

HonorHealth Community Benefit Report: 2014-2015



Dear Friends,

As an affiliated organization, we announced our new mission, vision and values in 2014.

At the core, these statements describe why we exist, our inspiration for the future, and our commitment to how we will treat each other and those we serve:

Mission

To improve the health and well-being of those we serve.

Vision

To be the partner of choice as we transform healthcare for our communities.

Values

Integrity: We are committed to doing what is right.

Caring: We show genuine concern for the well-being of others.

Accountability: We take personal responsibility for ensuring that individual and team goals are achieved.

Stewardship: We enable our mission by ensuring the best use of our talent, finances and resources.

Excellence: We deliver the highest standards of performance through collaboration, innovation and unrelenting commitment to quality.

Respect: We recognize each person's inherent value and worth by treating them with dignity.

Our mission, vision and values underscore every part of what we do, including our commitment to filling gaps in community health to contribute to creating a healthier community.

Our leadership is local, which allows us to work in collaboration with community partners to serve those who depend on us for care. In 2014 and 2015, HonorHealth provided almost \$408 million in community benefit through a variety of programs and financial support.

Learn more about the difference made in 2014 and in 2015 in our Community Benefit Report.

Sincerely,

Tom Sadvary, CEO



Overview

In 2014, John C. Lincoln Health Network and Scottsdale Healthcare operated as an integrated and affiliated healthcare system. On Jan. 1, 2015, assets and liabilities merged, and in March 2015, the name of HonorHealth was announced. While the two legacy organizations maintained strong histories of service to the community, joining together expanded resources to serve the community.

In both years, we offered health screenings, educational talks, physical activity and nutrition classes, and healthcare assistance in support of our mission to improve the health and well-being of those we serve. We also partnered with community organizations and government agencies to reach the most vulnerable and at-risk populations. In addition, we worked with our partners, such as the military, local schools and colleges, and other non-profits to offer educational opportunities for future healthcare workers and to enhance the skills of current medical professionals.

Our staff provided lectures and seminars on health topics relevant to our service population. HonorHealth specialists offered programs addressing weight and disease management to help our community members meet their health goals. And our cancer centers offered support and encouragement through widely available classes and disease-specific programs.

HonorHealth community benefit staff also completed the Community Health Needs Assessment in 2015. This year-long process involved working with partners, communicating with the community and evaluating the health of the communities served by the five HonorHealth acute-care hospitals. The final draft was approved by the Board Strategic Planning Committee in October 2015, and identified four priority needs at all hospitals and an additional need for the hospitals serving our most vulnerable communities. Over the next three years, HonorHealth will work with its partners to address the needs and improve the health of our communities. The priority needs were: Mental Health, Substance Abuse, Geriatric Health, Chronic Disease Prevention and Management, and for John C. Lincoln Medical Center and Scottsdale Osborn Medical Center communities, Addressing the Social Determinants of Health.

Military Partnership



The HonorHealth Military Partnership program located at the campus of HonorHealth Scottsdale Osborn Medical Center is one of the largest civilian hospital-based trauma training programs in the country.

The Military Partnership ensures that medical professionals are ready and able to assist at disaster sites and humanitarian missions around the world. The trainings also build relationships between the military branches and HonorHealth hospitals.

Since its inception in 2004, more than 2,200 soldiers and airmen have received training through:

- Hands-on learning through high-tech human patient simulators.
- Expert lectures by specialist physicians and clinicians.
- Clinical rotations at local hospitals and Luke Air Force Base.

HonorHealth is the first civilian hospital to offer a Critical Care and Emergency Trauma Fellowship through our partnership with the U.S. Air Force. In the 12-month fellowship, graduates experience hands-on training at HonorHealth's Level 1 Trauma Center at Scottsdale Osborn Medical Center. At the

completion of the fellowship, nurses have experience in Critical Care and Emergency Trauma, making them prepared for trauma situations around the world.

Cancer Care

HonorHealth offers expert cancer care at two different campus locations, the Virginia G. Piper Cancer Center located at HonorHealth Scottsdale Shea Medical Center and the Breast Health and Research Center located at HonorHealth Deer Valley Medical Center. HonorHealth's Virginia G. Piper Cancer Center offers comprehensive cancer treatment, clinical trials, prevention, and support services in collaboration with leading scientific researchers and oncologists.



More than 175 programs were provided each year through the Virginia G. Piper Cancer Center and the HonorHealth Research Institute including risk, prevention and education seminars, cancer support groups, and nutritional programs. These efforts included the following:

- Cancer Care Coordinators, or experienced advanced practice nurses, with expertise in oncology, help patients and families at no charge whether diagnosed at HonorHealth or not. Cancer Care Coordinators provided new patient resources, ongoing support, accurate information and referrals to more than 275 patients each week.
- Research Cancer Care Coordinators help guide patients with questions about participating in clinical trials at the Virginia G. Piper Cancer Center. A nationally recognized leader in Phase I (first-in-human) clinical trials of new cancer drugs, the Virginia G. Piper Cancer Center has more than 30 clinical trials open at any given time.
- The Virginia G. Piper Cancer Center offers an in-depth cancer survivorship program, and its Gift of Life Lodging Program provided overnight hotel accommodations for cancer patients who must travel to receive daily treatment.
- More than 3,700 individuals in 2014 and 5,000 individuals in 2015 participated in the center's Creative Arts Body, Mind and Spirit Program.

