Letter from the President
I. Effective Dates of the Report

II. Hospital Description

III. Hospital Mission Statement

IV. Description of the Community Served

V. Identified Community Health Needs by Priority
   1. Access to care for middle to lower socioeconomic status
   2. Drug abuse
   3. Lack of dental providers
   4. Mental / behavioral health
   5. Preventable admissions: adult uncontrolled diabetes
   6. Teen births

VI. Programs Addressing Identified Community Health Needs

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

VIII. Government-Sponsored Health Care Provided

IX. Other Types of Community Benefits Provided
   A. Community Health and Wellness Improvement Services
   B. Community Benefit Operations
   C. Financial Donations
   D. In Kind Donations
   E. Enrollment Services
   F. Health Care Support Services
   G. Health Screenings
   H. Medical Education
   I. Workforce Development

X. Report of Community Benefits Provided During Fiscal Year 2017
November 10, 2017

Dear Fellow Texan:

Among the many organizations, strategies and resources hard at work fighting heart disease, one in particular stands as a leader on the Collin County landscape with a mission to provide safe, quality, compassionate heart and vascular care to people from all walks of life – The Heart Hospital Baylor Plano. As of January 22, 2007, it is the culminating vision of two interventional cardiologists focused on creating a unique care model in the challenging battle against heart and vascular disease. In January 2017, the hospital celebrated its 10-year anniversary.

The Heart Hospital Baylor Plano is the first and only freestanding, full-service hospital in this region dedicated solely to heart and vascular care. The hospital was created through a partnership between Baylor Scott & White Medical Center - Plano and 86 cardiovascular physicians and surgeons practicing in North Texas.

The hospital has received numerous awards and recognition since its January 2007 opening. For FY17, The Heart Hospital Baylor Plano received a 16th in the nation ranking for “Cardiology & Heart Surgery” from U.S. News & World Report where we rated "High Performing" in five Adult Procedures/Conditions: Abdominal Aortic Aneurysm Repair, Aortic Valve Surgery, Heart Bypass Surgery, Heart Failure, and Lung Cancer Surgery; received a three-star quality rating, the highest rating possible, from The Society of Thoracic Surgeons (STS) for aortic valve replacement surgery (AVR) and aortic valve replacement surgery + coronary artery bypass graft surgery (AVR + CABG); received a three-star participation award, the highest possible star rating, from the Vascular Quality Initiative (VQI). Only 13 percent of participating centers received three stars. We also performed the hospital’s 1,000th Cardiothoracic robotic surgery in April 2017; received Press Ganey’s Guardian of Excellence Award® for reaching the 95th percentile in either patient experience, employee or physician engagement, or clinical quality performance, and received Press Ganey’s Pinnacle of Excellence Award® for consistently high levels of excellence over three years in either patient experience, employee engagement, physician engagement or clinical quality performance.

Using data from the most recent Dallas County Needs Assessment and focusing on our community service area north of 635 (LBJ Freeway), The Heart Hospital has focused its community service efforts on cardiovascular disease. The hospital provides a variety of screenings to the public at health events on- and off-campus.

The Heart Hospital Baylor Plano has chosen to deliver and measure our community benefit efforts in the broader communities of the North Texas region that can benefit from cardiovascular health education and screenings.

I encourage you to give me feedback for this report. Please address comments to me, in care of Niki Shah, Vice President, Care Redesign and Equitable Health, Baylor Scott & White Health, 8080 N. Central Expressway, Suite 700, Dallas, TX 75206.

Sincerely,

Mark A. Valentine  
President  
The Heart Hospital Baylor Plano and The Heart Hospital Baylor Denton  

The Heart Hospital Baylor Plano  
Community Benefit Report: FY 2017  
Page 2
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
The Heart Hospital Baylor Plano (Hospital), an affiliate of Baylor Scott & White Health (BSWH), is a leading community and safety-net hospital in its service area. The Heart Hospital Baylor Plano (Hospital) is owned and operated through a joint venture partnership that is controlled by Baylor Scott & White Medical Center – Plano (Baylor Plano), an affiliate of Baylor Scott & White Health (BSWH). Baylor Plano has partnered with local physicians to operate the Hospital to bring quality health care services to the Hospital’s community and to further Baylor Plano’s and BSWH’s charitable purpose and mission.

