



Hoag 2019 Annual Report

Fast Facts

Accolades & Outstanding Achievements

Community Benefit Summary Trend

Board of Directors

Financials

Fast Facts

For 67 years, Hoag Memorial Hospital Presbyterian has delivered a level of personalized care that is unsurpassed among Orange County's health care providers. Renowned for its excellence, specialized health care services and exceptional physicians and staff, Hoag is admired as one of California's leading health care organizations.

The nonprofit hospital is guided by a 17-member Board of Directors. Robert T. Braithwaite serves as president and chief executive officer.

Hoag is one of the largest acute care hospitals in Orange County and one of the county's largest employers, with more than 6,500 employees and 2,000 volunteers. Hoag has two main hospital campuses in Newport Beach and Irvine, 13 urgent care centers and nine health centers throughout the county. Hoag's network of more than 1,700 physicians and 100 allied health members represents 52 different specialties.

To further Hoag's commitment to provide comprehensive care to the communities we serve, Hoag Medical Group was created and is grounded by its core values: excellence, innovation, compassion and integrity.

Hoag was the highest ranked hospital in Orange County in the 2019-2020 *U.S. News & World Report*. The organization was ranked the #4 hospital in the Los Angeles Metro Area and the #8 hospital in California. Additionally, Hoag was #37 nationally in Neurology and Neurosurgery, #41 in Gynecology, #41 in Orthopedics and #48 in Gastroenterology and GI Surgery. Hoag ranked high performing in Cancer, Geriatrics, Nephrology, Pulmonology & Lung Surgery and Urology, as well as in all nine common adult procedures.

Hoag attained the Magnet® recognition as part of the American Nurses Credentialing Center's (ANCC) Magnet Recognition Program. This credentialing program for hospitals recognizes excellence in nursing and is the highest honor an organization can receive for professional nursing practices. Hoag earned full accreditation with DNV GL Healthcare, the organization whose accreditation and quality management aligns with Hoag's focus on constant improvement.

Hoag offers a comprehensive blend of health care services including five institutes providing specialized care in the following areas:

- **Hoag Family Cancer Institute** is on the leading edge of cancer treatment and offers patients a full range of advanced cancer therapies, including access to new cancer drugs, through a special alliance with USC Norris Comprehensive Cancer Center, and personalized, genome-guided therapy.
- **Jeffrey M. Carlton Heart & Vascular Institute** is one of the preeminent cardiovascular centers on the West Coast, achieving international and national accreditation for many of its programs. The Society of Thoracic Surgeons placed Hoag in the highest category for quality cardiac surgery, a rating achieved by only 10% of hospitals nationwide.
- **Pickup Family Neurosciences Institute** incorporates the latest diagnostic technologies, treatment modalities and integration of medical specialists to deliver the highest quality care for all complex neurological disorders.
- **Hoag Women's Health Institute** improves the lives of the women it serves with personalized, integrated care through prevention, wellness and treatment. Hoag offers nationally designated programs in the areas of breast health, gynecological health and maternal child health.
- **Hoag Orthopedic Institute**, a specialty hospital and two ambulatory surgery centers, is the highest volume provider of joint replacements in California. The physicians collaborate on more than 10,000 orthopedic procedures annually. The institute focuses on the treatments of knee, hip and spine disorders, and takes pride in specialty care related to sports medicine, orthopedic trauma and extremities.



Number of Beds

Newport Beach Campus	434
Irvine Campus	84
Hoag Orthopedic Institute	70
Total	588

2019 Calendar Year Statistics

Inpatient Admissions	32,586
Outpatient Visits	488,549
Emergency Room Visits	123,151
Urgent Care Visits	152,150
Births	6,871

In addition to the five institutes, the hospital's full spectrum of health care services includes, but is not limited to:

- Clinical Trials and Research
- Epilepsy Program
- Fudge Family Acute Rehabilitation Center
- Hoag Addiction Treatment Centers
- Hoag Digestive Health
- Hoag for Her Center for Wellness
- Hoag Sleep Health Program
- Mary & Dick Allen Diabetes Center
- Melinda Hoag Smith Center for Healthy Living
- Robotic-assisted Surgery
- Wound Healing and Hyperbaric Medicine

For more information, please visit hoag.org or call 800-400-HOAG (4624).

