (a))						(c)	29.47%
Application of Initial Ratio of Cost to Charge to Bad-Debt Expense							
Bad Debt Expense (from 2016 audited financial statements)						(d)	21,566,072
Multiply "Bad Debt Expense" by "Initial Ratio of Cost to Charge" ((d)*(c))						(e)	6,355,521
Add the allowable "Bad-Debt Expense" to "Total Operating Expenses" ((b) + (e))						(f)	132,123,232
Calculation of Ratio of Cost to Charge ((f) divided by (a))						(g)	30.96%