HonorHealth Breast Health and Research Center provides mammography and biopsy screenings in a comfortable and calming environment. The supportive staff assists patients with treatment options and provides information and services for breast cancer survivors.

- The HonorHealth Breast Health and Research Center provides each patient diagnosed with breast cancer with a binder filled with verified facts and information on breast health.
- Feeling beautiful while undergoing treatment for breast cancer can be difficult. The Look Good...Feel Better program teaches women beauty techniques to help manage the appearance-related side effects of cancer treatment.

Both cancer centers offer support groups and nutritional programs to help cancer patients meet their needs during the cancer treatment process.

Neighborhood Outreach Access to Health (NOAH)

Neighborhood Outreach Access to Health (NOAH) community health centers provide affordable care in underserved communities throughout HonorHealth's service area. NOAH is designation as a federally qualified health center by the Health Resources and Services Administration, a division of the U.S. Department of Health and Human Services.

NOAH's mission is to provide underserved communities with compassion for all with these goals:

- Provide access to affordable, comprehensive and quality healthcare.
- Educate and assist community members to navigate the healthcare system.
- Increase the availability of low-cost services.

NOAH served more than 8,000 patients in 2014 through more than 31,800 encounters:

- 23,634 medical visits.
- 4,179 dental visits.
- 3,140 behavioral health visits.

In 2015, NOAH added a fifth location in North Phoenix. This resulted in NOAH serving 10,000 patients through 38,000 encounters:

- 23,867 medical visits.
- 6,035 dental visits.
- 2,709 behavioral health visits.
- 5,138 eligibility assistance interviews.
- 22,649 preventative screenings.

In response to a growing need for adult and childhood immunizations, NOAH broadened its services to include an after-hours, walk-in clinic for immunizations.

NOAH remains focused on meeting the community's needs and on keeping residents healthy for generations to come. Through partnerships, collaboration, and public support, NOAH looks forward to a new year of health and wellness for all its patients.

Desert Mission

As part of HonorHealth, Desert Mission works to meet the health and social needs of the community through a Food Bank, Adult Day Health Care for seniors, a dental clinic, and accredited early childhood care and education.

The Desert Mission campus also includes a medical and behavioral health center.



Each year, the Desert Mission Food Bank provided services to more than 41,000 people through the provision of the following:

- 44,950 emergency food boxes to individuals and families at or below 185 percent of the federal poverty level in 2014. In 2015, the number of emergency food boxes provided increased to 46,801.
- 39,165 Snack Pacs, or packages of kid-friendly food for low-income children at-risk for going hungry over the weekend when the federal free and reduced lunch program is not available were provided in 2014. In 2015, 39,875 Snack Pacs were provided.

Adult Day Healthcare provides a setting where seniors can spend the day allowing caregivers the opportunity for respite and/or time to accommodate other responsibilities. Seniors enjoys activities including arts and crafts, games, and intergenerational activities with children from the Lincoln Learning Center.

Lincoln Learning Center educates children in a licensed, accredited childcare and early education program.

It meets the nation’s highest standards for child development and school readiness and has a five-star First Things First Quality Site designation.

Lincoln Learning Center also provides free screenings for children ages 3 to 5 to identify their strengths and potential developmental delays.

In 2014 and 2015, 446 and 435 children respectively were enrolled at Lincoln Learning Center.



Desert Mission Health Center and Marley House Behavioral Health Clinic provide basic healthcare to low and moderate income members of the community. Desert Mission Health Center includes a dental clinic for children to receive discount oral health checkups, providing screening for tooth decay as well as cleaning of teeth. In 2014, the Desert Mission Health Center complex saw the following:

- 4,063 patients for wellness appointments.
- 3,363 children for dental cleanings.
- 1,141 counseling sessions at the Marley House.

In April 2015, these services were integrated into NOAH as their fifth clinic location. Visit counts are therefore reported in the NOAH total.

Healthcare Education

HonorHealth provides educational opportunities for healthcare students, including nurses, physicians, therapists and pharmacists. Our internships, fellowships and residency programs prepare the next generation of providers with the skills needed to keep our community healthy for years to come.

HonorHealth offers two residency programs, Family Medicine and General Surgery. The Family Medicine Residency Program has trained over 250 family physicians, and many remain in Arizona to practice. The inaugural year for the General Surgery Residency Program was 2014. Over the next five years, these physicians will prepare for careers as surgeons.

In addition to our physicians, there were the following in 2014:

- 4 pharmacists in the Pharmacy Residency Program.
- 47 therapy (physical, occupational, speech) students.

In 2015, there were:

- 4 pharmacists in the Pharmacy Residency Program and an additional 19 pharmacist interns.
 - Additional 19 Pharmacist interns
- 33 therapy (physical, occupational, speech) students

In addition to these students, we had many students intern in non-clinical rotations throughout the hospitals.