Hoag Urgent Care

Hoag has opened urgent care centers to expand its outpatient services to Orange County communities and provide prompt care for all age groups in a convenient location for families. Each location is open from 8 a.m. – 8 p.m. on weekdays, and 8 a.m. – 5 p.m. Saturday – Sunday. Hoag Urgent Care Irvine – Sand Canyon has extended hours and is open 7 a.m. – 10 p.m. on weekdays, and 8 a.m. – 5 p.m. on Saturday – Sunday.

Hoag Urgent Care Aliso Viejo

26671 Aliso Creek Road, Suite 101
Phone: 949-791-3107

Hoag Urgent Care Huntington Beach

19582 Beach Blvd., Suite 180
Phone: 714-477-8050

Hoag Urgent Care Huntington Harbour

5341 Warner Ave.
Phone: 714-477-8450

Hoag Urgent Care Foothill Ranch

26672 Portola Parkway, Suite 100
Phone: 949-557-0710

Hoag Urgent Care Irvine – Los Olivos

8607 Irvine Center Drive
Phone: 949-557-0600

Hoag Urgent Care Irvine – Sand Canyon

16205 Sand Canyon Ave.
Phone: 949-557-0000

Hoag Urgent Care Irvine – Woodbridge

4900 Barranca Parkway
Phone: 949-791-3106

Hoag Urgent Care Irvine – Orchard Hills

3877 Portola Parkway
Phone: 949-557-0720

Hoag Urgent Care Irvine – Woodbury

6340 Irvine Blvd.
Phone: 949-559-6500

Hoag Urgent Care Newport Beach

500 Superior Ave., Suite 160
Phone: 949-791-3006

Hoag Urgent Care Newport Coast

21115 Newport Coast Drive
Phone: 949-557-0730

Hoag Urgent Care Tustin Ranch

2560 Bryan Ave., Suite A
Phone: 714-477-8430

Hoag Urgent Care Tustin Legacy

15000 Kensington Park Drive,
Suite 170
Phone: 714-477-8300

Hoag Health Centers

Hoag operates several neighborhood health care facilities to extend medical care to residents in adjacent communities.

Hoag Health Center Aliso Viejo

26671 Aliso Creek Road

- Hoag Imaging Services
- Hoag Medical Group Family Medicine, Internal Medicine, Pediatrics and Specialists
- Hoag Urgent Care
- Mammography Screening/Breast Tomosynthesis (3D Mammography)

Hoag Health Center Costa Mesa

1190 Baker Street

- Diagnostic X-ray Services
- Hoag Medical Group Family Medicine
- Hoag Imaging Services
- Mammography Screening/Breast Tomosynthesis (3D Mammography)
- Physical Therapy

Hoag Health Center Foothill Ranch

26672 Portola Parkway

- Hoag Imaging
- Hoag Medical Group Family Medicine, Internal Medicine, Pediatrics and Sports Medicine
- Hoag Orthopedic Institute
- Hoag Urgent Care
- Orange Coast Women's Medical Group
- ProSport Physical Therapy & Performance
- Quest Diagnostics

Hoag Health Center Huntington Beach

19582 Beach Blvd.

- CHOC Children's Specialty Clinic
- Heart & Vascular Outpatient Services
- Hoag Breast Center
- Hoag Imaging Services
- Hoag Medical Group Family Medicine, Internal Medicine, Pediatrics and Specialists
- Hoag Urgent Care
- Lab
- Pharmacy
- Physical Therapy

Hoag Health Center Irvine – Sand Canyon

16105 – 16405 Sand Canyon Ave.

