Letter from the President

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August 31, 2012

Dear Fellow Texan:

At Baylor Regional Medical Center at Grapevine, we recognize the importance of community benefit. Being able to share our knowledge, expertise, and range of services with the community is essential in our culture of service excellence.

The Baylor Health Care System Health Needs Assessment and the Dallas Fort Worth Hospital Council Community Health Web Site identified five primary areas of community health need: heart disease, cancer, stroke, chronic respiratory conditions, diabetes and Alzheimer’s disease. Community outreach efforts were focused to address each of these community health needs.

Through increased involvement in hospital services and community activities our staff and physicians demonstrate their commitment and dedication to Baylor Regional Medical Center at Grapevine mission of being the best provider of care to our communities.

Their involvement goes beyond the operating room and the patient floors, and reaches out to our community by way of treatment and prevention through hospital-sponsored events such as the annual Women’s Health Day, Men’s Health Day, the inaugural Baylor Grapevine Lifestyle Improvement Challenge, and numerous health educational programs. At these events, our staff and physicians alike donate their time to educational the public on various health-related preventive measures and health lifestyle choices. Their commitment continues through countless community presentations and programs outlined in this report.

As we look to the future, continual progress and involvement will guide us as we expand our services to meet the needs of the growing communities that we serve.

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 Health Care System, and 3500 Gaston Avenue, Dallas, Texas 75246.

Sincerely,

Steven Newton
President, Baylor Regional Medical Center at Grapevine
Baylor Health Care System
I. Mission Statement
Baylor Regional Medical Center at Grapevine (Baylor Grapevine), an affiliated hospital of Baylor Health Care System (BHCS), is committed to being trusted as the best place to give and receive safe, quality, compassionate healthcare. An organization founded on Christian principles, we exist to serve all people through exemplary health care, education, research and community service. Our five core values guide our actions as we remain committed to our mission and work toward our vision for the future:

Integrity:
Conducting ourselves in an ethical and respectful manner

Servanthood:
Serving with an attitude of unselfish concern

Quality:
Meeting the needs and striving to exceed the expectations of those we serve through continuous improvement

Innovation:
Consistently exploring, studying and researching new concepts and opportunities

Stewardship:
Managing resources entrusted to us in a responsible manner

II. Effective Dates of the Plan
The annual report of community benefits provided is for the fiscal year ended June 30, 2012 (Fiscal Year 2012).

III. Description of the Community Served
Baylor Regional Medical Center at Grapevine (BRMCG) serves Northeast Tarrant County, Northwest Dallas County and the Southeast portion of Denton County. Communities located in these counties include Bedford, Colleyville, Euless, Flower Mound, Grapevine, Hurst, Keller, Roanoke, Southlake, Trophy Club, and Westlake. The aforementioned communities are classified as suburban due to their proximity to Dallas and Fort Worth. The population of the Baylor Grapevine total service area is 814,241 and is projected to increase by 12.9 percent by 2015. The over 800,000 residents in the BRMCG total service area are served by six other hospitals including: Texas Health Harris Methodist HEB,
Medical Center of Lewisville, North Hills Hospital, Baylor Medical Center at Trophy Club, Texas Health Harris Methodist Fort Worth and John Peter Smith Hospital.

The BRMCG total service area 72.1 percent white and is less diverse than the DFW Metroplex. Other ethnicity percentages include: African American 5 percent, Hispanic 14.6 percent, Asian & Pacific Islanders 5.5 percent and all others 2.8 percent. The BRMCG total service area is younger than the DFW Metroplex with 31.3 percent of residents within the ages of 35-54. Only 8 percent of the BRMCG total service area failed to obtain a high school diploma compared to the 18.5 percent for the DFW Metroplex. The average household income for the BRMCG total service area is $101,080 with only 3.9 percent of the population live under the federal poverty level.

The 2008 Community Health Checkup for Tarrant County divides the Baylor Grapevine service areas into three areas for analysis: Grapevine/Colleyville, Hurst/Euless/Bedford (HEB), and North Central.

**Grapevine/Colleyville Service Area Analysis**
The Checkup identifies area codes 76034, 76051, 76092, and 76177 as the Grapevine/Colleyville Service Area.

- **Population Facts:**
The Grapevine/Colleyville Service is classified as one of the younger areas of Tarrant County, however, there is a disproportionately high percentage of residents ages 45 to 64 (Baby Boomers). In 2008, the Checkup reported the Grapevine/Colleyville area as 80.3 percent white, 11.9 percent Hispanic, 3.2 percent Asian, 2.6 percent African American, and 2.0 percent Native American and other ethnicities. This area is among the most affluent in Tarrant County, with over 50 percent of households making about $100,000 per year. Additionally, 91.2 percent of the populations live above 200 percent of the federal poverty level, as compared to 72.6 percent county wide.

**Hurst/Euless/Bedford Service Area Analysis**
The Checkup identifies area codes 76021, 76022, 76039, 76040, 76053, 76054, 76118, 76120, 76155, and 76180 as the HEB Service Area.

- **Population Facts:**
The HEB area has a fairly even age distribution among all age groups, however the age group over 65 has increased steadily since 1990. In 2008, the Checkup reported the HEB area as 67.5 percent white, 16 percent Hispanic, 7.9 percent African American, 5.2 percent Asian, and 3.4 percent Native American and other ethnicities. Though a significant portion (14.8 percent) of the households earn under $25,000 per year, it is still less than the county rate of 19.7 percent. Additionally, 82.6 percent of the population lives above 200 percent of the federal poverty level, as compared to 72.6 percent county wide.

**North Central Tarrant County Service Area Analysis**
The Checkup identifies area codes 76052, 76131, 76137, 76148, 76177, and 76248 as the North Central Tarrant County Service Area.

