

2021 COMMUNITY BENEFIT REPORT

\$471 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	\$131,858,299
Costs of unpaid Medicaid (AHCCCS)	\$198,625,097
Community health improvement and other benefits	\$35,192,224
Community Benefit subtotal	\$365,575,620
Costs of unpaid Medicare	\$105,668,904
Total 2021 Community Benefit, including Medicare	\$471,344,524

See back side for definition of terms.



Todd LaPorte, CEO
HonorHealth

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

greater Phoenix community like we do.

As we continued to recover from the COVID-19 pandemic into 2021, our focus shifted from critical care and treatment to maintaining our position as a steadfast partner in health, meeting and overcoming new challenges. Professional education moved to the forefront, and our Military Partnership community programs offered much needed healthcare training for military personnel.

There was a growing emphasis on assisting the most vulnerable members of our community by increasing points of delivery for resources through pickup, delivery and immediate on-site availability. Desert Mission continued to address these social determinants of health and provide food access and nutritional support, early childhood education and senior enrichment. Our affiliation with Neighborhood Access to Health (NOAH) allowed us to maintain vital medical, dental and behavioral health services for those in need.

I am proud 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

238K

total visits

(annually, including 80K telehealth/virtual visits)

45K

adults and children provided with health care

(annually)

6

 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



15K

food boxes provided to families in need in 2021

271+

children received early care and education in 2021



30%

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



6.4K+

soldiers, airmen and first responders trained since launch

HONORHEALTH®

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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.

If you have any questions regarding this publication, contact Mary Jung at mjung@honorhealth.com

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