- Hoag Breast Center
- Hoag Cancer Center Irvine
- Hoag Cardiac Rehabilitation
- Hoag Echo & Vascular Ultrasound
- Hoag Lab
- Hoag Medical Group Internal Medicine, Pediatrics and Specialists
- Hoag Neurosciences Programs
- Hoag Outpatient Lab
- Hoag Pelvic Health
- Hoag Imaging Services
- Hoag Sleep Center
- Hoag Urgent Care
- Hoag Wound Healing & Hyperbaric Medicine
- Pharmacy

Hoag Health Center Irvine – Woodbridge

4870 & 4900 Barranca Parkway

- Hoag Imaging Services
- Hoag Medical Group Family Medicine and Pediatrics
- Hoag Urgent Care
- Mammography Screening/Breast Tomosynthesis (3D Mammography)
- Mary & Dick Allen Diabetes Center
- Pediatrics
- Physical Therapy

Hoag Health Center Irvine – Woodbury

6352 Irvine Blvd.

- Hoag Imaging Services
- Hoag Medical Group Family Medicine
- Hoag Urgent Care

Hoag Health Center Newport Beach

500 – 520 Superior Ave.

- Cardiac Rehabilitation
- CHOC Children's Specialty Clinic
- Hoag Imaging Services
- Hoag Medical Group Family Medicine, Internal Medicine, Pediatrics and Specialists
- Hoag Urgent Care
- Hoag Wound Healing and Hyperbaric Medicine Center
- Mary & Dick Allen Diabetes Center
- Outpatient Rehabilitation
- Pharmacy
- Pulmonary Rehabilitation

Hoag Health Center Tustin Legacy

15000 Kensington Park Drive

- Hoag Medical Group Internal Medicine, Pediatrics and Specialists
- Hoag Urgent Care
- Lab
- Physical Therapy
- Primary Care & Specialist Physicians
- Tustin Imaging Center

Hoag Medical Group

Hoag Medical Group is a physician group with specialties in Internal Medicine, Family Medicine, Pediatrics, Geriatrics, Diabetes, Endocrinology, Sports Medicine, Rheumatology, Allergy & Immunology, Infectious Disease and HIV Medicine. The group offers same day appointments, provides access to the Hoag network of services and specialists, and accepts most major insurance plans.

Hoag Medical Group Aliso Viejo

Internal Medicine
26671 Aliso Creek Road,
Suite 206
Phone: 949-791-3104

Hoag Medical Group Aliso Viejo

Internal Medicine, Pediatrics
& Specialists
26671 Aliso Creek Road,
Suites 200 & 202
Phone: 949-791-3105

Hoag Medical Group Costa Mesa

Family Medicine
1170 Baker St., Suite H1
Phone: 949-791-3250

Hoag Medical Group Foothill Ranch

Family Medicine, Internal Medicine
and Pediatrics
26672 Portola Parkway,
Suite 104 and 112
Family Medicine:
949-557-0740
Internal Medicine:
949-557-0750
Pediatrics:
949-557-0760

Hoag Medical Group Fountain Valley

Family Medicine
8970 Warner Ave.
Phone: 714-477-8400

Hoag Medical Group Huntington Beach

Family Medicine, Internal Medicine
& Specialists
19582 Beach Blvd., Suite 250
Phone: 714-477-8020

Hoag Medical Group Huntington Beach

Pediatrics
19582 Beach Blvd., Suite 350
Phone: 714-477-8001

Hoag Medical Group Huntington Harbour

Internal Medicine & Specialists
5341 Warner Ave.,
Phone: 714-477-8490

Hoag Medical Group Irvine – Orchard Hills

Family Medicine
3877 Portola Parkway
Phone: 949-557-0720

Hoag Medical Group Irvine – Sand Canyon

Internal Medicine & Specialists
16300 Sand Canyon Ave., Suite 311
Phone: 949-791-3101

