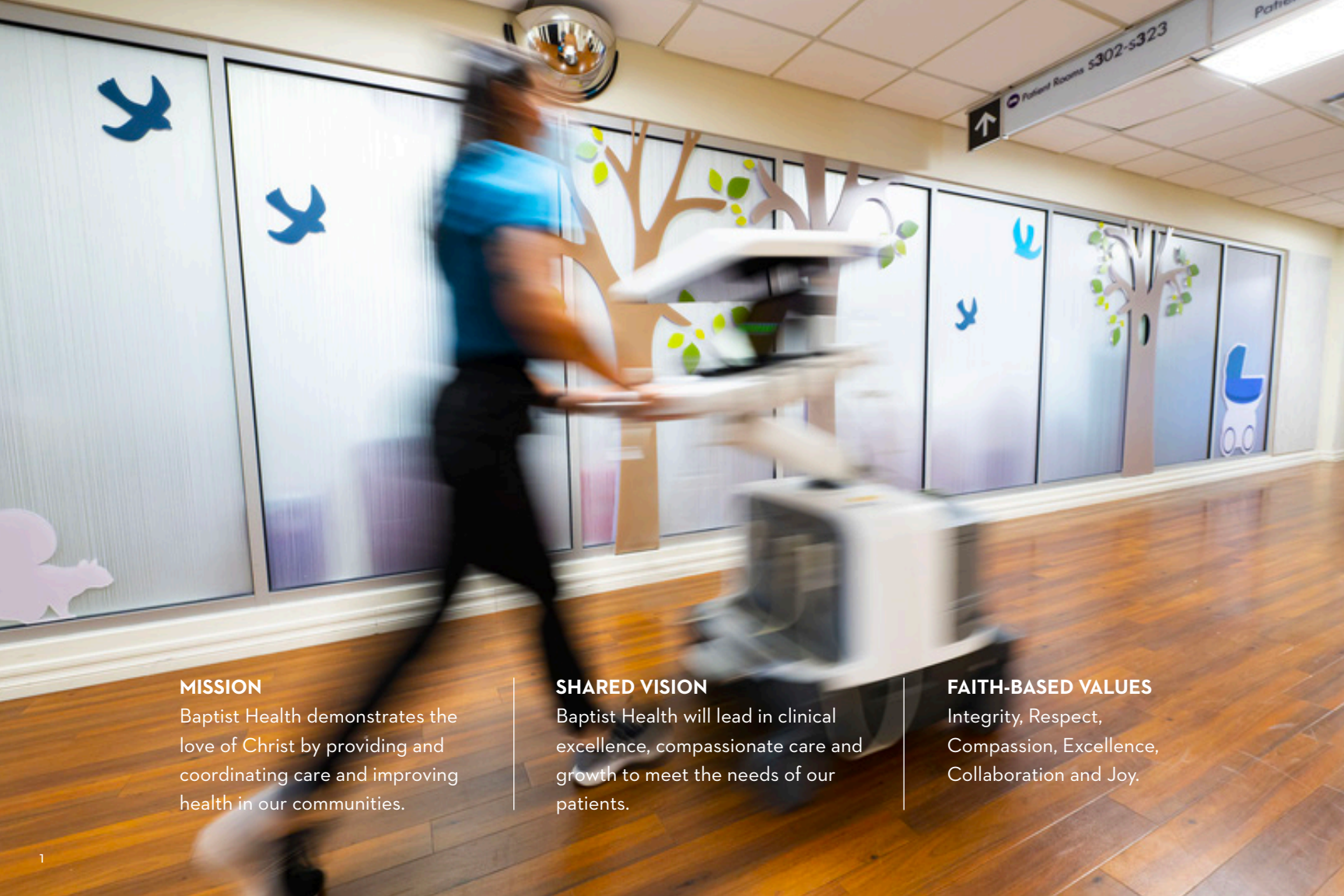




Community Report



BAPTIST HEALTH®



MISSION

Baptist Health demonstrates the love of Christ by providing and coordinating care and improving health in our communities.

