



**Baylor Scott & White Health**

**Annual Report of Community Benefits**

**Baylor Scott & White – White Rock**

**9440 Poppy Drive, Dallas, TX 75218**

**Taxpayer ID # (47-5119983)**

**For the Fiscal Year Ended June 30, 2016**



**Baylor Scott & White**

**MEDICAL CENTER**

**WHITE ROCK**



Baylor Scott & White Medical Center – White Rock  
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For the Fiscal Year Ended June 30, 2016  
Table of Contents

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
  - A. Access to Care for Low Income Population
  - B. Behavioral Health
  - C. Emergency and Urgent Care
  - D. Health Care Infrastructure
  - E. Multiple Chronic Conditions
  - F. Patient Safety and Hospital Acquired Conditions
  - G. Preventive Health Screenings
- VI. Programs Addressing Identified Community Health Needs
- VII. Charity Care and Government-Sponsored Indigent Health Care Provided
- VIII. 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. Health Care Support Services
- IX. Report of Community Benefits Provided During Fiscal Year 2016



June 30, 2016

Dear Fellow Texan:

Since 1959, Baylor Scott & White Medical Center – White Rock has served the residents of east Dallas. Originally founded as Doctors Hospital at White Rock Lake, the hospital is a comprehensive medical center with 218 licensed beds. Baylor Scott & White – White Rock offers comprehensive services including cardiovascular care, orthopedics, neurosurgery, spine surgery, women’s health, wound care, weight loss surgery and many other programs to meet your needs.

Our plans are developed according to community needs identified by the 2013-2016 Baylor Health Care System Community Needs Assessment, as well as specific focus areas identified by Baylor Health Care System. Throughout each year, Baylor Scott & White– White Rock hosts and participates in community activities supports local not-for-profit organizations as part of our community benefit efforts. Our community health needs assessment reveals that key areas of focus include multiple chronic conditions, preventive health screenings, and access to care for low income populations. These areas have been addressed by the hospital through multiple channels including educational seminars and material, support groups, health fairs and screenings that help identify those at risk.

Enclosed is the community benefit report for Fiscal Year 2016 (reporting since the joint venture with Baylor Scott & White Health and Tenet Healthcare was finalized on January 1, 2016). 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,  
*Jay Krishnaswamy*  
Chief Executive Officer

A handwritten signature in black ink, appearing to read "Jay Krishnaswamy". The signature is stylized with overlapping loops and a long horizontal stroke extending to the right.

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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 – White Rock (Hospital), an affiliate of Baylor Scott & White Health (BSWH), is a leading community and safety-net hospital in its service area. The hospital is a vital part of the east Dallas community. We are deeply committed to giving back by caring for our patients, providing educational opportunities and participating in local events. We take an active role in sponsoring, hosting, facilitating and participating in many community activities and initiatives.

The hospital has received numerous awards and accreditations for quality care. The hospital received the American Heart Association's Get With The Guidelines® Gold Plus Achievement Award for Heart Failure. And the hospital is recognized as an Accredited Chest Pain Center by the Society of Cardiovascular Patient Care.

The bariatric surgery program is an Accredited Bariatric Center by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program of the American College of Surgeons and American Society for Metabolic and Bariatric Surgery.

The Wound Care Center is recognized with the *Robert A. Warriner III, MD, Center of Excellence* award, which was given to the Center because it has met the Center of Distinction quality standards for Healogics, Inc.. Additionally, the hospital is a Primary Stroke Center designation by The Joint Commission and the Sleep Center received accreditation from the American Academy of Sleep Medicine (AASM).

The Hospital uses its revenue after expenses to improve the health of east Dallas and surrounding communities through patient care, education, research, and community service. 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 [www.BaylorScottandWhite.com/WhiteRockFinancialAssistance](http://www.BaylorScottandWhite.com/WhiteRockFinancialAssistance).

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.

### 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 to predict the possibility of disease in a person or a population. 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 an ongoing effort 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 Dallas County, the Hospital serves the Central Region of the System, and its total service area (TSA) includes zip codes from Dallas, Collin, Denton, Ellis, Henderson, Hunt, Kaufman, Rockwall and Tarrant Counties.