Hoag Medical Group Irvine – Sand Canyon

Pediatrics
16100 Sand Canyon Ave., Suite 245
Phone: 949-557-0640

Hoag Medical Group Irvine – Woodbridge

Family Medicine
4900 Barranca Pkwy.
949-791-3103

Hoag Medical Group Irvine – Woodbridge

Pediatrics
4870 Barranca Parkway, Suite 300
Phone: 949-791-3240

Hoag Medical Group Irvine – Woodbury

Family Medicine
6340 Irvine Blvd.
Phone: 949-559-6500

Hoag Medical Group Laguna Beach

Family Medicine
370 Ocean Ave.
Phone: 949-557-0610
Hoag Medical Group

Hoag Medical Group Newport Beach – Fashion Island Area

Internal Medicine
360 San Miguel Drive, Suite 105
Phone: 949-717-0072

Hoag Medical Group Newport Beach – Fashion Island Area

Allergy & Immunology
400 Newport Center Drive, Suite 401
Phone: 949-791-3202

Hoag Medical Group Newport Beach

Internal Medicine, Family Medicine,
Pediatrics & Specialists
510 Superior Ave., Suites 200B – 200D
Phone: 949-791-3001

Hoag Medical Group Newport Beach

Pediatrics
500 Superior Ave., Suite 270
949-791-3370

Hoag Medical Group Newport Beach

Internal Medicine
415 Old Newport Blvd., Suite 101
Phone: 949-791-3008

Hoag Medical Group Tustin Legacy

Pediatrics
15000 Kensington Park Drive, Suite 200
Phone: 714-477-8310

Hoag Medical Group Tustin Legacy

Family Medicine, Internal Medicine
& Specialists
15000 Kensington Park Drive, Suite 250
Phone: 714-477-8320

Accolades & Outstanding Achievements

Recognized Clinical Excellence

For 67 years, Hoag Memorial Hospital Presbyterian has delivered a level of personalized care that is unsurpassed among Orange County's health care providers. Since 1952, Hoag has served the local communities and continues its mission to provide the highest quality health care services through the core strategies of quality and service, people, physician partnerships, strategic growth, financial stewardship, community benefit and philanthropy.

Hoag is a nonprofit regional health care delivery network in Orange County, California, consisting of two acute-care hospitals, 13 urgent care centers, nine health centers and a network of more than 1,700 physicians, 100 allied health members, 6,500 employees and 2,000 volunteers. More than 30,000 inpatients and 450,000 outpatients choose Hoag each year.

Hoag offers a comprehensive blend of health care services that include five institutes providing specialized services in the following areas: cancer, heart and vascular, neurosciences, women's health and orthopedics through Hoag's affiliate Hoag Orthopedic Institute, which consists of an orthopedic hospital and two ambulatory surgical centers.

Hoag was the highest ranked hospital in Orange County in the 2019 – 2020 *U.S. News & World Report*. The organization was ranked the #4 hospital in the Los Angeles Metro Area and the #8 hospital in California. Additionally, Hoag was #37 nationally Neurology and Neurosurgery, #41 nationally in Gynecology, #41 nationally in Orthopedics, #48 nationally in Gastroenterology and GI Surgery. Hoag ranked high performing in Cancer, Geriatrics, Nephrology, Pulmonology & Lung Surgery and Urology, and as well as in all nine common adult procedures including: Abdominal Aortic Aneurysm Repair, Aortic Valve Surgery, Colon Cancer Surgery, Chronic Obstructive Pulmonary Disease (COPD), Heart Bypass Surgery, Heart Failure, Hip Replacement, Knee Replacement and Lung Cancer Surgery.



Hoag attained the Magnet® recognition as part of the American Nurses Credentialing Center's (ANCC) Magnet Recognition Program. This credentialing program for hospitals recognizes excellence in nursing and is

the highest honor an organization can receive for professional nursing practices.

Additionally, Hoag earned full accreditation with DNV GL Healthcare, the organization whose accreditation and quality management aligns with Hoag's focus on constant improvement.