SHARED VISION

Baptist Health will lead in clinical excellence, compassionate care and growth to meet the needs of our patients.

FAITH-BASED VALUES

Integrity, Respect,
Compassion, Excellence,
Collaboration and Joy.

Right care, right time, right place – *right from the heart*

At Baptist Health, right care, right time and right place are our goals as we build outpatient facilities, add prevention and treatment services, and look for ways to offer care more quickly and efficiently.

Our staff members add a vital ingredient – right from the heart.

Our “right from the heart” care was at the forefront during the pandemic, when staff valiantly cared for the sick and vaccinated the well. They also rallied to personally and financially assist tornado victims in western Kentucky and flood victims in eastern Kentucky. We sent our mobile medical clinic to Dawson Springs as a temporary office. We sent staff and supplies to Fleming-Neon.

We support community clinics such as Have a Heart and Hope Health, which serve the disadvantaged, and aid local agencies in tackling social issues such as food insecurity, addiction, and physical and sexual abuse.

We help in smaller ways closer to home – vaccinating voters in an underserved neighborhood, setting up a food pantry, planting a garden, honoring veterans, praying for our communities. It’s our way of pulling together, and giving back.

Giving back will be the theme for Baptist Health’s 100th anniversary in 2024. We hope you will join in the celebration.



A handwritten signature in black ink, appearing to read "Gerard Colman", written in a cursive style.

Gerard Colman
Chief Executive Officer
Baptist Health

Right Care

RIGHT CARE | The healthcare needs of the communities served by Baptist Health are varied, but there are constants. Cardiovascular care is a priority as those in our communities are more likely than their fellow Americans to suffer from heart disease. Due to the pandemic, some delayed care, worsening both their physical condition and mental health. Behavioral health issues, ranging from mental health to substance abuse, loom large. Baptist Health has responded by bolstering heart care and behavioral health access, investing in robot-assisted surgery, and strengthening a support service with its community pharmacies and planned Central Pharmacy Services Center.



HEART FAILURE CLINICS

To help heart failure patients better manage their symptoms and improve the quality of their lives, Baptist Health has opened – or soon will open – a clinic at each of its hospitals. Those with heart failure often slow down or stop life’s daily activities because they’re made more difficult with a heart that doesn’t beat as strongly as it needs to in order to deliver oxygen-rich blood to organs and tissues. A team of experts helps patients learn how diet, exercise and medication management can help them feel better. Changes, such as losing weight and stopping smoking, also can make a difference.



Heart Failure Clinic at Baptist Health Hardin



Heart Failure Clinic at Baptist Health Corbin

BEHAVIORAL HEALTH

In the wake of the pandemic, the need for behavioral health care has increased significantly. To address this need, Baptist Health has expanded its capacity to care for patients' emotional well-being. Each hospital offers some form of behavioral health services, and Baptist Health Medical Group has integrated behavioral health care into many of its Primary Care locations. Two hospitals have announced new inpatient units – Baptist Health Richmond opened the Thrive Center at Baptist Health in 2023, and Baptist Health La Grange has announced a \$10 million investment to bring the area's first hospital-based service to its campus. Baptist Health Richmond also has added three behavioral health exam rooms in its Emergency Department.



A therapist prepares a patient room at the new Baptist Health Richmond Thrive Center.

PHARMACY SERVICES



Rendering of Central Pharmacy Services Center at Baptist Health La Grange

Baptist Health offers inpatient and community (retail) pharmacies in each of its hospitals. To support these growing services, the system is building a 90,000-square-foot Central Pharmacy Services Center on the Baptist Health La Grange campus. This investment of nearly \$40 million will create more than 200 jobs and is part of Baptist Health's planned expansion along the I-71 corridor. The new facility, scheduled to open in 2024, will centralize medication fulfillment for Baptist Health's employee health plan members. It also will allow for expanded mail order and specialty pharmacy services and programs such as Meds to Beds, a service that delivers medications to patients before they leave the hospital.

