



# HonorHealth

## Community Benefit Report

## 2017 Community Health Services Report

HonorHealth's foundation draws from a strong legacy of caring for those in our community. As a local non-profit medical network, we are committed to our mission of improving the health and well-being of those we serve. Our service to community health goes beyond our medical centers extending into service areas through our Foundation, Desert Mission, military partnership programs and Neighborhood Outreach Access to Health.

I am pleased to share this summary reflecting how HonorHealth has continued to help everyone in the community be healthier through our actions. I look forward to continuing our legacy of giving back and helping to transform healthcare to meet the needs of our community at every touchpoint of care.

Todd LaPorte

CEO, HonorHealth

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## Mission, Vision and Values

### 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

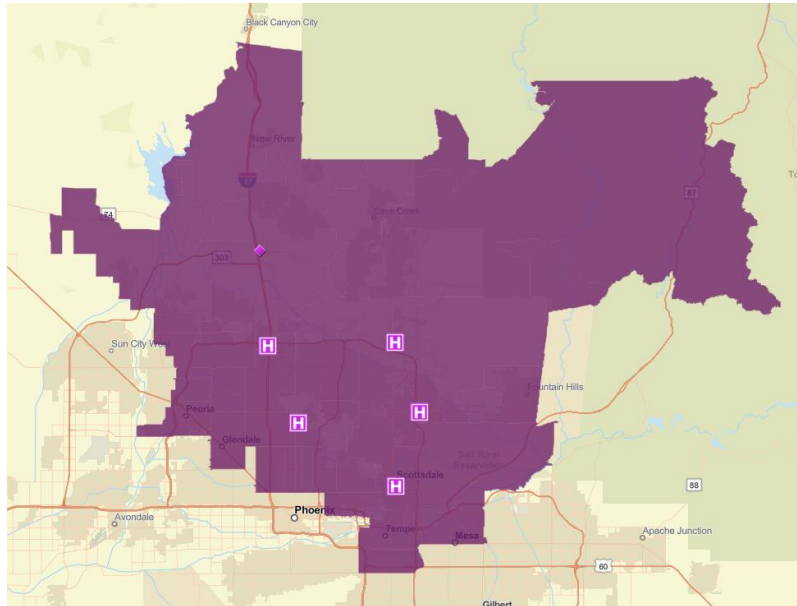
We deliver the highest standards of performance through collaboration, innovation and unrelenting commitment to quality.

#### Respect

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

## Community Description

The HonorHealth hospitals serve a community of 1.8 million residents in the Northeast portion of Maricopa County that encompasses an area over 1,400 square miles. This area includes the cities of Phoenix, Glendale, Scottsdale, Carefree, and Cave Creek.



The HonorHealth Primary Service Area (PSA) has a majority white, non-Hispanic population, with about 2 out of 3 residents identifying as such. The Second largest race group is Hispanics who make up about 1 in 4 residents. The communities served by John C. Lincoln Medical Center and Scottsdale Osborn Medical Center have a greater percentage of minorities living in their service areas. Due to its proximity to the Salt River Pima Maricopa Indian Community, Scottsdale Osborn Medical Center also has a larger population of American Indians within the service area. Maricopa County as a whole is slightly more diverse with about a third of residents reporting Hispanic ethnicity.

In the PSA, about 1 in 7 residents is over the age of 65, with an overall median age of 37.2 years. In contrast, Maricopa County had 1 in 7 residents over the age of 65, with a median age of 35.4. Scottsdale Thompson Peak and Scottsdale Shea Medical Centers have an older population with about 16 percent of the population being over the age of 65.

The average household income of the PSA is estimated at \$79,732. However, 22.2 percent have an income under \$25,000. By hospital, the communities served by John C. Lincoln Medical Center and Scottsdale Osborn Medical Center had a greater percentage of the population with low household incomes, with about 30 percent of the households reporting under \$25,000. Comparatively, the communities served by Scottsdale Shea Medical Center and Scottsdale Thompson Peak Medical Center had about 15 percent of households with an income over \$150,000. The average household income for Maricopa County is slightly less than the HonorHealth PSA at \$76,375, and about 22.1 percent with income under \$25,000. Both the PSA and Maricopa County as a whole have an unemployment rate of about 5.8 percent.

The PSA has a higher level of educated residents than Maricopa County as a whole. Thirty-four percent of residents in the HonorHealth PSA had a Bachelor's degree and/or graduate's degree while 11 percent had less than a high school diploma. Scottsdale Shea Medical Center and Scottsdale Thompson Peak Medical Center serve communities where nearly 50 percent of the residents 25 years old and older had at least a Bachelor's degree. In Maricopa County about 30 percent of residents have a Bachelor's degree and 14 percent of residents have less than a high school diploma.