National Recognition Highlights

- Hoag was the highest ranked hospital in Orange County by *U.S. News & World Report* for 2019 – 2020.
- Named by Women's Choice Award® as one of America's Best Hospitals for Heart Care and Obstetrics for the sixth year in a row (2014 – 2019).
- Hoag's teen mental health program, ASPIRE, was accredited by the Western Association of Schools and Colleges (WASC).
- Hoag named one of the Top Hospitals in the U.S. by IBM Watson Health and the World by *Newsweek*.

Major Milestones

- Hoag became the first hospital in Orange County to complete 500 TAVR procedures.
- Hoag becomes first in the country to use AI-Powered PET scans to improve patient care. The SubtlePET software produces the same high quality images seen in traditional 18-minute PET scans, while reducing the time in the scanner to just 4.5 minutes.
- Hoag is the first hospital in Orange County to offer CathWorks FFRangio™ System – an advanced diagnostic technology that helps physicians optimize treatment decisions for patients with coronary artery disease (CAD).

Accolades & Outstanding Achievements CONTINUED

Institute Accolades

Hoag Family Cancer Institute Recognition

- Top 10% in the nation for cancer care, according to *U.S. News & World Report*.
- *U.S. News & World Report* ranked Hoag high performing in Lung Cancer Surgery and Colon Cancer Surgery.
- Highest surgical volume program for Breast Cancer, Lung Cancer, Prostate Cancer, Bladder Cancer and Colon Cancer.
- Hoag Family Cancer Institute is in the top 10% for overall patient satisfaction.
- Hoag Family Cancer Institute became the first community hospital in Orange County to offer Phase 1 Clinical Trials, through its alliance with USC Norris Comprehensive Cancer Center.

Jeffrey M. Carlton Heart & Vascular Institute Recognition

- Designated a Blue Distinction® Center+ in the Blue Distinction Centers for Cardiac Care program by Anthem Blue Cross.
- The Society for Thoracic Surgeons rated Hoag's Cardiac Surgery Program 3 out of 3 stars for both coronary artery bypass grafting and aortic surgery – an achievement reached by only the top 1.4% of programs in the country.
- Named by IBM Watson Health (formerly Truven Health Analytics) as one of the nation's.
- *U.S. News & World Report* ranked Hoag high performing in Abdominal Aortic Aneurysm Repair, Aortic Valve Surgery, Heart Bypass Surgery and Heart Failure.
- Recipient of the American Heart Association's Get With The Guidelines® Heart Failure Gold Quality Achievement Award.
- Named by Women's Choice Award® as one of America's Best Hospitals for patient experience in Heart Care for 2014 – 2019, placing Hoag in the top 9% for heart care.

Pickup Family Neurosciences Institute Recognition

- Hoag Hospital Irvine is certified a Primary Stroke Center and Hoag Hospital Newport Beach is a Certified Comprehensive Stroke Center by DNV GL Healthcare.
- Became the first hospital in Orange County to use high-tech 3D Simulation Software (SNAP) to assist in Brain Surgery.
- *U.S. News & World Report* ranked Hoag nationally in Neurology & Neurosurgery.
- Hoag was designated a Level 4 Epilepsy Center by the National Association of Epilepsy Centers.
- Designated as a Stroke-Neurology Receiving Center by the Orange County Health Care Agency.
- Recipient of the American Heart Association's Get With the Guidelines® Stroke Gold Plus Quality Achievement Award
- Named by *Becker's Hospital Review* as a Top 100 Hospital with Great Neurosurgery and Spine Programs.

Hoag Women's Health Institute Recognition

- Hoag Breast Center (HBC) is the first and only breast center in Orange County to be designated as a Certified Quality Breast Center of Excellence™.
- HBC offers the full complement of breast screening technologies, including Breast Tomosynthesis (3D Mammography) and comprehensive breast surgical offerings including oncoplastic surgery and the full gamut of reconstructive options.
- Dedicated OB Services for perinatology, neonatology, OB Intensivist, OB Hospitalist/Laborist, and OB Anesthesiologists on the unit 24 hours a day, 7 days a week.
- Named by Women's Choice Award® as one of America's Best Hospitals for Obstetrics for 2014 – 2019, placing Hoag in the top 17% nationally for obstetrics.
- The third highest volume provider of gynecologic oncology robotic procedures in the nation and the fourth highest volume for gynecologic robotic-assisted surgeries overall in California.
- *U.S. News & World Report* ranked Hoag nationally in gynecology.