Based on population alone, Texas is the second largest state in the nation with more than 25 million people. From 2000 to 2010, Texas experienced a 20 percent growth in population, as compared to only a 9.7 percent increases nationally. Originally, the North Texas Region was defined to include Collin, Dallas, Denton, Ellis, Fannin, Grayson, Kaufman, Navarro, and Rockwall counties. There is considerable in-migration from the original counties to Dallas County for health care services.

The community inpatient payer mix is comprised of the following: 35.1 percent Managed care, 18.8 percent Medicaid, 34.7 percent Medicare, 11 percent Self Pay/Charity Care, and 0.5 percent Other.

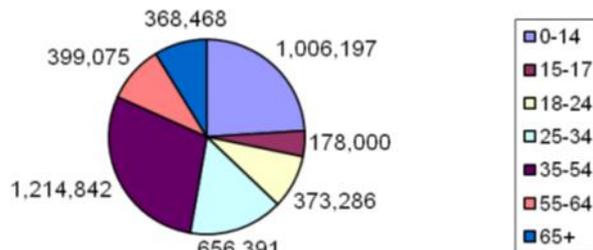
White non-Hispanics represent 48.1 percent of the population, followed by Hispanics, Black non-Hispanics, Asians, and others, respectively. Approximately 44 percent of Dallas-Fort Worth residents are New Americans (defined as either foreign born or the children of foreign born) of which 46 percent are undocumented. English is not the language spoken in 32 percent of homes in North Texas and over 239 languages are spoken in the North Texas Area, with more than 1/3 reflecting African cultures new to the region.

The most prevalent age group is 35-54 years (27.6 percent), followed by the 0-14 age group (20.2 percent).

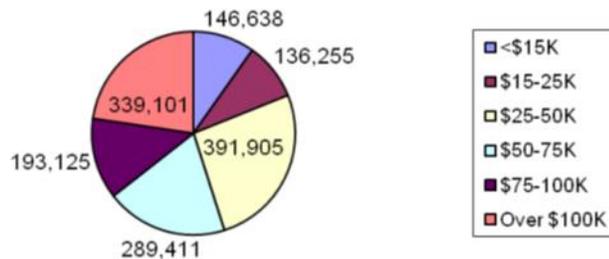
While 15.1 percent of adults have less than some high school level of education, approximately 85 percent of adults have at least a high school degree.

Medically underserved: The Hospital service area contains 25 medically underserved areas or populations. Dallas County has significant Health Professional Shortage Area (HPSA) and Medically Underserved Areas (MUA) that overlap and Kaufman County is a county-level HPSA with no MUAs.

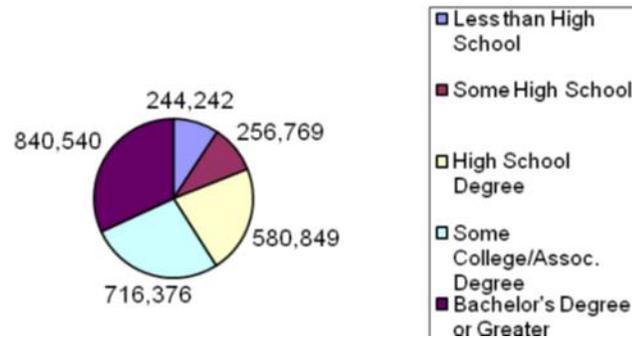
**Population Distribution by Age Group**