The hospital has received numerous awards and recognition since its January 2007 opening. In December 2014, BSWH announced an alliance with Cleveland Clinic’s Sydell and Arnold Miller Family Heart & Vascular Institute. The alliance creates a collaboration involving the academic, clinical and research components of Cleveland Clinic and three BSWH hospitals, one of which is The Heart Hospital Baylor Plano. In January 2017, the hospital celebrated its 10-year anniversary. For FY17, The Heart Hospital Baylor Plano received a 16th in the nation ranking for “Cardiology & Heart Surgery” from U.S. News & World Report where we rated "High Performing" in five Adult Procedures/Conditions: Abdominal Aortic Aneurysm Repair, Aortic Valve Surgery, Heart Bypass Surgery, Heart Failure, and Lung Cancer Surgery; received a three-star quality rating, the highest rating possible, from The Society of Thoracic Surgeons (STS) for aortic valve replacement surgery (AVR) and aortic valve replacement surgery + coronary artery bypass graft surgery (AVR + CABG); received a three-star participation award, the highest possible star rating, from the Vascular Quality Initiative (VQI). Only 13 percent of participating centers received three stars. We also performed the hospital’s 1,000th Cardiothoracic robotic surgery in April 2017; received Press Ganey’s Guardian of Excellence Award® for reaching the 95th percentile in either patient experience, employee or physician engagement, or clinical quality performance, and received Press Ganey’s Pinnacle of Excellence Award® for consistently high levels of excellence over three years in either patient experience, employee engagement, physician engagement or clinical quality performance. The hospital was also named as “Hospitals with Great Heart Programs” by Becker’s Hospital Review in September 2016 and named “One of 49 Hospitals with the Lowest Heart Attack Mortality Rates” by Becker’s Infection Control & Clinical Quality based on the hospital’s 11.5 percent 30-day mortality rate.
The Hospital is the first and only freestanding, full-service hospital in this region dedicated solely to heart and vascular health care. Committed to providing safe, quality, compassionate care and five-star service, the 116-bed hospital offers a medical staff of more than 128 physician partners -- cardiovascular physicians and surgeons -- practicing in North Texas as well as an additional 529 non-partner physicians representing multiple other specialties. The Hospital has eight operating rooms with an eighth room serving as a hybrid operating room, four catheterization suites and four electrophysiology suites. The Hospital is located adjacent to Baylor Scott & White Medical Center - Plano and provides inpatient and outpatient care, including diagnostic, interventional, and surgical and rehabilitation services, as well as wellness and prevention support and a 24-hour emergency department. Specialized heart and vascular services provided include:

– Cardiothoracic surgical services, including robotic surgery technology for cardiac and thoracic surgeries
– Cardiac diagnostic and interventional services
– Electrophysiology services
– Peripheral vascular services
– Vascular surgery
– Heart failure services
– Cardiopulmonary rehabilitation
– Non-invasive cardiac testing
– Comprehensive research center

In addition to providing inpatient, ambulatory and emergency services, the Hospital also offers cardiovascular outpatient services through the Center for Advanced Cardiovascular Care (CACC). With two locations in Plano and McKinney, this highly specialized and unique outpatient setting provides comprehensive and multidisciplinary clinic and imaging services, which offers physicians and their referred patients convenience and efficiency in diagnosis and evaluation. The CACC is owned and operated by the Hospital, is considered a department of the Hospital and follows all of its policies and procedures. The CACC offers a comprehensive and efficient structure providing:
– One-stop setting for multiple services for patients, physicians and staff
– Consolidation of resources and utilization
– Disease-specific evaluation clinics and research trial opportunities
– Educational, nutrition and social consults
– Highly advanced imaging services on site
– Laboratory services

