



Baylor Scott & White Health

Baylor Scott & White Medical Center – Plano

4700 Alliance Blvd., Plano, TX 75093

Taxpayer ID # 82-0551704

For the Fiscal Year Ended June 30, 2016



Baylor Scott & White

MEDICAL CENTER

PLANO

Baylor Scott & White Medical Center - Plano
Annual Report of Community Benefits
4700 Alliance Blvd., Plano, TX 75093
Taxpayer ID # (82-0551704)
For the Fiscal Year Ended June 30, 2016
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June 30, 2016

Dear Fellow Texan:

Since opening in December 2004, Baylor Scott & White Medical Center – Plano (Baylor Scott & White - Plano) has been dedicated to providing compassionate, quality care in a safe and efficient manner to our diverse population that includes adults residing in Collin County 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 - Plano serves thousands of patients annually for scoliosis care, orthopedics and sports medicine, digestive disease, neuroscience, neuro-interventional radiology, oncology, women's services, surgical weight loss, all digital imaging needs, physical therapy 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 – Plano 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 access to care for middle to lower socioeconomic status, mental and behavioral health, and preventable admissions. 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 – Plano 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.

Sincerely,

A handwritten signature in black ink that reads "Jerri Garison". The signature is written in a cursive, flowing style.

Jerri Garison,
MSHA, BSN, RN
President, Baylor Scott & White Health – East Region
President, Baylor Scott & White Medical Center - Plano

Baylor Scott & White Medical Center – Plano
Community Benefit Report: FY 2016

Baylor Scott & White Medical Center - Plano
Annual Report of Community Benefits
4700 Alliance Blvd., Plano, TX 75093
Taxpayer ID # (82-0551704)
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 - Plano, an affiliate of Baylor Scott & White Health (BSWH), is a leading community and safety-net hospital in its service area. Backed by 110 years of experience, BSWH expanded into Collin County in 2004 with the Hospital opening. The Hospital is a 160-bed, seven 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 the Baylor Scoliosis Center.

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

- The Hospital began offering a one-day joint replacement discharge for eligible patients undergoing total hip or total knee replacement surgery in 2016. This innovative approach means patients can have surgery one morning and go home the following day.
- Baylor Scott & White – Plano added a new CT than can hold up to 600 pounds in 2016 to better serve weight loss surgery patients. It can also provide better views of hardware in patient's bodies, which is helpful for scoliosis patients.
- In March 2016, the Hospital expanded its PCU unit from 16 to 32 beds to increase its ability to treat a higher number of patients with higher complexity of needs.
- The Hospital invested more than \$1 million to refresh and enhance its inpatient units to better serve patients in 2014.
- Among the many services that have been added to the Hospital since its opening are: Automated Breast Ultrasound (ABUS), I-131 radiotherapy and neuro-interventional radiology.

The Hospital uses its revenue after expenses to improve the health of Plano and surrounding communities through patient care, education, research, and community service. In the fiscal year ending June 30, 2016, the Hospital had 6,619 total adult and special care nursery admits resulting in a total of 33,015 days of care; and there were 24,010 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

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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, 2016, the Hospital invested in training 47 nurses. Total unreimbursed cost of these programs was \$162,391. 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.