Due to Medicaid expansion in Arizona, uninsured numbers are not available below the county-level. The most recent data shows that 10.9 percent of Maricopa County residents were uninsured.

## Community Health Needs Assessment

HonorHealth completed its most recent Community Health Needs Assessment in 2015; identifying four needs at each hospital facility and an additional fifth need at John C. Lincoln Medical Center and Scottsdale Osborn Medical Center. The needs identified at all hospitals were: Mental Health, Substance Abuse, Geriatric Health, and Chronic Disease Prevention and Management. The final need identified addresses the Social Determinants of Health.

To address each of these needs, HonorHealth is working with its partners to identify best practices and innovative ideas that will improve the health of the communities served by HonorHealth.

Some of the initiatives identified to address the community health needs are programs discussed in this Community Benefit Report. When applicable, the needs associated with a community benefit program are identified in this report.

## 2016 Community Benefit

In 2016, HonorHealth provided \$227 million in community benefit. This includes \$17.7 million in community service programs: educational lectures, screenings and other community health improvement events that help those living in HonorHealth's community live healthy lives.

### Mobile Integrated Health 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 services such as 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.

The program has successfully helped individuals become self-sufficient and no longer rely on 911/EMS by establishing medical homes, connecting participants to community resources, and working with partners to address safety concerns of the individual.

Over time, more complex cases have been referred to the program. These cases tend to involve needs related to substance abuse and mental health. Therefore, the number of participants being served is limited to ensure the needs of those enrolled are being addressed.

HonorHealth supports this program through the employment of a nurse practitioner who works closely with all program participants.

#### *Future Plans*

HonorHealth is looking to expand this program into more communities by partnering with other local Fire/EMS

#### *Needs addressed*

Mental Health	Substance Abuse	Geriatric Health	Chronic Disease	Social Determinants
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### Longevity Institute

HonorHealth created the Longevity Institute to address the health needs of the aging HonorHealth population. It is estimated that 1 in 8 community members is over the age of 65. This population has unique health needs, and the Longevity Institute's goal is to help them navigate the health system to ensure healthy aging. In addition, the Longevity Institute also helps seniors with end of life planning, by providing trainings on how to develop advanced directives.

#### *Future Plans*

HonorHealth is looking to expand this program into more communities by partnering with other local Fire/EMS.

#### *Needs addressed*

**Mental Health**

**Substance Abuse**

**Geriatric Health**

**Chronic Disease**

**Social  
Determinants**

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### **Trauma Centers**

HonorHealth operates three Level I Trauma Centers Trauma Center at John C Lincoln Medical Center, Scottsdale Osborn Medical Center and Deer Valley Medical Center. The trauma coordinators offer educational programs to community members on to prevent and respond to trauma. HonorHealth trauma educators go to local schools to educate students on the dangers of drinking and driving, attend health fairs to provide information on child safety, and provide life support training to first responders.

In 2015 with the Super Bowl held in Arizona, HonorHealth sponsored the first annual Tackle Trauma 5k on Super Bowl Sunday. HonorHealth renewed its sponsorship in 2016. The Tackle Trauma 5k goal is to provide education and conduct research on trauma for prevention and treatment.

#### *Future Plans*

HonorHealth Trauma Centers will work with the HonorHealth Longevity Institute to provide Matter of Balance classes to seniors to address fall prevention. Falls are a leading cause of trauma for adults 65 years of age and older.

#### *Needs addressed*

**Mental Health**

**Substance Abuse**

**Geriatric Health**

**Chronic Disease**

**Social  
Determinants**

### **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 6,000 individuals participated in the center's Creative Arts Body, Mind and Spirit Program in 2016.

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.

#### *Future Plans*

HonorHealth will continue to offer community outreach programs and support. HonorHealth will increase the number of participants screened through expanded programs in the community and increase the number of participants in the Body, Mind, and Spirit program.

#### *Needs addressed*

<b>Mental Health</b>	<b>Substance Abuse</b>	<b>Geriatric Health</b>	<b>Chronic Disease</b>	<b>Social Determinants</b>
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#### **Women's Health Services**

HonorHealth offers programs and services addressing women's health through the Women's Health Services program located on the Scottsdale Shea Medical Center campus. These programs include support groups for women at all stages of life and provide preventative screenings for older women with Bone Density, Heart, and Body Composition screenings. These screenings are open to men as well.

In 2016, HonorHealth began offering Safe Sitter classes for teenagers.

Overall, in 2016 HonorHealth Women's Health provided

- Over 100 health screenings for Body Composition, Bone Density, and Heart Disease

- 12 monthly support group meetings for
  - Child Loss
  - Menopause
  - Osteoporosis
  - Pregnancy and Postpartum Depression
- 27 young adults attended Safe Sitter education

#### *Future Plans*

HonorHealth will begin providing cholesterol and glucose screenings to community members to identify early signs of heart disease and diabetes.