The CACC’s Congestive Heart Failure Center plays a critical role in helping to reduce and maintain the Hospital’s heart failure readmission rate. CACC staff work closely, and in conjunction, with in-patient Hospital staff to capture soon-to-be discharged heart failure patients to provide education and assist in coordinating a plan of post-discharge care. In determining a hospital’s heart failure readmission rate, there are 35 core measures also known as Quality Indicators developed by the Centers for Medicare and Medicaid Services

The Heart Hospital Baylor Plano
Community Benefit Report: FY 2017
Page 4
(CMS) and measured by The Joint Commission. Patient outcomes and quality measures are transparent to the entire organization and publicly reported. The CACC Congestive Heart Failure Center manages initiatives in four categories measured by the quality indicators, including acute myocardial infarction, pneumonia, congestive heart failure and surgical care improvement.

In addition to the Congestive Heart Failure Center, the CACC offers the following clinic settings, some of which also offer research participation for referred patients who meet trial criteria:
- Thoracic Aortic Disease Center
- The Heart Valve Center of Texas
- Pulmonary Hypertension Center
- Arrhythmia Center
- Vascular and Diabetic Foot Center
- Inherited Cardiovascular Disease Center
- Global Heart Health Center
- Thoracic Robotic Center

Additional outpatient services include the Hospital’s cardiac rehabilitation program which aids patients in recovery from a cardiovascular event and promotes the lifestyle changes needed to prevent future events. The program is nationally certified by the American Association of Cardiovascular and Pulmonary Rehabilitation and draws on a multidisciplinary team including physicians, registered nurses, exercise physiologists, registered dietitians, and chaplains in a carefully designed program tailored to each patient’s specific needs. There are 180 Cardiac Rehab programs in the state of Texas and the Hospital is one out of 66 programs in the state that are certified by AACVPR. The program features monitored physical activity in which patients gradually increase the efficiency of their heart and lungs, strengthening the body's muscles while gaining the confidence needed to return to daily life.

The Hospital opened a pulmonary rehabilitation program in January 2013 focused on helping pulmonary patients breathe better and improve quality of life. The program is led by a multidisciplinary health care team made up of physicians on the medical staff, respiratory therapists, nurses, exercise physiologists, registered dietitians and chaplains. There are 95 Pulmonary Rehab programs in the state of Texas and the Hospital is one out of 18 programs in the state that are certified by AACVPR. Pulmonary rehabilitation serves patients with a wide range of lung conditions, including chronic obstructive pulmonary disease, pulmonary hypertension, pulmonary fibrosis and other conditions of the respiratory system through monitored exercise sessions and education.

The Hospital is also committed to fostering translational research that helps transform scientific discoveries arising from laboratory, clinical, or population studies into clinical applications. By integrating data types, the complex and underlying causes and outcomes of illness can be revealed. In turn, allowing for effective prevention, early detection and personalized treatments may be realized. Since 2008, nearly 3,000 patients have participated in clinical trials conducted through The Heart Hospital Baylor. Since that time, we have completed more than 50 trials and have 100 active clinical trials. Baylor Scott & White Research Institute (BSWRI) is accredited by the Association

The Heart Hospital Baylor Plano
Community Benefit Report: FY 2017
Page 5
for the Accreditation of Human Research Protection Programs (AAHRPP), which is a voluntary, peer-driven and educationally based model of accreditation.

The BSWRI team is backed by more than 3,000 board-certified physicians including approximately 500 active research investigators experienced in drug, device, and vaccine studies.

For additional information about clinical trials, contact the Research Office at 469.814.4720 or send e-mail to THHBPResearchDepartment@bswhealth.org.