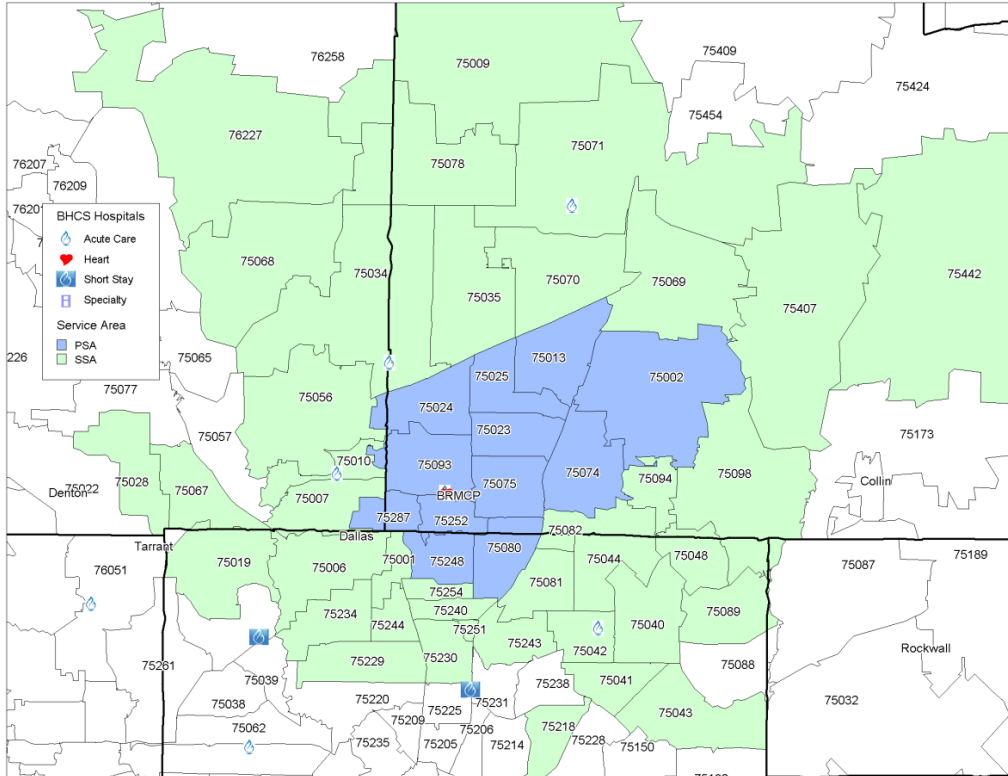
"Wellness" refers to our ongoing effort to educate the people we serve, helping them get healthy and stay healthy.

"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.

Located in Collin County, the Hospital serves the Eastern Region of the System and its total service area includes ZIP codes from Allen, Carrollton, Dallas and Richardson Counties.



The service area comprises:

- An urban/suburban geographic area
- Service Area Population: 1,910,173
- Service Area Ethnicity: White Non-Hispanic = 56.8 percent; Black Non-Hispanic = 9.4 percent; Hispanic = 22.1 percent; Asian and Pacific Islanders Non-Hispanic = 9.0 percent; All Others = 2.7 percent
- Service Area Payer Mix: Managed Care = 43.9 percent; Medicaid = 13.4 percent; Medicare = 32.7 percent; Self Pay/Charity = 9.6 percent; Other = 0.4 percent
- Service Area Household Average Income = \$90,938
- Service Area living below the Federal Poverty Level (“FPL”): 6.6 percent (compared to 10.5 percent living below the FPL in the Dallas/Fort Worth Metroplex, and 10.2 percent living below the FPL in the United States)
- Number of other hospitals serving the community: 34 hospitals other than Baylor Plano
- Medically Underserved: The Baylor Plano service area contains multiple medically underserved areas or populations
- Service Area Education: Less than High School = 5.2 percent; Some High School = 5.5 percent; High School Diploma = 18.0 percent; Some College/Associates Degree = 29.4 percent; Bachelor’s Degree or Greater = 41.9 percent

- Service Area male population = 958,921; Service Area female population = 951,252
- Service Area Age: 0-14 = 23.4 percent; 15-17 = 4.2 percent; 18-24 = 8.0 percent; 25-34 = 15.1 percent; 35-54 = 31.0 percent; 55-64 = 9.8 percent; 65+ = 8.4 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, BaylorHealth.com/Community. 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 the Hospital. This health assessment will serve as the foundation for community health improvement efforts for next three years.

The FY 2013 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 and 18 (Region 9 and 18 RHP) and the Consumer Health Report conducted by the National Research Corporation (NRC) for the Hospital, 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 BHCS Senior Leadership, the BHCS Mission and Community Benefit Committee and approved by the BHCS 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:

- A. Behavioral health
- B. Access to Care for Low Income/Underserved
- C. Elderly At Home and Nursing Home Patients
- D. Prenatal care
- E. Emergency and Urgent Care
- F. Multiple Chronic Conditions
- G. Preventive Health Screenings
- H. Preventable Acute Care Admissions
- I. Co-morbid Medical and Behavioral Health Conditions
- J. Patient Safety and Hospital Acquired Conditions

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: 6,731

Needs Addressed Under This Program:

- Access to Care for Low Income/Underserved

Program Title: **Donations –In Kind**

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 Hospital's services beyond the wall of the hospital.

Persons Served: Unknown

Needs Addressed Under This Program:

- Access to Care for Low Income/Underserved

Program Title: **Donations –In Kind Faith In Action**

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.