#### *Needs addressed*

Mental Health	Substance Abuse	Geriatric Health	Chronic Disease	Social Determinants
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#### **Desert Mission**

Desert Mission works to meet the health and social needs of the community through a Food Bank, Adult Day Health Care for seniors, financial support and learning center, and an accredited early childhood care and education center.

In 2016 Desert Mission Food Bank provided services to more than 15,000 families through the provision of the following:

- 48,390 emergency food boxes to individuals and families at or below 185 percent of the federal poverty level.
- 36,200 Snack Packs, or packages of kid-friendly food for low-income children at-risk for going hungry over the weekend for children who rely on the federal free and reduced breakfast/lunch program to meet their nutritional needs.

In 2016, Desert Mission Food Bank piloted a Diabetes Wellness Program for HonorHealth patients. The program focused on nutrition as part of the overall diabetes management plan. Wellness food boxes containing healthier food options for patients living with diabetes were distributed to 47 people who participated in the pilot.

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 enjoy activities including arts and crafts, games, and intergenerational activities with children from the Lincoln Learning Center.

Desert Mission launched a pilot program through a partnership with St. Joseph the Worker called the Financial Resiliency Program. This job training program also provides education on better management of personal finances. In 2016, 22 people participated in this program.

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 2016, 33 percent of children enrolled at Lincoln Learning Center attended on scholarship.

#### *Future Plans*

Desert Mission will continue to provide the programs and services currently made available to community members. Desert Mission will pilot a program at several HonorHealth Medical Group locations to screen patients for food insecurity. Identified patients will receive counseling and food assistance.

#### *Needs addressed*

Mental Health	Substance Abuse	Geriatric Health	Chronic Disease	Social Determinants
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### **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 designated as a federally qualified health center (FQHC) 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 in navigating the healthcare system.
- Increase the availability of low-cost services.

HonorHealth supports NOAH in meeting its mission by providing administrative and operational support such as facilities.

In 2016, NOAH served over 13,000 patients through nearly 54,000 encounters:

- 29,824 medical visits.
- 7,540 dental visits.
- 5,325 behavioral health visits.
- 8,156 eligibility assistance interviews.
- 960 prenatal visits.
- 18,890 preventative screenings.

In 2016, NOAH served the community at its seven locations across the Northeast Valley

#### *Future Plans*

HonorHealth will continue to partner and support NOAH. In addition, through the Food Bank at Desert Mission, HonorHealth will help address food insecurity in NOAH patients by providing counseling and food assistance.

#### *Needs addressed*

**HonorHealth also offers many programs that do not specifically align with the current Community Health Needs Assessment. The following are some of those programs:**

### **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 with 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.

### **Health 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 three residency programs, Family Medicine, General Surgery and Internal Medicine. 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. 2016 saw the inception of the third HonorHealth Residency Program with the Internal Medicine program located at Scottsdale Thompson Peak Medical Center.

In addition to our physicians, there were the following in 2016:

6 pharmacists in the Pharmacy Residency Programs located at John C. Lincoln Medical Center and Scottsdale Shea Medical Center

Over 100 therapy (physical, occupational, speech) students

Educational opportunities were also provided to many student interns 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 including Scottsdale Community College and Grand Canyon University

In 2016:

291 nurses were pursuing a bachelor's degree in nursing, 169 nurses were pursuing a master's degree in nursing, 143 nurses were enrolled in a nurse practitioner degree and 33 nurses were working towards a doctorate in nursing

151 students employed at HonorHealth were attending pre-licensure nursing program

Support was designated for nursing faculty serving at Scottsdale Community College, as HonorHealth partners with Scottsdale Community College in support of the pre-licensure nursing program.

## Community Benefit Total

HonorHealth reported \$190 million in community benefit in fiscal year 2016, 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.

<b>2016 Community Benefit</b>	<b>Net Benefit</b>
Charity Care	\$41,766,698
Unpaid Costs of AHCCCS Programs	\$67,145,404
<b>Community Services</b>	
Community Health Improvements	\$1,016,772
Health Professions Education	\$7,317,894
Subsidized Health Services	\$13,874
Research	\$1,756
Financial and In-Kind Contributions	\$5,039,651
Community Building Activities	\$3,529,179
Community Benefit Operations	\$791,283
<b><u>Subtotal for Community Services</u></b>	<b><u>\$17,710,409</u></b>
<b><u>Total Community Benefit</u></b>	<b><u>\$126,622,511</u></b>
Unpaid Cost of Medicare	\$63,145,223
<b><u>Total Community Benefit including Medicare</u></b>	<b><u>\$189,767,734</u></b>

**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).