

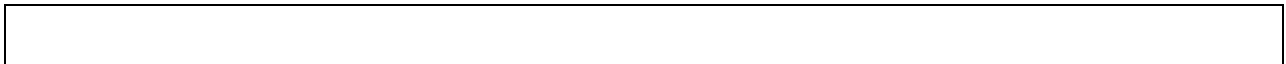


Baylor Scott & White Health
Annual Report of Community Benefits
The Heart Hospital Baylor Plano
1100 Allied Drive
Plano, TX 75093
Taxpayer ID #41-2101361
For the Fiscal Year Ended June 30, 2016



Joint ownership with physicians

Part of  Baylor Scott & White HEALTH



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October 4, 2016

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.

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. The Heart Hospital Baylor Plano recently received an 18th in the nation ranking for “Cardiology & Heart Surgery” from *U.S. News & World Report*. The hospital received consecutive 3-star quality ratings in 2015 and 2016, the highest rating possible, from The Society of Thoracic Surgeons (STS) for isolated coronary artery bypass graft surgery (CABG), isolated aortic valve replacement surgery (AVR), and aortic valve replacement surgery + coronary artery bypass graft surgery (AVR + CABG). Only the top 1% of the 1,100 cardiac surgery programs in the U.S. in this analysis received three stars in all three categories ranked, based on STS quality. The hospital earned the Centers for Medicare and Medicaid Services’ (CMS) 5-star rating for “Overall Hospital Quality” and was 1 of only 102 hospitals nationally to earn the 5-star rating and 1 of only 13 hospitals in Texas to earn 5-stars out of 3,622 hospitals eligible for the rating. Visit www.medicare.gov/hospitalcompare for full rating details and updated ratings shared on a quarterly basis. The hospital also earned the CMS 5-Star rating for “Patients’ Experiences.” In this category, CMS awarded 5-star ratings to 168 of the 3,544 eligible hospitals—or about 5% of the nation’s hospitals. This rating is based on CMS data for periods 7.1.14 through 6.30.15.

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 Jennifer Coleman, Senior Vice President, Public Affairs, Baylor Scott & White Health, 3500 Gaston Avenue, Suite 150, Dallas, TX 75246.

Sincerely,

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

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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

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. The Heart Hospital Baylor Plano recently received an 18th in the nation ranking for “Cardiology & Heart Surgery” from *U.S. News & World Report*. The hospital received consecutive 3-star quality ratings in 2015 and 2016, the highest rating possible, from The Society of Thoracic Surgeons (STS) for isolated coronary artery bypass graft surgery (CABG), isolated aortic valve replacement surgery (AVR), and aortic valve replacement surgery + coronary artery bypass graft surgery (AVR + CABG). Only the top 1% of the 1,100 cardiac surgery programs in the U.S. in this analysis received three stars in all three categories ranked, based on STS quality. The hospital earned the Centers for Medicare and Medicaid Services’ (CMS) 5-star rating for “Overall Hospital Quality” and was 1 of only 102 hospitals nationally to earn the 5-star rating and 1 of only 13 hospitals in Texas to earn 5-stars out of 3,622 hospitals eligible for the rating. Visit www.medicare.gov/hospitalcompare for full rating details and updated ratings shared on a quarterly basis. The hospital also earned the CMS 5-Star rating for “Patients’ Experiences.” CMS awarded 5-star ratings to 168 of the 3,544 eligible hospitals—or about 5% of the nation’s hospitals. This rating is based on CMS data for periods 7.1.14 through 6.30.15. The Heart Hospital also received notification from the ANCC Magnet® Commission in early 2016 regarding re-designation.

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 135 physician partners -- cardiovascular physicians and surgeons -- practicing in North Texas as well as an additional 496 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, 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 (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
- Heart Arrhythmia Center
- Vascular and Diabetic Foot 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 — one of only 74 certified programs in Texas 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. 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. The hospital's program is 1 out of 20 AACVPR certified programs in the state of Texas. 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. The Hospital is involved in upcoming trials bringing advanced technology to cardiovascular disease, including new generations of transcatheter valve replacement, bio-resorbable coronary stent, left atrial appendage plug to enable patients to stop Coumadin therapy, remote steering of catheters in treatment for atrial fibrillation, emerging mid-stage pipeline and genetic mapping.