Persons Served: Unknown

Needs Addressed Under This Program:

- Access to Care for Low Income/Underserved

Program Title: **Douglass Community Clinic Subsidy**

Description: Health care support services are provided by the hospital to increase access and quality care in health services to individuals in the Douglas Community of East Plano, a lower-income and an under-served community of Plano.

Persons Served: 832

Needs Addressed Under This Program:

- Access to Care for Low Income/Underserved
- Behavioral Health
- Multiple Chronic Conditions
- Preventive Health Screenings
- Preventable Acute Care Admission

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. Health care support services are provided by the hospital to increase access and quality care in health services to individuals in the Douglas Community of East Plano, a lower-income and an under-served community of Plano.

Persons Served: 167

Needs Addressed Under This Program:

- Access to Care for Low Income/Underserved

Program Title: **Health Professions Education**

Description: Baylor Scott & White - Plano works with the Plano Independent School District and other local School Districts to present information on careers. This program addresses the

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documented health care worker shortage and is intended to encourage students to consider health care careers.

Persons Served: 68

Needs Addressed Under This Program:

- Access to Care for Low Income/Underserved

Program Title: **Health Screenings Cardiovascular**

Description: The Hospital provides cardiovascular screenings in the community as a response to a needs identified through a community health needs assessment (CHNA).

These services are provided free of charge and targeted for a broad community including underserved and underinsured.

Persons Served: 173

Needs Addressed Under This Program:

- Access to Care for Low Income/Underserved
- Co-morbid and Behavioral Health Conditions
- Multiple Chronic Conditions
- Preventive Health Screenings

Program Title: **Medical Education CME's**

Description: The Hospital provides educational events and continuing education for health professionals from outside Baylor to help improve the quality of the workforce for the community.

Persons Served: 338

Needs Addressed Under This Program:

- Access to Care for Low Income/Underserved
- Patient Safety and Hospital Acquired Conditions

Program Title: **Medical Education Nursing Clinical Supervision**

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: 47

Needs Addressed Under This Program:

- Access to Care for Low Income/Underserved

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Program Title: Physician Recruitment

Description: Baylor Scott & White – Plano expands the availability of primary and specialty care services throughout the TSA, supporting access in neighborhoods with low socioeconomic status, improves access to quality primary and specialty care and establishes “medical homes” for residents of North Texas who lack a primary care physician. The hospital will work to recruit physicians and other health professionals to meet the demand for primary and specialty care services within the hospital’s TSA, which currently exceeds available physicians in the area, thus limiting health care access.

Persons Served: 2

Needs Addressed Under This Program:

- Access to Care for Low Income/Underserved

Program Title: Cancer Survivorship

Description: A monthly support program for cancer survivors and caregivers is provided by the hospital to help cancer patients and their family members gain education on how to overcome cancer as well as live a healthy-post cancer life. The program also provides cancer patients with emotional support in dealing with a cancer diagnosis.

Persons Served: 263

Needs Addressed Under This Program:

- Behavioral Health
- Multiple Chronic Conditions

Program Title: Child Life Specialists in Palliative Care

Description: A monthly support program for cancer survivors and caregivers is provided by the hospital to help cancer patients and their family members gain education on how to overcome cancer as well as live a healthy-post cancer life. The program also provides cancer patients with emotional support in dealing with a cancer diagnosis.

Persons Served: 263

Needs Addressed Under This Program:

- Behavioral Health
- Co-morbid Medical and Behavioral Health Conditions

Program Title: Community Clinical and Wellness Services

Description: The hospital provides flu shots to the broader community as well as the underserved/uninsured for the purpose of preventing flu epidemics.

Persons Served: 1,652

Needs Addressed Under This Program:

- Access to Care for Low Income/Underserved
- Multiple Chronic Conditions
- Preventive Health Screenings

Program Title: **From Cancer to Health**

Description: From Cancer to health (C2H) is the first evidence-based bio-behavioral intervention designed for people newly diagnosed with cancer. This intervention has been shown to significantly improve coping and help people adjust emotionally to the unique challenges they face, from diagnosis to survivorship. This program is open to any cancer patient in the community and is advertised to physicians through panel cards, on the hospital website and through various PR opportunities.