The departments under Surgical Services include surgery, anesthesia services, sterile processing, post anesthesia care, day surgery, pre-admission testing, and central scheduling. Hospital guests are guided through each phase of the surgical experience. The Hospital's surgical department provides treatment for cardiac, thoracic, and vascular conditions. These conditions are treated utilizing minimally invasive, robotic, traditional and investigational techniques.

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, 2017, the Hospital had 8,214 total adult and special care nursery admits resulting in a total of 29,018 days of care; and there were 6,551 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 available 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 51 nurses. Total unreimbursed cost of these programs was $201,994. 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 2017 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 (Colling 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 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. Drug abuse
3. Mental / behavioral health
4. Lack of dental providers
5. Preventable admissions: adult uncontrolled diabetes
6. Teen births

VI. Programs Addressing Identified Community Health Needs

**Program Title: Afib Education Series**
**Description:** The Heart Hospital Baylor Plano provides a series on the topic of atrial fibrillation. Physicians who specialize in electrophysiology present topics related to Afib, the disease process, and treatment. The seminars are held at the hospital quarterly from 6:00 p.m. to 7:00 p.m.

**Persons Served:** 7

**Needs Addressed Under This Program:**
- Access to Care for Low to Middle Socio Economic
Program Title: Blood Drives
Description: The Heart Hospital Baylor Plano works to increase the availability of blood and blood products by assisting with blood drives through the Red Cross. This includes educating potential donors about healthy habits that will reduce referrals for conditions such as low iron, improve the yield from platelet donors and educate on the importance of using containers that extend the time that blood can be safely shipped. Increasing diverse blood donor recruitment is critical to the future of our community’s blood supply. The Red Cross is implementing initiatives throughout the country to increase the number of blood donors in diverse communities and raise awareness of the need to give blood. Through its 39 laboratories, offering support to hospitals across the country, and its collaboration with AABB on the American Rare Donor Program, the Red Cross helps ensure that patients will get the blood they need at any time of the day or night.
Persons Served: 145
Needs Addressed Under This Program:
   • Access to Care for Low to Middle Socio Economic

Program Title: Community Benefit Operations
Description: Community benefit operations include costs associated with assigned staff and community health needs and/or assets assessment, as well as other costs associated with community benefit strategy and operations. The staff may include non-clinical employees of the hospital (i.e. marketing, finance, project managers, etc.) as well as clinical staff such as RNs, patient care technicians, lab, research, cardiac rehabilitation, nutrition and other departments. Items tracked include the number of hours that committees, teams or departments will spend planning the event(s) as well as execution of the event(s).
Persons Served: 993
Needs Addressed Under This Program:
   • Access To Care for Middle to Lower Socio Economic

Program Title: Community Health Education
Description: The Heart Hospital Baylor Plano participates in several major health fairs targeted at underserved communities. These events are offered annually to the community free of charge and are coordinated through a collaborative effort. Representatives of the Hospital participate on the planning committees and numerous employees volunteer at the events, providing screenings and educational information at each event. The Hospital purchases the screening supplies for these events.

The Hospital provides opportunities for the physicians on the medical staff to speak about cardiovascular disease, symptoms and treatments of disease, prevention methods and wellness on local news stations and at community events. The Hospital maintains an educational website to provide resources on programming, events in the community, healthy coping methods, medication explanations, problem resolution to reduce risk, healthy eating and resources for those living with cardiovascular diseases.
Persons Served: 180
Needs Addressed Under This Program:
   • Access to Care for Middle to Lower Socio Economic
Program Title: Donations – Financial

Description: The Heart Hospital Baylor Plano provides in-kind cash donations to various charities, sports sponsorships/venues, not-for-profit organizations, and other local charities, such as Living for Zachary, American Heart Association, Nancy Lieberman Foundation, Children’s Advocacy Center of Collin County, CASA of Collin County, and others.

Following are recipients of financial donations for the fiscal year ending June 30, 2016:

- **American Cancer Society** - 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. The American Cancer Society’s international mission concentrates on capacity building in developing cancer societies and on collaboration with other cancer-related organizations throughout the world in carrying out shared strategic directions.