- **Population Facts:**
The North Central Tarrant County area’s population has exploded over the past 8 years, growing by 74.7 percent. The proportion of age groups 45 to 64 and 65 and above has increased. This pattern suggests the change from a rural to a suburban population. In 2008, the Checkup reported the North Central Tarrant County area as 74.6 percent white and 14.2 percent Hispanic. Over one-third of households in this area earned over $100,000 per year, making it the second wealthiest service area in the county. Additionally, 87.8 percent of the population live above 200 percent of the federal poverty level, as compared to 72.6 percent county wide.

IV. Charity Care and Government-Sponsored Indigent Health Care Provided
For Fiscal Year 2012, Baylor Regional Medical Center at Grapevine provided $11,374,919 in unreimbursed costs of charity care and government-sponsored indigent health care.

V. Government-Sponsored Health Care Provided
For Fiscal Year 2012, Baylor Regional Medical Center at Grapevine provided $26,965,177 in unreimbursed costs of government-sponsored health care.

VI. Other Types of Community Benefits Provided
Baylor Regional Medical Center at Grapevine is committed to improving the quality of life for the many citizens living and working in its area. Baylor Regional Medical Center at Grapevine was pleased to allocate funds to the following community benefit activities.

A. Community Health Education $ 78,633
   Baylor Grapevine participated in a host events that focused on community health education about chronic disease and issues related to maintaining a healthy lifestyle. Events included education outreach to local school districts, community organizations through seminars and support groups.

B. Health Screenings $ 23,568
   Baylor Grapevine provided screenings to community and corporate sponsored health fairs and screenings. Baylor Grapevine also hosted their annual For Women, For Life—Women’s Health Day and It’s a Guy Thing—Men’s Health Day that provided free screenings to community residents. Various health screenings included cholesterol, glucose, body fat analysis, blood pressure, osteoporosis, and prostate cancer screenings.

C. Health Care Support Services $ 91,541
   Health care support services were provided by the hospital to increase access and quality of care in health services to individuals, especially the poor and vulnerable populations. This includes the cost paid to Eligibility Consultants Inc.

D. Medical Education $ 206,985
   Through the educational services department, Baylor Grapevine hosted 250 nursing students from several area colleges and universities during Fiscal Year
2012. These nursing students were paired with experienced registered nurses to take classroom lessons and utilize them in a clinical setting.

During Fiscal Year 2012, the Baylor Grapevine volunteer services department provided two $3000 scholarships for eligible high school students who expressed interest and intent on entering the field of health professions.

E. Financial Contributions $ 51,700
Baylor Grapevine plans to support other non-profit organizations including:
- Alzheimer’s Association
- American Cancer Society
- American Diabetes Association
- Baylor Women’s Council of Tarrant County
- Birdville Education Foundation
- Carroll Education Foundation
- Carroll High School PTSO
- Central High School Project Graduation
- Colleyville Lions Club Foundation, Inc.
- Colleyville Woman’s Club
- Community Enrichment Center
- Community Storehouse
- Faith Christian School
- Fossil Ridge High School Project Graduation
- Grapevine AMBUCS
- Grapevine-Colleyville ISD Education Foundation
- Grapevine Heritage Foundation
- Grapevine High School Project Graduation
- Grapevine Relief and Community Exchange (GRACE)
- HEB Education Foundation
- Keller Education Foundation
- Keller High School Project Graduation
- Keller Women’s Club Foundation
- LD Bell High School Project Graduation
- Leukemia & Lymphoma Society
- Metroport Meals on Wheels
- National Ovarian Cancer Coalition
- Northwest High School Project Graduation
- Northwest ISD Education Foundation
- PKD Foundation
- Southlake Women’s Foundation, Inc.
- Trinity High School Project Graduation
- Westlake Academy Foundation

E. In Kind Donations $ 44,224
Baylor Grapevine supports area organizations through the donation of equipment and medical supplies for the Second Chance Program a project of Baylor Health Care System Faith in Action Initiatives and emergency medical care at community events.

G. Community Benefits Operations $ 81,848
Baylor Grapevine provides dedicated personnel for community benefits operations in Fiscal Year 2012. This amount covers the Community Relations/Volunteer Services Coordinator’s salary and fringe benefits.

H. Community Building Activities $ 50,000
Baylor Regional Medical Center at Grapevine collaborated with 8 local communities to encourage and promote healthy lifestyles through its *Lifestyle Improvement Challenge*. The hospital provided several wellness grants totaling $50,000 to aid in the facilitation of programs that promote wellness and prevention in Northeast Tarrant and Southern Denton counties.

VII. Total Operating Expenses and Calculation of the Ratio of Cost to Charge
As required by Section 311.046 (a)(4), Baylor Regional Medical Center at Grapevine reports $235,086,721 in total operating expenses. As required by Section 311.046(1) (5), the ratio of cost to charges was 31.32% Please see the attached worksheet for the full calculation.

VIII. Report of Community Benefit Provided During Fiscal Year 2012
In a commitment to fulfill its mission, Baylor Regional Medical Center at Grapevine benefit to the community, conservatively estimated, was $38,968,595 for Fiscal Year 2012. Baylor Regional Medical Center at Grapevine is filing its Annual Statement of Community Benefits Standard (Statement) as a consolidated system with the other affiliated hospitals of BHCS (excluding those that qualify as Medicaid disproportionate share hospitals).

Through community benefit activities, BHCS-affiliated hospitals provided: quality patient care and subsidized services otherwise not available in the community; medical education, training for medical technicians, hospital chaplains, nurses, and future physicians; and medical research that will speed the time between scientific finding and its application to improving medical care.

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 Health Care System, 3500 Gaston Avenue, Dallas, Texas 75246.