Persons Served: 67

Needs Addressed Under This Program:

- Behavioral Health

Program Title: **Passing the Hat**

Description: A program for oncology patients, caregivers, and volunteers to come together and knit chemotherapy caps to be donated to oncology patients in need. The program focuses on stress reduction of former cancer patients as well as current caregivers of cancer patients who are able to come together in an informal setting and receive support from one another while also giving back to current cancer patients by using their talents to create chemo caps.

Persons Served: 78

Needs Addressed Under This Program:

- Behavioral Health
- Multiple Chronic Conditions

Program Title: **Joint Pain Seminar**

Description: This program of free educational seminars conducted by an orthopedic surgeon educates the public on various causes of knee or hip pain and the different treatment options available to them to address that pain. The seminar covers both non-surgical and surgical options. The joint pain seminars are free and open to the public.

Persons Served: 53

Needs Addressed Under This Program:

- Co-morbid Medical and Behavioral Health Conditions
- Elderly At Home and Nursing Home Patients
- Multiple Chronic Conditions

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Program Title: Health Fair Events

Description: Baylor Scott & White -Plano holds health fair events in the community to assist in educating the broader community on disease identification, prevention and wellness. The hospital will offer education at health fairs and community events on proper use of the emergency department including how to be prepared and what to expect from a visit to the emergency department. The hospital will also provide preventive screenings including pulmonary function screening, cholesterol screening and BMI and Body Fat screening.

Persons Served: 1,751

Needs Addressed Under This Program:

- Emergency and urgent care
- Multiple Chronic Conditions
- Patient Safety and Hospital Acquired Conditions
- Prenatal Care

Program Title: Community Health Education

Description: Seminars, support groups and groups designed to assist particular patient populations are provided by physicians on the Baylor Plano medical staff and other clinicians on the Baylor Scott & White - Plano staff for members of our community. Health and wellness education on various health related topics, such as understanding specific health conditions and diseases, when to seek treatment from a physician and the current treatment options available for health conditions are provided free to the community.

Persons Served: 676

Needs Addressed Under This Program:

- 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 help to extend the services of the hospital beyond its walls.

Persons Served: N/A

Needs Addressed Under This Program:

- Multiple Chronic Conditions

Financial Donations Partnerships:

Sci-Tech Discovery Center

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Description: The Sci-Tech Discovery Center provides dynamic educational experiences that inspire people of all ages and backgrounds to embrace discovery and innovation through the active exploration of science, math and technology.
Needs Addressed Through This Partnership:

- Access to Care for Low Income/Under-served

Chabad of Plano/Collin County

Description: Chabad is an organization whose international presence of over 3,000 centers world-wide and diverse range of participants are united in a simple philosophy; Love every Jew, reach out to every Jew, educate every Jew.

Needs Addressed Through this Partnership:

- Access to Care for Low Income/Under-served

American Cancer Society

Description: The American Cancer Society is the nationwide, community-based, voluntary health organization dedicated to eliminating cancer as a major health problem by preventing cancer, saving lives and diminishing suffering from cancer through research, education, advocacy and service.

Needs Addressed Through this Partnership:

- Multiple Chronic Conditions

My Possibilities

Description: My Possibilities is a 501(c)(3) nonprofit organization serving adults with disabilities (Autism, Down Syndrome, Asperger's, Prader-Willi, head injuries, etc.). More specifically, the organization is the FIRST full day, full year continuing education program in Collin County for disabled Texans who have "aged out" of secondary education.

Needs Addressed Through this Partnership:

- Access to Care for Low Income/Under-served
- Mental/Behavioral Health

Collin College

Description: Collin College is a local University with a nursing program. Over the past several years Baylor Plano has sponsored Collin College to help support scholarships for nursing students at Collin College. Over the years Baylor Plano has had many student nurses from the Collin College nursing program train at Baylor Plano.

Needs Addressed Through this Partnership:

- Access to Care for Low Income/Under-served

Crohn's and Colitis Foundation

Description: The Crohn's and Colitis Foundation of American is a non-profit, volunteer-driven organization dedicated to finding the cure for Crohn's disease and ulcerative colitis.

Needs Addressed Through this Partnership:

- Multiple Chronic Conditions

Leukemia & Lymphoma Society

Description: The Leukemia & Lymphoma Society is a national voluntary health agency dedicated to curing leukemia, lymphoma, Hodgkin's disease, and myeloma, and to improve the quality of life of patients and their families. They are the recognized leader in the fight against leukemia and related cancers.