They also hold a strong focus on leading investigator-initiated trials and sharing knowledge gathered in research through publications, training and education.

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 Fort Worth and surrounding communities through patient care, education, research, and community service. In the fiscal year ending June 30, 2016, the Hospital had 4,579 total adult and special care nursery admits resulting in a total of 26,431 days of care; and there were 6,067 emergency department visits.

As part of the Hospital's commitment to the community, the Hospital provides financial assistance in the form of charity care to patients who are indigent and satisfy certain requirements. Additionally, the Hospital is committed to treating patients who are eligible for means tested government programs such as Medicaid and other government sponsored programs including Medicare, which is provided regardless of the reimbursement shortfall, and thereby relieves the state and federal government of the burden of paying the full cost of care for these patients. Often, patients are unaware of the federal, state and local programs open to them for financial assistance, or they are unable to access them due to the cumbersome enrollment process required to receive these benefits. The Hospital offers assistance in enrollment to these government programs or extends financial assistance in the form of charity care through the Hospital's Financial Assistance Policy, which can be located on the Hospital's website at BaylorHealth.com/Financial Assistance.

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

The Hospital is also committed to assisting with the preparation of future nurses at entry and advanced levels of the profession to establish a workforce of qualified nurses. Through the System's relationships with six North Texas schools of nursing, the Hospital maintains strong affiliations with schools of nursing. In the fiscal year ending June 30, 2016, the Hospital invested in training 34 nurses. Total unreimbursed cost of these programs was \$157,093. 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 a commitment to develop innovative therapies and procedures focusing on predictive, preventive and personalized care. For example, data from the electronic health record helps predict the possibility of disease in a person or a population. And with that knowledge, measures are put in place to either prevent the disease altogether or significantly decrease its impact on the patient or the population. Care is tailored to meet the individual medical, spiritual and emotional needs of patients.

“Wellness” refers to ongoing efforts to educate the people served, 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, North Dallas and Richardson Counties.

- 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 CHNA to assess the health care needs of the community. The CHNA took into account input from persons who represent the broad interests of the community served by the Hospital, including those with special knowledge of or expertise in public health. The CHNA is located on a 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 Texas’ Regional Healthcare Partnership Region 9 (Region 9 RHP), Regional Healthcare Partnership Region 18 (Region 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 persons who represent the broad interests 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 BS&WH Senior Leadership, the BS&WH Mission and Community Benefit Committee and approved by the BS&WH 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 the delivery of services to the community and 7) Provides guidance to the hospital in 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. Access to Care for Low Income/Underserved
- B. Emergency and Urgent Care
- C. Multiple Chronic Conditions
- D. Preventive Health Screenings
- E. Preventable Acute Care Admissions
- F. Behavioral Health
- G. Co-morbid Medical and Behavioral Health Conditions
- H. Elderly At Home and Nursing Home Patients
- I. Patient Safety and Hospital Acquired Conditions
- J. Prenatal Care

VI. Programs Addressing Identified Community Health Needs

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).

Number Served: 56,856

Needs Addressed Under This Program:

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

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: 656

Needs Addressed Under This Program:

- Multiple Chronic Conditions

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.

- 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.
- Frisco Lakes Association - Frisco Lakes by Del Webb is Dallas/Ft. Worth's premier active adult community. Located in the heart of Frisco on the banks of Lake Lewisville, Frisco Lakes offers resort-style amenities, golf and more. Frisco Lakes offers an attractive environment for future and potential guests of The Heart Hospital Baylor Plano. The Heart Hospital exhibits annually at the health fair and provides marketing collateral related to heart and vascular disease.
- India Association of North Texas - The India Association of North Texas (IANT) is a 501(c) (3) Non-profit, non-political, non-sectarian organization, established in 1962 and incorporated in 1976. Its primary purpose is to serve the cultural and educational needs of the North Texas Indian community. IANT is an approved Federation of Indian Associations (FIA) umbrella organization in the DFW Area by the National Federation of Indian Associations. More than 100 Indian organizations are its Affiliate Members. IANT is governed by a fifteen member Board of Directors. Twelve of the directors are elected annually by the general body. The remaining three are nominated by the consul of delegates of associate member organization.
- 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.

