

# 2020 COMMUNITY BENEFIT REPORT

**\$418 million** invested in:

Financial assistance



Community health improvement services



Clinical education



Research



## Net Community Benefit by category

(fiscal year)

Charity care for low-income patients	\$82,927,367
Costs of unpaid Medicaid (AHCCCS)	\$198,682,262
Community health improvement and other benefits	\$30,121,761
<b>Community Benefit subtotal</b>	<b>\$311,731,390</b>
Costs of unpaid Medicare	\$105,910,591
<b>Total 2020 Community Benefit, including Medicare</b>	<b>\$417,641,981</b>

See back side for definition of terms.



**Todd LaPorte, CEO**  
HonorHealth

At HonorHealth, our team members and physicians are focused on improving the health of our community. With more than 90 years of experience, no organization knows and understands our

greater Phoenix community like we do.

With the onset of the COVID-19 pandemic, 2020 presented new challenges, and an even greater need for our expertise. Through these unprecedented times, we were presented with opportunities to serve in ways we never could have imagined. We stepped up to meet these challenges by adding new services and benefits, new processes around infection control, video visits, COVID-19 vaccine distribution, bags of food for those in need and so much more.

Through our community programs (including Desert Mission, the Military Partnership Program and our affiliation with Neighborhood Access to Health (NOAH)), we were able to address social determinants of health and provide early childhood education, food access and nutritional support, senior enrichment, critical care training for soldiers, airmen and first responders, and medical, dental and behavioral health services for those in need. And we were able to make care more accessible and affordable with the introduction of urgent care centers throughout the Valley.

I am pleased to share this summary, which illustrates HonorHealth's continued dedication to improve the health and well-being of those we serve. I would also like to express my gratitude for all of our physicians, team members and community leaders who helped make this possible.

## Access to Healthcare

### NOAH

In 1997, Neighborhood Outreach Access to Health (NOAH) was created to fulfill an unmet need for high-quality and affordable health services. In 2012, HonorHealth began an affiliation with NOAH, a federally qualified health center, to develop a comprehensive model of care. This includes:

- ✔ Medical and dental care
- ✔ Behavioral health services
- ✔ Health and nutrition education
- ✔ Community resource assistance



# 177K+

total visits

(annually, including 72K+ telehealth/virtual visits)

# 46K+

adults and children provided with behavioral health care (annually)



# 9

health centers in neighborhood locations

# HonorHealth Community Programs

## DESERT MISSION

For more than 90 years, HonorHealth Desert Mission has been improving the health and well-being of individuals from all socioeconomic walks of life. Desert Mission supports HonorHealth's commitment to healthy communities by offering:

- ✓ Early childhood education and enrichment
- ✓ Employment and economic success
- ✓ Food Bank access and nutrition support
- ✓ Senior day care and enrichment



**31K+**  
food boxes provided to families in need in 2020

**340+**  
children received early care and education in 2020



**26%**  
of seniors in Adult Day Healthcare are military veterans

## MILITARY PARTNERSHIP

Launched in 2004, the HonorHealth Military Partnership Program provides trauma and deployment training to all branches of the military, active duty, National Guard and Reserves. The 7,500-square-foot training center is located on the HonorHealth Scottsdale Osborn Medical Center campus. The program offers:

- ✓ U.S. Air Force Magnet and Surgical Leadership Fellowship
- ✓ Readiness skill sustainment training
- ✓ Medical simulation training
- ✓ Nurse Transition Program
- ✓ Critical Care/Emergency Trauma Nursing Fellowship

**4.5K+**  
soldiers, airmen and first responders trained since launch



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## Definition of terms

### **Charity care for low-income patients:**

Free or discounted health services provided to persons who cannot afford to pay and who meet the eligibility criteria of HonorHealth's financial assistance policy. Financial assistance is reported in terms of costs, not charges.

### **Costs of unpaid Medicaid (AHCCCS):**

Unpaid costs of public programs for low-income persons – the shortfall created when HonorHealth receives payments that are less than the cost of caring for public program beneficiaries.

### **Community health improvements and other benefits:**

Costs associated with activities implemented to improve community health, such as community health education and community-based clinical services. These services include health services and screenings for underinsured and uninsured persons, support groups, health education lectures and workshops by team members to community groups,

health promotion and wellness programs, and healthcare support services, such as enrollment assistance in public programs. This category includes the costs of clinical educational programs for physicians, interns and residents, medical students, nurses and nursing students, and other health professionals. The category also includes the costs of clinical and community health research.

Also included are costs to improve the community's health and safety by addressing the root causes of health problems, such as poverty, homelessness and environmental hazards. These activities strengthen our community's capacity to promote the health and well-being for its residents.

**Costs of unpaid Medicare:** Unpaid costs of public programs, such as Medicare and the shortfall created when HonorHealth receives payments that are less than the cost of caring for public program beneficiaries.

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