Needs Addressed Through this Partnership:

- Multiple Chronic Conditions

Plano ISD Education Foundation

Description: Since 1968 NWC has raised \$4.3 million for local charities and has provided critical volunteer services to local community service projects. This past year they distributed \$281,000 to five agencies and 2 UTD Scholarship Funds.

Needs Addressed Through this Partnership:

- Access to Care for Low Income/Under-served

Susan G. Komen Breast Cancer Foundation, North Texas

Description: The Komen North Texas Race for a Cure raises money for breast cancer research as well as celebrates breast cancer survivors.

Needs Addressed Through this Partnership:

- Co-morbid Medical and Behavioral Health Conditions

North Texas Food Bank

Description: Founded in 1982, the North Texas Food Bank (NTFB) is a Dallas nonprofit hunger relief organization that distributes donated, purchased and prepared foods through a network of more than 200 Partner Agencies in 13 counties. As a member of Feeding America, we support the nutritional needs of children, families and seniors through education, advocacy and strategic partnerships.

Needs Addressed Through this Partnership:

- Access to Care for Low Income/Underserved

Program Title: Health Screenings Cancer

Description: Baylor Scott & White - Plano holds free cancer health screening events and health fairs in the community, at the hospital and at local businesses to assist in the prevention and identification of potential diseases for the broader community and those who are under insured or medically underserved. Services provided include skin and general cancer screenings.

Persons Served: 276

Needs Addressed Under This Program:

- Multiple Chronic Conditions
- Preventive Health Screenings

Program Title: **Look Good, Feel Better**

Description: Look good Feel Better is dedicated to improving the self-esteem and quality of life for people undergoing treatment for cancer. The aim of the program is to improve self-image and appearance through complimentary group, individual and self-help beauty sessions that create a sense of support, confidence, courage and community. This program is open to the entire community, and isn't restricted to patients of the hospital.

Persons Served: 25

Needs Addressed Under This Program:

- Behavioral Health

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

For Fiscal Year 2016, Baylor Scott & White - Plano provided \$7,498,758 in unreimbursed costs of charity care and government-sponsored indigent health care.

VIII. Government-Sponsored Health Care Provided

For Fiscal Year 2016, Baylor Scott & White - Plano provided \$29,143,524 in unreimbursed costs of government-sponsored health care.

IX. Other Types of Community Benefits Provided \$1,428,782

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

A. Community Health and Wellness Improvement Services	\$136,275
B. Community Benefit Operations	\$54,257
C. Financial Donations	\$51,900
D. In Kind Donations	\$17,606
E. Health Care Support Services	\$128,354
F. Health Screenings	\$5,760

G. Medical Education	\$207,483
H. Workforce Development	\$148,493
I. Subsidized Health Services	\$405,265
J. Research	\$273,389

X. Total Operating Expenses and Calculation of the Ratio of Cost to Charge
As required by Section 311.046 (a) (4), Baylor Scott & White – Plano reports \$163,389,539 in total operating expenses. As required by Section 311.046(1) (5), the ratio of cost to charges was 29.54%. Please see the attached worksheet for the full calculation.

XI. Report of Community Benefit Provided During Fiscal Year 2016
In a commitment to fulfill its mission, Baylor Scott & White – Plano benefit to the community, conservatively estimated, was \$38,071,064 for Fiscal Year 2016. Baylor Scott & White – Plano 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 Regional Medical Center at Plano

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

For the Fiscal Year Ended June 30, 2015 163,389,539

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

Total Patient Revenues (a) 508,497,283
(from 2015 Medicare Cost Report, Worksheet G-3, Line 1)

Total Operating Expenses (b) 147,337,490
(from 2015 Medicare Cost Report, Worksheet A, Line 118, Col. 7)

Initial Ratio of Cost to Charge ((b) divided by (a)) (c) 28.98%

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

Bad Debt Expense (d) 9,905,849
(from 2016 audited financial statements)

Multiply "Bad Debt Expense" by "Initial Ratio of Cost to Charge" ((d)*(c)) (e) 2,870,715

Add the allowable "Bad-Debt Expense" to "Total Operating Expenses" ((b) + (e)) (f) 150,208,205

Calculation of Ratio of Cost to Charge ((f) divided by (a)) (g) 29.54%