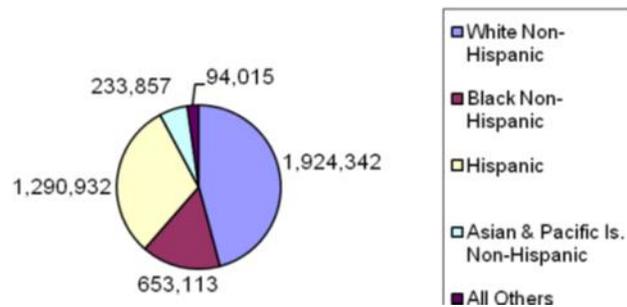
**Current Households by Income Group**



### Population Age 25+ by Education Level



### Population Distribution by Race/Ethnicity



#### V. Identified Health Needs by Priority

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, [BSWHealth.org/CommunityNeeds](http://BSWHealth.org/CommunityNeeds). 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 (Region 9 RHP), the Dallas County Community Health Needs Assessment and the Consumer Health Report conducted by the National Research Corporation (NRC) for Baylor Scott & White, 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 BSW Senior Leadership, the BSW Mission and Community Benefit Committee and approved by the BSW 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 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. Access to Care for Low Income Population
- B. Behavioral Health
- C. Emergency and Urgent Care
- D. Health Care Infrastructure
- E. Multiple Chronic Conditions
- F. Patient Safety and Hospital Acquired Conditions
- G. Preventive Health Screenings

## VI. Programs Addressing Identified Community Health Needs

### 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 BSW White Rock services beyond the wall of the hospital.

Recipients of In-Kind Donations:

- Sunset High School – Academy of Health Sciences
- Victor H. Hexter Elementary School Shoe Cover Donation

Baylor Scott & White Medical Center – White Rock

Community Benefit Report: FY 2016

Number Served: 2200

Needs Addressed Under This Program:

- Access to Care for Low Income Populations
- 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 wall.

Recipients of Donations for FY 2016:

- Dallas Academy - Dallas Academy restores the promise of full academic enrichment to students with learning differences by establishing a meaningful connection with each student to overcome barriers to success.
- Ferguson Road Initiative - FRI and the hospital share a common goal: a commitment to the growth and well-being of the East Dallas area. In 2010, Doctors Hospital was the featured recipient of FRI's Community Service award at its gala fundraiser. In 2012, the hospital was the key sponsor of the FRI grand opening celebration of the White Rock Hills Branch Library. Today the hospital supports FRI's efforts to develop the White Rock Hills Recreation Center. Similar to the library, the recreation center will foster wellness, arts, cultural activities, outdoor education and more.
- Greater East Dallas Chamber of Commerce- - The multifaceted approach of the Greater East Dallas Chamber of Commerce provides insight into local, state and national government issues in east Dallas. The Chamber is committed to the economic development of the community and encourages commercial and residential projects. By partnering with members, the Chamber focuses on the betterment of the local schools, health care providers, culture and recreation to make east Dallas a viable and safe community.
- YMCA White Rock - The hospital is excited to be the official wellness partner of YMCA at White Rock. "Together, we are committed to helping people live longer, healthier lives by providing programs that build a healthy spirit, mind and body for all," said Jay Krishnaswamy, chief executive officer. "We are proud to collaborate with such a strong organization that shares our passion for health, wellness and strengthening our community, and look forward partnering with the YMCA to help improve the well-being of people living in the White Rock Lake area."

"We have the same mission as Baylor Scott & White - White Rock so it is a natural fit for us to work together in caring for our community," said Casey Klein, vice president of operations at YMCA at White Rock. "Together we will be able to educate families about their health, provide the facility where they can stay active, and ultimately improve the quality of life in the east Dallas area."

Number Served: Unknown

Needs Addressed Under This Program:

- Multiple Chronic Conditions

Baylor Scott & White Medical Center – White Rock

Community Benefit Report: FY 2016

Page 8

**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.

Number Served: 4,129

Needs Addressed Under This Program:

- Access to Care for Low Income Populations
- Multiple Chronic Conditions

**Program Title: Community Education and Outreach – My New Beginnings**

Description: The mission behind this bariatric support group is simple: to provide a safe, effective, non-judgmental environment for patients to receive education and counseling. It's an atmosphere of trust, honesty, thoughtfulness and integrity that offers the highest quality support for people undergoing weight loss surgery. My New Beginning offers a variety of topics during our support group meetings to help participants succeed in achieving weight loss goals.

