

# Hoag Stub Year 2017\* Annual Report

\*For July 1 – December 31, 2017



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# Fast Facts

Since 1952, 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 15-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 5,500 employees and 2,000 volunteers. Hoag has two main hospital campuses that are located in Newport Beach and Irvine, ten urgent care centers and seven health centers throughout the county. Hoag's network of more than 1,500 physicians represents 52 different specialties.

Hoag was the highest ranked hospital in Orange County in the 2017-2018 *U.S. News & World Report*. The organization was ranked the #3 hospital in the Los Angeles Metro Area and the #8 hospital in California. Hoag was the only Orange County hospital ranked in the top 10 for California. Additionally, Hoag was #25 nationally in Orthopedics, #27 nationally in Gastroenterology and GI Surgery, #46 nationally in Pulmonology and #47 nationally in Geriatrics. Hoag ranked high performing in Neurology & Neurosurgery, Nephrology and Urology, as well as in nine common adult procedures.

To further Hoag's commitment to provide comprehensive care to the communities we serve, Hoag Medical Group was established in 2012 with the core values of excellence, innovation and compassion.

Hoag attained 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, as well as access to new investigational treatments, through a special alliance with USC Norris Comprehensive Cancer Center.
- **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 percent 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.

## Stub Year 2017 Statistics\*

### Number of Beds

Newport Beach Campus	443
Irvine Campus	84
Hoag Orthopedic Institute	70
Total	597

**Inpatient Admissions** 15,771

**Outpatient Visits** 221,599

**Emergency Room Visits** 58,780

**Births** 3,474

\*Data from July 1 - December 31, 2017.

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

- Blood Donation Services
- Critical Care
- Diabetes Education and Treatment
- Digestive Health
- Endoscopy
- Executive Health
- General Acute Medical and Surgical Services
- Hoag Urgent Care
- Radiology
- Rehabilitation Services
- Respiratory
- Specialty Programs, such as Sleep Disorders and Epilepsy
- Wound Healing and Hyperbaric Medicine

For more information, please visit [hoag.org](http://hoag.org) or call 800-400-HOAG (4624).

## Hoag Urgent Care Centers

Since 2011, 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.

### **Hoag Urgent Care Aliso Viejo**

26671 Aliso Creek Road, Suite 101  
Aliso Viejo, CA 92656  
Phone: 949-791-3107  
Hours: 8 a.m. – 8 p.m. weekdays  
8 a.m. – 5 p.m. Sat - Sun

### **Hoag Urgent Care Anaheim Hills\***

5630 E. Santa Ana Canyon Road,  
Suite 100  
Anaheim Hills, CA 92807  
Phone: 714-602-2400  
Hours: 8 a.m. – 8 p.m. daily

### **Hoag Urgent Care Huntington**

Beach 19582 Beach Blvd., Suite 180  
Huntington Beach, CA 92648  
Phone: 714-477-8050  
Hours: 8 a.m. – 8 p.m. weekdays  
8 a.m. – 5 p.m. Sat - Sun

### **Hoag Urgent Care Huntington Harbour\***

5355 Warner Ave., Suite 102  
Huntington Beach, CA 92649  
Phone: 714-352-5500  
Hours: 8 a.m. – 8 p.m. daily

### **Hoag Urgent Care Irvine – Los Olivos**

8607 Irvine Center Drive  
Irvine, CA 92618  
Phone: 949-577-0600  
Hours: 8 a.m. – 8 p.m. weekdays  
8 a.m. – 5 p.m. Sat - Sun

### **Hoag Urgent Care Irvine – Sand Canyon**

16205 Sand Canyon Ave.  
Irvine, CA 92618  
Phone: 949-557-0000  
Hours: 8 a.m. – 8 p.m. weekdays  
8 a.m. – 5 p.m. Sat - Sun

### **Hoag Urgent Care Irvine – Woodbridge**

4900 Barranca Parkway, Suite 103  
Irvine, CA 92604  
Phone: 949-791-3106  
Hours: 8 a.m. – 8 p.m. weekdays  
8 a.m. – 5 p.m. Sat - Sun

### **Hoag Urgent Care Irvine – Woodbury**

6340 Irvine Blvd.  
Irvine, CA 92604  
Phone: 949-559-6500  
Hours: 8 a.m. – 8 p.m. weekdays  
8 a.m. – 5 p.m. Sat - Sun

### **Hoag Urgent Care Newport Beach**

500 Superior Ave., Suite 160  
Newport Beach, CA 92663  
Phone: 949-791-3006  
Hours: 8 a.m. – 8 p.m. weekdays  
8 a.m. – 5 p.m. Sat - Sun

### **Hoag Urgent Care Tustin\***

2560 Bryan Ave., Suite A  
Tustin, CA 92782  
Phone: 714-389-3500  
Hours: 8 a.m. – 8 p.m. daily

*\*Independently owned and operated.*

## Hoag Health Centers

Hoag operates several neighborhood health care facilities to extend medical care to residents in adjacent communities. For additional information, call 800-400-HOAG (4624).