- PH Zebrafest – The Heart Hospital Baylor Plano sponsors Pulmonary Hypertension (PH) Association’s Zebra PHriends as they host their Annual Zebra PHest in support of the Pulmonary Hypertension Association. There is a 5K and 1 mile PHun walk to raise funds and awareness for PH. Pulmonary Hypertension is high blood pressure in the arteries of the lungs that can lead to deterioration of the right side of the heart, resulting in heart failure. Currently, the disease is incurable, but events like this help build and raise awareness of PH. Proceeds from the event go to PH research and support services of the [Pulmonary Hypertension Association](#).
- Plano ISD Education Foundation - The Plano ISD Education Foundation is a 501(c)(3) nonprofit organization, with a mission to help all students in the Plano School District achieve their full potential by providing financial support to educators and academic programs. Since 1993, the Foundation has generated private support for priority projects for which tax dollars are not available. Since 2000, almost \$9 million has been gifted to Plano ISD for programs and services of importance to the school district.
- Sankara Eye Foundation - Sankara Eye Foundation (SEF) initiates and drives community eye care activities in India by working with their partner, Sankara Eye Foundation, India (SEF, India). They operate and manage eight community eye care hospitals all over India. SEF is able to raise funds by hosting events, hosting booths in major events, and by working with major donors. Through these fundraising efforts, SEF, USA has played a significant role in increasing the number of free surgeries since inception to more than 1.25 million through 2014. Their mission is to realize the goal of 20/20 vision for the people of India by the year 2020.
- 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.
Persons Served: 465
Needs Addressed Under This Program:
- Multiple Chronic Conditions

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: 143

Needs Addressed Under This Program:

- Multiple Chronic Conditions
- Preventive Health Screenings

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: 135

Needs Addressed Under This Program:

- Multiple Chronic Conditions
- Preventive Health Screenings

Program Title: **Health Screenings - Blood Pressure**

Description: The Heart Hospital Baylor Plano provides complimentary blood pressure screenings-and other health care information for the greater community. 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 the general public due to high blood pressure.

Persons Served: 50

Needs Addressed Under This Program

- Preventive Health Screenings

Program Title: **Health Screenings – In-Kind Donations**

Description: The Heart Hospital Baylor Plano offers in-kind donations of surgical services to the under-served and other not-for-profit organizations. Staff members and/or physicians on the medical staff are equipped by the Hospital as they volunteer in a wide variety of local and international mission contexts that provide medical care, disease prevention and education to communities in need.

Persons Served: 7

Needs Addressed Under This Program

- Access to Care for Low Income/Underserved

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, 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. 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: 299

Needs Addressed Under This Program:

- Preventive Health Screenings

Program Title: Health Support Services

Description: The hospital utilized ECI contract services in FY 2016 to support and assist those individuals who do not have insurance and need government means tested programs like Medicare, Medicaid and SCHIPS in many ways: providing access and application to government programs, such as Medicaid and to BHCS financial assistance programs to patients of many languages; providing assistance with application to the Crime Victim's Compensation Fund of Texas; providing information and assistance with application to the Texas Rehabilitation Assistance Program and providing information to those Texans who may qualify for the Federal Immigrant Funding.

Needs Addressed Under This Program:

- Access to Care for Low Income/Underserved

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: 202

Needs Addressed Under This Program:

- Preventable Acute Care Admissions

Program Title: It's A Guy Thing™

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 men. 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 men in the general public.

Persons Served: 164

Needs Addressed Under This Program:

- Multiple Chronic Conditions
- Preventive Health Screenings

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: 124

Needs Addressed Under This Program:

- Access to Care for Low Income/Underserved

Program Title: Physician Recruitment

Description: The Heart Hospital Baylor Plano provides recruitment assistance to physicians and other allied health professionals in order to relocate their practice into the community to satisfy a documented shortage of physicians in the TSA and other medically underserved areas.

Needs Addressed Under This Program:

- Multiple Chronic Conditions

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, 2016:

- Heart Health Education with Kearci Smith - Only 26 years old, world-ranked amateur triathlete Kearci Jobe Smith is an inspiration to many, both in her profession and in the sports scene. As an Exercise Physiologist in Cardiopulmonary Rehab at The Heart Hospital Baylor Plano, Kearci coaches patients with heart and chronic lung disease back to health. Outside of work, her tenacious spirit to tackle three sports—swimming, cycling and running—has set her on a path to become Olympic-bound.

