



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, 2019

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June 30, 2019

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

Sincerely,

A handwritten signature in blue ink that reads "Beth O'Brien".

Beth O'Brien  
President  
Baylor Scott & White Medical Center – Carrollton

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For the Fiscal Year Ended June 30, 2019

I. Effective Dates of the Report

The annual report of community benefits provided is for the fiscal year ended June 30, 2019 (Fiscal Year 2019).

II. Hospital Description

**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 remained committed to providing quality care to help meet the specific health needs of patients in North Texas.

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, 2019, the Hospital had 4,095 total adult and special care nursery admits resulting in a total of 17,862 days of care; and there were 28,876 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](http://BaylorHealth.com/Financial Assistance).

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

across the System, and comprise a significant portion of the Hospital's community benefit program.

The Hospital is also committed to assisting with the preparation of future 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, 2019, the Hospital invested in training 7 nurses and 31 allied health students. Total unreimbursed cost of these programs was \$324,474. Like physicians, neither allied health students nor nursing graduates trained at a System entity are not obligated to join the staff although many remain in the North Texas area to provide top quality nursing services to many health care institutions.

### III. Hospital Mission Statement

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

### IV. Description of Community Served

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

### V. Identified Community Health Needs

During the fiscal year ending June 30, 2016, 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](http://BSWHealth.com/CommunityNeeds).

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

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

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

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

For Fiscal Year 2019, Baylor Scott & White Medical Center – Carrollton provided \$20,401,876 in unreimbursed costs of charity care and government-sponsored indigent health care.

VIII. Government-Sponsored Health Care Provided

For Fiscal Year 2019, Baylor Scott & White Medical Center – Carrollton provided \$34,700,201 in unreimbursed costs of government-sponsored health care.

IX. Other Types of Community Benefits Provided \$1,240,653

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 \$455,201

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

B. Financial and In-kind Donations \$46,044

These donations include funds and in-kind services donated to community organizations or to the community at large to address an identified need or serve a community benefit purpose. In-kind services could include hours contributed by

staff while on hospital work time; the cost of meeting space provided to community groups and the donation of food, equipment, and supplies.

C. Medical Education \$325,924

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

D. Subsidized Health Services \$413,484

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

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

As required by Section 311.046 (a) (4), Baylor Scott & White Medical Center – Carrollton reports \$177,119,943 in total operating expenses. As required by Section 311.046(1) (5), the ratio of cost to charges was 25.82%. Please see the attached worksheet for the full calculation.

XI. Report of Community Benefit Provided During Fiscal Year 2019

In a commitment to fulfill its mission, Baylor Scott & White Medical Center – Carrollton benefit to the community, conservatively estimated, was \$56,342,730 for Fiscal Year 2019. Baylor Scott & White – Carrollton is filing its Annual Statement of Community Benefits Standard (Statement) as a consolidated system with the other affiliated hospitals of BSWH that are qualified to file a hospital system.

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

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

**Baylor Medical Center at Carrollton**

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

For the Fiscal Year Ended June 30, 2018 177,119,943

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

Total Patient Revenues (a) 407,729,917  
(from 2018 Medicare Cost Report, Worksheet G-3, Line 1)

Total Operating Expenses (b) 99,307,794  
(from 2018 Medicare Cost Report, Worksheet A, Line 118,  
Col. 7)

Initial Ratio of Cost to Charge ((b) divided by (a)) (c) 24.36%

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

Bad Debt Expense (d) 24,485,511  
(from 2019 audited financial statements)

Multiply "Bad Debt Expense" by "Initial Ratio of Cost to Charge"  
((d)\*(c)) (e) 5,964,670

Add the allowable "Bad-Debt Expense" to "Total Operating  
Expenses" ((b) + (e)) (f) 105,272,464

Calculation of Ratio of Cost to Charge ((f) divided by (a)) (g) 25.82%