- **American Heart Association** - The Heart Hospital Baylor Plano supports the American Heart Association through various sponsorships and fundraisers held throughout the year. The largest event the hospital sponsors is the annual AHA Heart Walk held each September. The hospital hosts various fundraisers such as gift basket raffles and Employee of the Year donations through purchased tickets. The AHA mission is to build healthier lives, free of cardiovascular diseases and stroke through funding innovative research, fighting for stronger public health policies and providing critical tools and information to save and improve lives.

- **CASA of Collin County** - CASA (Court Appointed Special Advocates) of Collin County promotes and protects the best interests of children who have been abused or neglected by training volunteer advocates to improve the child’s quality of life and serves as their voice within the court system to ensure they are placed in a safe, permanent and loving home.

- **Children’s Advocacy Center of Collin County** - The Children’s Advocacy Center of Collin County mission is to provide safety, healing and justice for children victimized by abuse or neglect in our community. Their vision - a community free from child abuse. The Center utilizes a multidisciplinary team approach to facilitate the investigation, treatment and prosecution of child abuse. Working collaboratively with law enforcement and Child Protective Services, the Center brings all services to abused children under one roof to minimize additional trauma to vulnerable children.

- **DFW Indian Cultural Society** – DFW Indian Cultural Society (DFW ICS) is a not for profit organization under 501(c) 3. DFW ICS has a strong commitment to the community which is reflected in the variety projects that it has undertaken, such as organizing the Diwali Mela, entertainment programs, sponsoring the Medical Clinics in Plano and Lewisville, for the uninsured and has recognized the contribution of teachers to the community by giving cash rewards. DFW ICS has supported multiple non-profit organizations throughout metropolis.

- **First Book** - First Book is an organization providing access to new books for children in need. First Books goal is to serve low income families through schools and libraries. With our sponsorship donation, 100 books were donated with The Heart
Hospital Baylor Plano name stamped inside the book to a First Book approved Title 1 school and our logo was displayed at the premiere fashion show luncheon.

- **North Dallas KLIFE** – North Dallas KLIFE is a community-wide, interdenominational Christian ministry of discipleship and fellowship for youth and their families. KLIFE works alongside churches and families in the community to teach and encourage kids to be strong in the Lord in spite of all the negative pressures they face as teenagers. KLIFE is a non-profit organization impacting a youth culture for Christ focused on mentoring, coaching, and disciplining today’s teenagers in North Dallas communities. Through our sponsorship, The Heart Hospital Baylor Plano received recognition through PA announcements, logo on t-shirts, etc.

- **Living for Zachary (L4Z)** – The Heart Hospital Baylor Plano is a major sponsor of several Living for Zachary events in the DFW area, such as the L4Z Education Forum, where The Heart Hospital provides complimentary screenings (blood pressure, limited 2D echocardiograms and electrocardiograms) at the event. The hospital also offers L4Z booth space at our annual For Women For Life™ and It’s a Guy Thing™ community health events. Additionally, The Heart Hospital is a sponsor of the L4Z HeartRun (held annually in the fall) and the L4Z HeartBeats Gala (held annually in February). We also provide L4Z screenings through The Heart Hospital and advertise this through our website and marketing collateral.

- **Nancy Lieberman Foundation** - The Heart Hospital Baylor Plano supports Nancy Lieberman through monetary support of her charitable foundation. Guiding youngsters and helping the disadvantaged has always been a passion for Nancy Lieberman, and through this philosophy, The Nancy Lieberman Charity was born. During the summer, she hosts and coaches basketball clinics and camps for girls and boys in Dallas, Detroit and Phoenix. She hopes that through positive guidance and helpful instruction, she can propel the next generation of student athletes to success on and off the court.

- **North Texas Food Bank** – 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, they support the nutritional needs of children, families and seniors through education, advocacy and strategic partnerships.