Kearci received her certification to be an Exercise Physiologist from the American College of Sports Medicine. She has worked in Cardiac Rehab at The Heart Hospital Baylor Plano for two years. “With the exercise, we monitor a patient’s EKG, blood pressure, glucose and heart rates to increase stamina and endurance after a heart surgery or vascular intervention. We also provide a vast amount of education to patients on how to live a healthier lifestyle, such as nutrition info, managing risk factors, and understanding their diagnosis or disease.”

Kearci also works in pulmonary rehab with patients suffering from chronic lung disease, such as COPD or emphysema. “We try to help them work with their current lung capacity and increase endurance and stamina with cardio exercise. Our goal is to educate them about their disease but ultimately, give them a better quality of life.”

Collaborating with 12 to 14 multidisciplinary team members, she admits, “We have to practice what we preach. I inspire my patients to do better as they regain confidence to exercise and, in turn, they inspire me.”

- Thoracic Surgeons Highest Rating - The Heart Hospital Baylor Plano will begin 2016 with a three-star quality rating, the highest rating possible, from The Society of Thoracic Surgeons (STS) for coronary artery bypass graft surgery (CABG), aortic valve replacement surgery (AVR), and aortic valve replacement surgery + coronary artery bypass graft surgery (AVR + CABG).

Only one percent – 11 facilities – of the 1,013 cardiac surgery programs in the United States included in this analysis and ranking received three stars in all three categories ranked, based on STS quality methodology.

The STS three-star rating is recognized as the pinnacle for a cardiovascular program. The latest ratings acknowledge the hard work and diligence of the multidisciplinary team that strives to consistently deliver the highest quality surgical care. This results in impressive patient outcomes and reinforces The Heart Hospital's reputation as a national leader in cardiovascular care.

The Society of Thoracic Surgeons is a not-for-profit organization that seeks to enhance the ability of cardiothoracic surgeons to provide the highest quality patient care through education, research and advocacy. Their system analyzes many different national cardiac surgical data categories on a yearly basis to determine which hospitals meet its stringent qualifications for the three star rating. This data includes avoidance of mortality, avoidance of major complications, use of arteries as bypass grafts and assuring that all appropriate medications are given pre- and post-operatively in all patients undergoing CABG and AVR procedures.

THHBP's top ratings in CABG were measured in the reporting period of fiscal year 2015. The measurement period for AVR and AVR+CABG spans three fiscal years from July 1, 2012 – June 30, 2015.

- The Heart Hospital Baylor Plano Exercise Physiologist Inspiring Rehab Patients – The WJRT – TV Flint, MI (2/17, Burkhart, 55K) website profiled Kearci Smith, 26, an exercise physiologist at The Heart Hospital Baylor Plano training to be a triathlete in the 2020 Olympics who is also “motivating other people recovering from major heart and lung surgeries.”
- Deepika Gopal, MD, of The Heart Hospital Baylor Plano – interviewed about Women’s Heart Health (2/25/16) WFAA-TV, Dallas, TX
Persons Served: 55,000
Needs Addressed Under This Program:
 - Behavioral Health
 - Multiple Chronic Conditions
 - Patient Safety and Hospital Acquired Conditions

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

For Fiscal Year 2016, The Heart Hospital Baylor Plano provided \$28,519,537.00 in unreimbursed costs of charity care and government-sponsored indigent health care.

VIII. Government-Sponsored Health Care Provided

For Fiscal Year 2016, The Heart Hospital Baylor Plano provided \$10,975,419.00 in unreimbursed costs of government-sponsored health care.

IX. Other Types of Community Benefits Provided \$1,695,708

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	\$83,926
B. Community Benefit Operations	\$42,644

C. Financial Donations	\$296,174
D. Health Care Support Services	\$30,725
E. Health Screenings	\$54,972
F. Medical Education	\$157,093
G. Workforce Development	\$113,855
H. In Kind Donations	\$288,886
I. Research	\$630,833

X. Report of Community Benefit Provided During Fiscal Year 2016

In a commitment to fulfill its mission, The Heart Hospital Baylor Plano's benefit to the community, conservatively estimated, was \$41,194,064 for Fiscal Year 2016. The Heart Hospital Baylor 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.