### Hoag Health Center Aliso Viejo

26671 Aliso Creek Road  
Aliso Viejo, CA 92656

- Diagnostic X-ray Services
- Hoag Urgent Care
- Mammography Screening/Breast Tomosynthesis (3D Mammography)
- Pediatrics
- Primary Care

### Hoag Health Center Costa Mesa

1190 Baker Street  
Costa Mesa, CA 92626

- Diagnostic X-ray Services
- Hoag Imaging Services
- Mammography Screening/Breast Tomosynthesis (3D Mammography)
- Pediatrics
- Physical Therapy Services
- Walk-in Family Care

### Hoag Health Center Huntington Beach

19582 Beach Blvd.  
Huntington Beach, CA 92648

- CHOC Children's Specialty Clinic
- Heart & Vascular Outpatient Services
- Hoag Breast and Imaging Center
- Hoag Imaging Services
- Hoag Urgent Care
- Internal Medicine
- Laboratory X-ray Services
- Pediatrics
- Pharmacy
- Physical Therapy
- Primary Care
- Ultrasound

### Hoag Health Center Irvine – Sand Canyon

16105 - 16405 Sand Canyon Ave.  
Irvine, CA 92618

- Hoag Breast Center
- Hoag Cancer Center Irvine
- Hoag Cardiac Rehabilitation
- Hoag Echo & Vascular Ultrasound
- Hoag Lab
- Hoag Outpatient Lab
- Hoag Radiology & Imaging Services
- Hoag Sleep Center
- Hoag Urgent Care
- Hoag Wound Healing & Hyperbaric Medicine
- Pharmacy

### Hoag Health Center Irvine – Woodbridge

4870 & 4900 Barranca Parkway  
Irvine, CA 92604

- Family Medicine
- Hoag Imaging Services
- Hoag Urgent Care
- Internal Medicine
- Mammography Screening/Breast Tomosynthesis (3D Mammography)
- Pediatrics
- Physical Therapy Services

### Hoag Health Center Irvine – Woodbury

6352 Irvine Blvd.  
Irvine, CA 92620

- Diagnostic X-ray Services
- Family Medicine
- Hoag Imaging Services
- Hoag Urgent Care
- Ultrasound Services

### Hoag Health Center Newport Beach

500 - 520 Superior Ave.  
Newport Beach, CA 92663

- Cardiac Rehabilitation
- CHOC Pediatric Sub-specialty Clinic
- Hoag Urgent Care
- Hoag Wound Healing and Hyperbaric Medicine Center
- Mary & Dick Allen Diabetes Center
- Outpatient Rehabilitation
- Pharmacy
- Primary Outpatient Imaging Center for Hoag Hospital
- Pulmonary Rehabilitation

## 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, 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

Family Medicine  
26671 Aliso Creek Road, Suite 206  
Aliso Viejo, CA 92656  
Phone: 949-791-3104/949-791-3199

### Hoag Medical Group Aliso Viejo

Internal Medicine & Pediatrics  
26671 Aliso Creek Road,  
Suites 200 & 202  
Aliso Viejo, CA 92656  
Phone: 949-791-3105

### Hoag Medical Group Costa Mesa

Family Medicine  
1170 Baker St., Suite H1  
Costa Mesa, CA 92626  
Phone: 949-791-3250

### Hoag Medical Group Fountain Valley

Family Medicine  
8970 Warner Ave.  
Fountain Valley, CA 92708  
Phone: 714-477-8400

### Hoag Medical Group Huntington Beach

Family Medicine, Internal Medicine  
& Specialists  
19582 Beach Blvd., Suite 250  
Huntington Beach, CA 92648  
Phone: 714-477-8020

### Hoag Medical Group Huntington Beach

Pediatrics  
19582 Beach Blvd., Suites 350 - 370  
Huntington Beach, CA 92648  
Phone: 714-477-8001

### Hoag Medical Group Irvine – Sand Canyon

Internal Medicine & Specialists  
16300 Sand Canyon Ave., Suite 311  
Irvine, CA 92618  
Phone: 949-791-3101

### Hoag Medical Group – Irvine Sand Canyon

Pediatrics  
16300 Sand Canyon Ave., Suite 811  
Irvine, CA 92618  
Phone: 949-557-0640

### Hoag Medical Group Irvine – Woodbridge

Family Medicine and Pediatrics  
4900 Barranca Parkway, Suite 103  
Irvine, CA 92604  
Family Medicine: 949-791-3103  
Pediatrics: 949-791-3102

### Hoag Medical Group Irvine – Woodbridge

Pediatrics  
4870 Barranca Parkway, Suite 300  
Irvine, CA 92604  
Phone: 949-791-3240