- **Special Olympics Texas** - The mission of Special Olympics is to provide year-round sports training and athletic competition in a variety of Olympic-type sports for children and adults with intellectual disabilities, giving them continuing opportunities to develop physical fitness, demonstrate courage, experience joy and participate in a sharing of gifts, skills and friendship with their families, other Special Olympics athletes and the community. The Heart Hospital Baylor Plano participates in the Corporate Challenge, which benefits Special Olympics Texas.

**Needs Addressed Under This Program:**

- Access to Care for Low to Middle Socio Economic
Program Title: Donations in Kind – Faith in Action Initiatives
Description: Hospitals donate retired medical supplies and equipment to the office of Faith in Action Initiatives 2nd Life program for the purpose of providing for the health care needs of populations in the community and nation whose needs cannot be met through their own organization.
Needs Addressed Under This Program:
  • Access to Care for Low to Middle Socio Economic

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 Low to Middle Socio Economic

Program Title: Financial Assistance
Description: As an affiliated for-profit joint venture hospital, the hospital expanded its provision of financial assistance to eligible patients by providing free or discounted care as outlined in the BSWH financial assistance policy. The hospital has agreed to provide the same level of financial assistance as other BSWH nonprofit hospitals and to be consistent with certain state requirements applicable to nonprofit hospitals. Certain hospitals not meeting minimum thresholds are required to make a contribution/grant to other affiliated nonprofit hospital to help those hospital treat indigent patients.
Persons Served: 23
Needs Addressed Under This Program:
  • Access to Care for Low to Middle Socio Economic

Program Title: For Women for Life™
Description: This annual complimentary health event provides community health services consisting of cholesterol and blood pressure screenings, physician presentations and other information for the greater community of women. The goal is to provide access to quality health care information, prevention, diagnosis and treatment to individuals who lack a primary care physician to raise awareness of heart disease among women in the general public.
Persons Served: 200
Needs Addressed Under This Program:
  • Access to Care for Middle to Lower Socio Economic

Program Title: Health Screenings - Cardiovascular Disease
Description: Provide health screenings in the community in an effort to prevent disease and alert individuals to health risks at an earlier stage. Offer public service announcements in both English and Spanish languages, regarding the availability of
preventive health screenings, and maintain an online calendar of community events on the hospital website. Host preventive health screenings open to the community at locations across Collin County, including For Women for Life™ and It’s a Guy Thing™. Provide preventive health education, such as stroke/heart disease screening profiles, to patients and the public to change health behaviors and reduce preventable hospital admissions or readmissions.

Persons Served: 200

Needs Addressed Under This Program:
- Access to Care for Middle to Lower Socio Economic

Program Title: Heart Health Education Series
Description: The Heart Hospital Baylor Plano provides a series on the topic of heart disease. Physicians who specialize in cardiology present topics related to heart disease, the disease process, treatment and how to prevent heart disease. The seminars are held at the hospital quarterly from 6:00 p.m. to 7:00 p.m.

Persons Served: 159

Needs Addressed Under This Program:
- Access to Care for Low to Middle Socio Economic

Program Title: Living for Zachary
Description: Living for Zachary is dedicated to raising awareness of Sudden Cardiac Arrest (SCA) in youth and saving lives through community education and awareness events, promoting youth heart screenings, awarding student scholarships and donating Automated External Defibrillators (AEDs) to youth-based organizations.

Persons Served: 204

Needs Addressed Under This Program:
- Access to Care for Middle to Lower Socio Economic

Program Title: Medical Education – Nursing
Description: The Heart Hospital Baylor Plano provides supervision of nursing students, both precepts and non-precepts, as they work to complete their nursing education. The students are not employees of Baylor Scott & White Health or The Heart Hospital Baylor Plano, nor are they required to become employees when their education is complete.