Number Served: 47

Needs Addressed Under This Program:

- Multiple Chronic Conditions

**Program Title: Community Health Education – Breast Cancer**

Description: The hospital participates in community health education to promote the importance of breast cancer screenings, avoiding risk factors, and the need for education, especially among minorities. Breast Cancer is the most prevalent cancer among American women. On average, every woman has a one in eight (12%) chance of developing breast cancer at some time in her life.

Number Served: 40

Needs Addressed Under This Program:

- Multiple Chronic Conditions

**Program Title: Community Health Education – CPR**

Description: CPR class offers instruction on a life-saving technique that helps maintain some blood flow to the brain and heart, and can help "buy time" in an emergency until paramedics arrive with more advanced care. These classes are offered to the general public.

Number Served: 14

Needs Addressed Under This Program:

- Multiple Chronic Conditions
- Emergency/Urgent Care

**Program Title: Community Health Education – Heart Disease**

Description: The hospital participates in community health education designed to improve cardiovascular health and quality of life through prevention, detection and treatment of risk

factors. The focus of this education is on hypertension and cholesterol in men and women and minority groups at high risk for disease development.

Number Served: 58

Needs Addressed Under This Program:

- Multiple Chronic Conditions

**Program Title: Community Health Education – Joint Health**

Description: The hospital provides community health education designed to improve joint health and quality of life through prevention, detection and treatment. This event is part of the educational and outreach support offered in response to a request by Churchill Estates for their residents.

Number Served: 13

Needs Addressed Under This Program:

- Multiple Chronic Conditions

**Program Title: Community Education and Outreach – Diabetes**

Description: Diabetes education is the cornerstone of diabetes management, because diabetes requires day-to-day knowledge of nutrition, exercise, monitoring, and medication. Diabetes is unlike other diseases, such as cholesterol and hypertension, where medication alone can often times be successfully treated. There are many components to diabetes, such as: the diabetes disease process, nutritional management, physical activity, medications, glucose monitoring, and psycho-social adjustment. Diabetes education increases awareness of diabetes, what is required for its treatment, and enhances the power to control it. Diabetes education enhances incorporation of positive lifestyle changes.

Number Served: 26

Needs Addressed Under This Program:

- Multiple Chronic Conditions

**Program Title: Health Care Support Services**

Description: Health care support services are provided by contracted employees dedicated to increasing access and quality of care in health services to individuals, especially persons living in poverty and those in vulnerable situations. The Hospital provides in-house 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.

Number Served: 1,455

Needs Addressed Under This Program:

- Access to Care for Low Income Population

**Program Title: Community Education and Outreach - Bloodless Medicine**

Description: For many patients, blood transfusion is not an option, whether for religious reasons or safety concerns. There are many benefits to a bloodless approach. Research shows that patients who do not receive blood transfusions recover faster, experience fewer infections and leave the hospital sooner than those who do. Through this program, the general public is educated on the risks and benefits of bloodless medicine and the terminology and issues they

Baylor Scott & White Medical Center – White Rock

Community Benefit Report: FY 2016

Page 10

should understand to make informed decisions about their health care choices. The seminar also includes training on how to complete a Medical Power of Attorney.

Number Served: 276

Needs Addressed Under This Program:

- Access to Care
- Behavioral Health
- Multiple Chronic Conditions

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

For Fiscal Year 2016, Baylor Scott & White – White Rock provided \$510,558 in unreimbursed costs of charity care and government-sponsored indigent health care.

#### VIII. Other Types of Community Benefits Provided \$166,023

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

A. Community Benefit Operations	\$2,434
B. Community Education and Outreach	\$2,880
C. Financial Donations	\$92,950
D. In Kind Donations	\$1,256
E. Health Care Support Services	\$66,503

#### IX. Report of Community Benefit Provided During Fiscal Year 2016

In a commitment to fulfill its mission, Baylor Scott & White – White Rock benefit to the community, conservatively estimated, was \$676,581.00 for Fiscal Year 2016. Baylor Scott & White – White Rock 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).

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.