### Hoag Medical Group Irvine – Woodbury

Family Medicine  
6340 Irvine Blvd.  
Irvine, CA 92620  
Phone: 949-559-6500

### Hoag Medical Group Irvine – Los Olivos

Family Medicine  
8607 Irvine Center Drive  
Irvine, CA 92618  
Phone: 949-557-0600

### Hoag Medical Group Laguna Beach

Family Medicine  
364 Ocean Ave.  
Laguna Beach, CA 92651  
Phone: 949-557-0610

### Hoag Medical Group Newport Beach – Fashion Island Area

Internal Medicine  
360 San Miguel Drive, Suite 105  
Newport Beach, CA 92660  
Phone: 949-717-0072

### Hoag Medical Group Newport Beach

Internal Medicine, Family Medicine,  
Pediatrics & Specialists  
510 Superior Ave., Suites 200B - 200D  
Newport Beach, CA 92663  
Phone: 949-791-3001

# Accolades & Outstanding Achievements

## Recognized Clinical Excellence

Hoag was the highest ranked hospital in Orange County in the 2017-2018 *U.S. News & World Report*. The organization was ranked the #3 hospital in the Los Angeles Metro Area and the #8 hospital in California. Hoag was the only Orange County hospital ranked in the top 10 for California. Additionally, Hoag was #25 nationally in Orthopedics, #27 nationally in Gastroenterology and GI Surgery, #46 nationally in Pulmonology and #47 nationally in Geriatrics. Hoag ranked high performing in Neurology & Neurosurgery, Nephrology and Urology, as well as in 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.

*Becker's Hospital Review* named Hoag one of the 2016 "100 Great Hospitals in America." Hoag has received this designation four times – in 2012, 2013, 2015 and 2016. Hoag is the only hospital in Orange County to make the list. Additionally, out of the nine California hospitals recognized, Hoag is the only non-academic medical center.

Hoag attained 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.

Rated one of America's Top 50 Hospitals by an independent health care research firm in 2017, Hoag ranks in the top 10 percent nationally for clinical excellence, cardiac surgery, cardiac care, critical care, gastrointestinal care, general surgery, and pulmonary care. The firm also ranked Hoag a five-star hospital in the nation for a number of specialties:

- Bowel Obstruction
- Colorectal Surgeries
- Coronary Artery Bypass Graft (CABF) Surgery
- Esophageal/Stomach Surgeries
- Heart Attack
- Pneumonia
- Respiratory Failure
- Sepsis

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

## Outstanding Patient Satisfaction

- *U.S. News & World Report* ranked Hoag the highest ranking hospital in Orange County.
- Hoag was named by *IBM Watson Health* (formerly *Truven Health Analytics*) as one of the nation's "50 Top Cardiovascular Hospitals" for the third year in a row.
- Rated one of America's Top 50 Hospitals by an independent health care research firm.
- Named by *Women's Choice Award*® as one of America's Best Hospitals for Heart Care and Obstetrics for the fourth year in a row.

## Recent Major Milestones

- The Hoag Neurosciences Institute celebrated its 10-year anniversary and was renamed the Pickup Family Neurosciences Institute after receiving a \$15 million gift from the Pickup Family Foundation.
- Hoag became the first hospital in Orange County to install the Siemen SOMATOM® Force CT Scanner to obtain higher quality images faster, more efficiently and with less radiation.
- Hoag Hospital Irvine was certified a Primary Stroke Center by DNV GL Healthcare. Hoag Hospital Newport is a Certified Comprehensive Stroke Center by DNV GL Healthcare.
- Hoag was redesignated as a Certified Quality Breast Center of Excellence™ and is the only one in Orange County.

## Institute Accolades

### Hoag Family Cancer Institute Recognition

- 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.
- Hoag Radiation Oncology ranked in the top 1 percent of outpatient facilities nationwide in the Press Ganey® overall patient satisfaction ratings.
- *U.S. News & World Report* ranked Hoag high performing in Lung Cancer Surgery and Colon Cancer Surgery.

### 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 ranked Hoag's cardiovascular surgery program in the highest category for quality and successful outcomes; achieved by only 10 percent of hospitals nationwide.
- Named by *IBM Watson Health* (formerly Truven Health Analytics) as one of the nation's "50 Top Cardiovascular Hospitals" for the third consecutive year.
- *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 award for achieving an average score of 85 percent or greater in all five heart-failure achievement measures.
- Designated a Cardiovascular Receiving Center (CVRC) by the Orange County Emergency Medical Services.
- Named by *Women's Choice Award*® as one of America's Best Hospitals for patient experience in Heart Care for 2014 – 2017.
- One of the preeminent cardiovascular centers on the West Coast and Orange County's highest-volume, highest-rated cardiovascular program.