Persons Served: 36

Needs Addressed Under This Program:
- Access to Care for Low to Middle Socio Economic

Program Title: Mission and Ministry Support Groups/Services
Description: Baylor chaplains are committed to providing effective ministry to people and their families who receive medical care at a Baylor hospital. Pastoral care may work in close collaboration with physicians, nursing staff, administrative staff, local clergy and others involved in a patient's care.

Persons Served: 10

Needs Addressed Under This Program:
- Access to Care for Low to Middle Socio Economic
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.
Persons Served: 56
Needs Addressed Under This Program:
  • Access to Care for Low to Middle Socio Economic

Program Title: Workforce Development
Description: Recruitment of physicians and other health professionals for areas identified as medically under-served areas (MUAs) or other community needs assessment. The age and characteristics of a state’s population has a direct impact on the health care system. The hospitals seeks to allay the physician shortage, thereby better managing the growing health needs of the community.
Persons Served: 5
Needs Addressed Under This Program:
  • Access to Care for Low to Middle Socio Economic

Program Title: News Media Generated Community Health Education
Description: The Heart Hospital Baylor Plano uses news media and social media efforts to equip the community with the latest health and wellness information as well as information on when and how to connect with health care professionals, hospitals, and other health care institutions. The scope of the efforts includes but is not limited to:
  • public health
  • disease-specific or injury-specific information
  • identifying community resources for meeting health needs
  • the development of tools and resources needed to get credible information to patients
This is accomplished through:
  • publishing educational and diagnostic opportunities
  • providing timely, relevant health content on social media sites
  • hosting electronic education events
  • maintaining health education blogs
  • promoting the System health library
  • monitoring and engaging government agencies and industry associations relative to connecting providers and patients
  • promoting the tools and resources needed to improve the quality, cost-effectiveness, efficiency, patient-centeredness, safety and access to health care.

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

Following are the stories related to this program for fiscal year ending June 30, 2017:
• **Heart Patients Back Home, Ready for New Life** - August 3, 2016

Seven heart patients from isolated Christmas Island (Kiritimati) in the central Pacific nation of Kiribati, have now returned home after their month-long stay in Plano, Texas where they received life-saving surgery, thanks to:

Flying Home - Happy heart patients from Christmas Island are shown at the Dallas-Fort Worth Airport July 4 just before boarding their flight home. In center rear is Baylor Heart Hospital cardiothoracic surgeon Dr. David Moore, leader of the team, and in front of him, Carlton Smith, PIMA president. At left is Kiribati Dr. Baranika Temariti, who chaperoned the group.

After having literally saved he lives of heart patients from Christmas Island, the PIMA-sponsored heart team led by cardiothoracic surgeon Dr. David Moore and sonographer Michael Rampoldi are now scheduled to return to Kiribati later this year to carry on their program of finding and helping those with severe heart disease in other parts of the 33-island nation...where the need is great.

**Needs Addressed Under This Program:**
- Access to Care for Low to Middle Socio Economic

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

For Fiscal Year 2017, The Heart Hospital Baylor Plano provided $12,270,976 in unreimbursed costs of charity care and government-sponsored indigent health care.

VIII. Government-Sponsored Health Care Provided

For Fiscal Year 2017, The Heart Hospital Baylor Plano provided $25,433,384 in unreimbursed costs of government-sponsored health care.

IX. Other Types of Community Benefits Provided

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

A. Community Health and Wellness Improvement Services $5,338
B. Community Benefit Operations $239,710
C. Financial Donations $216,895
D. Enrollment Services $7,022
E. Healthcare Support Services $11,722
F. Health Screenings $18,131
G. Medical Education $201,994
H. Workforce Development $382,312
X. Report of Community Benefit Provided During Fiscal Year 2017

In a commitment to fulfill its mission, The Heart Hospital Baylor Plano benefit to the community, conservatively estimated, was $38,787,484 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 of Niki Shah, Vice President, Care Redesign and Equitable Health, Baylor Scott & White Health, 8080 N. Central Expressway, Suite 700, Dallas, TX 75206.