For more information and accolades on Hoag Orthopedic Institute, a single specialty hospital and two ambulatory surgery centers, please visit www.hoagorthopedicinstitute.com.

© February 2020. Hoag is a registered trademark of Hoag Memorial Hospital Presbyterian.

Community Benefit Summary Trend

Hoag Hospital Quantifiable Community Benefit Summary 2019

	2019	2018
Unreimbursed Cost of Direct Medical Care Services - Charity Care		
Definition: The direct cost of medical care provided by Hoag; consists of unreimbursed costs (calculated utilizing cost-to-charge ratios) of providing services to the county indigent population, charity care, and care provided to patients identified and referred by the SOS Medical and Dental Clinic.		
¹ County Indigent Programs	\$ –	\$ 8,377
Charity Care	\$ 6,769,745	\$ 5,630,321
MediCal/Cal Optima Cost of Unreimbursed Care	\$ 44,917,272	\$ 42,628,563
Medicare Cost of Unreimbursed Care	\$ 99,586,083	\$ 100,666,468
Total Cost of Unreimbursed Direct Medical Care Services	\$ 151,273,100	\$ 148,933,729
Benefits for Vulnerable Populations		
Definition: Services and support provided to at-risk seniors and children, the indigent, uninsured/underinsured and homeless to facilitate access to preventive and immediate medical care services.		
Community Health Services	\$ 1,529,408	\$ 1,108,887
Subsidized Clinical Specialty Services	\$ 25,050	\$ 1,574
Cash and In-Kind Contributions	\$ 9,913,914	\$ 7,801,318
Community Benefit Operations	\$ 1,390,222	\$ 1,467,648
Total Benefits for Vulnerable Populations	\$ 12,858,594	\$ 10,379,427
Benefits for the Broader Community		
Definition: Health education, prevention and screening programs, information and referral services, and supportive services available to community residents.		
Community Health Services	\$ 853,687	\$ 753,492
Health Profession Education	\$ 34,840	\$ 34,665
Subsidized Clinical Specialty Services	\$ 92,659	\$ 114,149
Cash and In-Kind Contributions	\$ 1,890,856	\$ 3,724,586
Total Benefits for the Broader Community	\$ 2,872,042	\$ 4,626,892
Total Community Benefit and Economic Value	\$ 167,003,736	\$163,940,048
Total Community Benefit and Economic Value (excluding Medicare Cost of Unreimbursed Care)	\$ 67,417,653	\$ 63,273,580

Notes:

¹ The MSI Program ended in 2013, replaced by the Medical Safety Net (MSN) Program.

2019 Board of Directors

George H. Wood
Chair

Daniel Young
Chair-elect

Karen D. Linden
Immediate Past Chair

Joel Katz, MD
Secretary

Eric Alcouloumre, MD

Vicki Booth

Robert S. Brunswick

Christopher Callero

Miles Chang, MD

Dennis J. Gilmore

Paul Heeschen

Rodney Hochman, MD

Jeffrey H. Margolis

Pamela Massey

Gary S. McKitterick

James Shepherdson

Cynthia Stokke

† George Hoag II
Chairman Emeritus

† John A. Murdy, Jr.
President Emeritus

† Charles W. Fishback
Treasurer Emeritus

† Albert J. Auer
Director Emeritus

John F. Dean, Ed.d.
Director Emeritus

† L. George Elias
Director Emeritus

Financials

Dollars in Thousands	2019	2018	% Change
Net Assets	\$3,003,513	\$2,613,439	14.93%
Total Revenue	\$1,498,125	\$1,346,688	11.25%
Total Expense	\$1,407,860	\$1,239,201	13.16%
Income from Operations	\$ 90,265	\$ 107,487	-16.02%