### Pickup Family Neurosciences Institute Recognition

- Hoag Hospital Irvine was certified a Primary Stroke Center and Hoag Hospital Newport Beach was named 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 high performing in Neurology & Neurosurgery.
- Hoag was Orange County's first hospital (and one of the first in the country) to offer a vaccine trial for primary brain tumor (Neurovax).
- Hoag was designated a Level 3 Epilepsy Center by the National Association of Epilepsy Centers.
- Designated as a Stroke-Neurology Receiving Center by the Orange County Health Care Agency.
- 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.
- Designated as a Certified Baby-Friendly™ Birth Facility with a Level IIIA Neonatal Intensive Care Unit.
- Dedicated OB Services for perinatology, neonatology, OB Intensivist, and OB Hospitalist/Laborist.
- Named by *Women's Choice Award*® as one of America's Best Hospitals for Obstetrics.
- Hoag is designated a Center of Excellence in Minimally Invasive Gynecology (COEMIG) by *The American Association of Gynecologic Laparoscopists* (AAGL). The full complement of breast surgical options include oncoplastic surgery and gamut reconstruction options.
- 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.

# Community Benefit Summary Trend

## 2017 Stub Year

The following outlines the contributions made in support of the community from Hoag operations in the 6-month period from July 1, 2017 through December 31, 2017.

	2017 Stub Year	2017 Fiscal Year
<b>Unreimbursed Cost of Direct Medical Care Services - Charity Care</b>		
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		
County Indigent Programs <sup>1</sup>	\$ 13,381	\$ 109,530
Charity Care	\$ 3,654,304	\$ 7,122,000
MediCal/Cal Optima Cost of Unreimbursed Care	\$ 18,076,472	\$ 33,158,750
Medicare Cost of Unreimbursed Care	\$ 35,755,839	\$ 75,748,518
<b>Total Cost of Unreimbursed Direct Medical Care Services</b>	<b>\$ 57,499,996</b>	<b>\$ 116,138,798</b>
<b>Benefits for Vulnerable Populations</b>		
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	\$ 498,401	\$ 717,747
Subsidized Clinical Specialty Services	\$ 931	\$ 37,291
Cash and In-Kind Contributions	\$ 4,110,745	\$ 7,203,881
Community Benefit Operations	\$ 790,346	\$ 1,424,213
<b>Total Benefits for Vulnerable Populations</b>	<b>\$ 5,400,423</b>	<b>\$ 9,383,132</b>
<b>Benefits for the Broader Community</b>		
Definition: Health education, prevention and screening programs, information and referral services, and supportive services available to community residents.		
Community Health Services	\$ 371,751	\$ 774,136
Health Profession Education	\$ 106,276	\$ 228,255
Subsidized Clinical Specialty Services	\$ 63,257	\$ 280,659
Cash and In-Kind Contributions	\$ 1,159,567	\$ 2,276,534
Community Building Activities	\$ 1,260	\$ 9,900
<b>Total Benefits for the Broader Community</b>	<b>\$ 1,702,111</b>	<b>\$ 3,569,484</b>
<b>Total Community Benefit and Economic Value</b>	<b>\$ 64,602,530</b>	<b>\$ 129,091,414</b>
<b>Total Community Benefit and Economic Value</b> (excluding Medicare Cost of Unreimbursed Care)	<b>\$ 28,846,691</b>	<b>\$ 53,342,896</b>

### Notes:

\*The CY 2017 Stub Year included 6 months: July 1, 2017 through December 31, 2017. The 2017 Fiscal Year was a 12-month period from July 1, 2016 through June 30, 2017.

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



## Board of Directors: Stub Year 2017

Karen D. Linden

*Chair*

George H. Wood

*Chair-Elect*

Gary S. McKitterick

*Immediate Past Chair*

Raymond Ricci, M.D.

*Secretary*

### **Members:**

Vicki Booth

Miles Chang, M.D.

Robert Evans

Dennis J. Gilmore

Paul Heeschen

Rod Hochman, M.D.

Joel Katz, M.D.

Jeffrey H. Margolis

Pamela Massey

Jamie Shepherdson

Cynthia Stokke

Daniel Young

# Financials

Dollars in Thousands	2017 Stub Year	2017 Fiscal Year	% Change
Net Assets	\$2,607,768	\$2,427,408	7.43%
Total Revenue	\$ 638,644	\$1,207,890	N/A
Total Expense	\$ 578,567	\$1,086,158	N/A
Income from Operations	\$ 60,077	\$ 121,732	N/A

Note:

Due to a change in our fiscal year periods, the 2017 Stub Year represents a six month transition period (7/1/17-12/31/17); as such, income statement information is not comparable to the full 2017 Fiscal Year. The 2017 Fiscal Year was a 12-month period from July 1, 2016 through June 30, 2017.