HonorHealth also provides educational opportunities for employees. Through the Workforce Development program, we support employees in pursuing higher education degrees. We partner with local colleges and universities include Scottsdale Community College and Grand Canyon University.

In 2014:

- 369 nurses were pursuing a bachelor's degree in nursing, 119 nurses were pursuing a master's degree in nursing, 134 nurses were pursuing a nurse practitioner degree program and 23 nurses were working towards a doctorate in nursing.
- 136 students employed at HonorHealth were attending pre-licensure nursing programs.
- Tuition assistance benefits were provided to more than 1,300 staff members.
- Support was designated for nursing faculty serving at Scottsdale Community College, HonorHealth partners with Scottsdale Community College in support of the pre-licensure nursing program.

In 2015:

- 494 nurses were pursuing a bachelor's degree in nursing, 182 nurses were pursuing a master's degree in nursing, 143 nurses were pursuing a nurse practitioner degree program and 34 nurses were working towards a doctorate in nursing.
- Tuition assistance benefits were provided to more than 1,200 staff members.
- Support was designated for nursing faculty serving at Scottsdale Community College, HonorHealth partners with Scottsdale Community College in support of the pre-licensure nursing program.

Mobile Integrated Healthcare Practice

The Mobile Integrated Healthcare Practice involves a partnership with Scottsdale Fire and EMS to reduce the number of emergency calls and transports to emergency departments. By addressing the complex and social needs of participants, the goal is to reduce EMS utilization and improve the health of the individuals.

Participants receive a home inspection, medication review and more to identify areas of need that are negatively impacting their health. A Care Coordination Council reviews each patient case to identify community resources to assist the patient and reduce their usage of EMS services.

HonorHealth supports this program through the employment of a nurse practitioner who works closely with each program participant. Although slated originally as a 12-month pilot in 2015-2016, HonorHealth intends to continue this program past the end of the pilot period.

Community Outreach and Screenings

HonorHealth offers numerous educational programs and screenings throughout the HonorHealth community.

Our educational programs include lectures on health issues in the news, nutritional education to promote healthy eating and fitness programs.

Screenings offered included identifying early signs of heart disease and diabetes.

2014 highlights:

- 37 Ask the Expert lectures on multiple health topics with more than 1,400 people in attendance.
- Classes on good nutrition taught to more than 1,600 toddlers.
- Nearly 400 elementary schoolchildren walked 1,270 miles with our Grand Canyon Trekkers programs.
- Adult classes on weight management, fall prevention and tobacco cessation.
- More than 550 people screened for risk factors and heart disease in free public events.
- More than 350 people screened for stroke risk in the next five years using evidence-based calculations based on the Framingham Heart Study.

2015 highlights:

- 29 Ask the Expert lectures on multiple health topics with more than 900 people in attendance.
- Adult classes on weight management, fall prevention and tobacco cessation.
- More than 300 people screened for stroke and heart disease risk in the next five years using evidence-based calculations based on the Framingham Heart Study.



Community Benefit Total

HonorHealth reported **\$203.5 million** in community benefit in fiscal year 2014 and **\$204.1 million** in fiscal year 2015, including the unpaid costs of Medicare. The tables below show the breakdown of the community benefit support by category. The greatest part of community benefit support comes from the unpaid costs of AHCCCS, Arizona's Medicaid program. A brief description of each community benefit category is below the tables.

2014 Community Benefit	Net Benefit
Charity Care	\$51,770,814
Unpaid Costs of AHCCCS Programs	\$60,895,904
Community Services	
Community Health Improvements	\$3,229,382
Health Professions Education	\$5,928,697
Subsidized Health Services	\$29,315
Research	\$256,816
Financial and In-Kind Contributions	\$2,862,776
Community Building Activities	\$2,858,493
Community Benefit Operations	\$1,066,774
<u>Subtotal for Community Services</u>	<u>\$16,232,253</u>
<u>Total Community Benefit</u>	<u>\$128,898,971</u>
Unpaid Cost of Medicare	\$74,633,916
<u>Total Community Benefit including Medicare</u>	<u>\$203,523,887</u>

2015 Community Benefit	Net Benefit
Charity Care	\$46,558,710
Unpaid Costs of AHCCCS Programs	\$61,407,224
Community Services	
Community Health Improvements	\$1,112,502
Health Professions Education	\$6,018,040
Subsidized Health Services	\$5,867
Research	\$529,821
Financial and In-Kind Contributions	\$4,544,855
Community Building Activities	\$2,549,329
Community Benefit Operations	\$1,062,953
<u>Subtotal for Community Services</u>	<u>\$15,823,367</u>
<u>Total Community Benefit</u>	<u>\$123,789,301</u>
Unpaid Cost of Medicare	\$80,345,413
<u>Total Community Benefit including Medicare</u>	<u>\$204,134,714</u>

Charity care represents the cost of services provided to patients who qualify under HonorHealth's charity care, or financial assistance policy.

Community outreach programs include the cost to provide health education, screenings, community health assessment surveys, mobile services and other programs.

Unpaid cost of public programs includes the unpaid cost of services to public programs enrollees, Medicare and AHCCCS (Arizona's version of Medicaid).