ROBOT-ASSISTED SURGERY

Once considered futuristic, robot-assisted surgery is now a mainstay with patient benefits, such as fewer days in the hospital, reduced pain, faster recovery and smaller incisions. Baptist Health has invested heavily in the minimally invasive procedure to offer this option to patients having surgery for such conditions as prostate and kidney cancer and hysterectomy – plus a wide range of other procedures. Its latest acquisition is the Ion™ lung bronchoscopy system to diagnose and treat lung cancer in a same-day procedure. Five hospitals have the Ion system while all but one Baptist Health hospital offer some level of robot-assisted surgery.



A surgeon uses the new Ion™ lung bronchoscopy system for a procedure at Baptist Health Floyd.

Right Place



RIGHT PLACE | To ensure the system is prepared to meet the growing needs of its communities and well positioned for the next generation of healthcare, Baptist Health is working to build on its accessible, high-quality network of care. This multifaceted strategy not only calls for enhancing existing facilities and expanding services on hospital campuses, it is keenly focused on providing a convenient continuum of services locally. Investing in facilities located in areas where patients live, work and play – and want to receive care – can help Baptist Health increase the number of patients it serves to have an even greater impact on the health of the population.

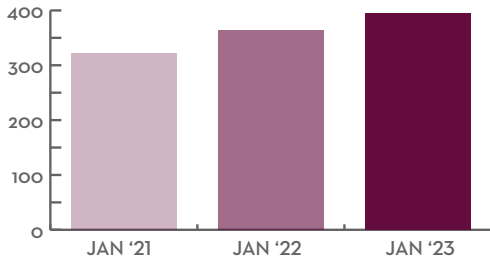
HYBRID EMERGENCY & URGENT CARE SERVICES

When faced with a sudden illness or injury, it's often difficult to decide where to go for care. Through a partnership with Intuitive Health, Baptist Health is investing in a hybrid concept that helps eliminate the guesswork. Baptist Health ER & Urgent Care combines the two levels of care into one convenient, free-standing location. When a patient arrives, an emergency medicine physician determines the appropriate care, and the patient is billed according to the care received. Baptist Health ER & Urgent Care has two locations – each the first of its kind for its area – one in Jeffersonville, Indiana, and the second in Louisville off Blankenbaker Parkway (pictured at left).



BAPTIST HEALTH[®]
ER & URGENT CARE

PRIMARY CARE PROVIDER GROWTH



Building the Baptist Health of the future will take more than bricks and mortar. To support the system's growth strategy and meet an increasing demand for providers, Baptist Health Medical Group is working to recruit and hire more than 60 new Primary Care providers by the end of fiscal year 2024. Because Primary Care is the gateway to the healthcare system, it's important to grow Baptist Health's network in a focused and sustainable way and to partner with high-quality doctors, nurse practitioners and physician assistants. The Medical Group currently has nearly 400 Primary Care providers in 79 practices across the system.

FROM HOSPITAL TO HOME

Overcoming a health condition doesn't begin or end with a hospital stay – what happens after a patient receives care is crucial for a healthy recovery. Baptist Health's Post-Acute Care services are integrated into every step of care and include case management, care coordination, transitions of care, home care, physical therapy, and advance care planning. An important element is the partnerships Baptist Health has formed with experienced rehabilitation and palliative care providers within the community. In one of its newest affiliations, a joint venture with Encompass Health, Baptist Health is building a freestanding inpatient rehab hospital in Jeffersontown. The 40-bed facility is one of the first hospitals built in Kentucky in a number of years.



MOBILE MEDICINE & COMMUNITY OUTREACH



Healthcare that's literally close to home is a big help for those in underserved communities. For that, Baptist Health Hardin has its Wellness on Wheels mobile clinic, which makes monthly visits to a community food kitchen to provide basic health screenings. Baptist Health Richmond has partnered with a mobile clinic service to travel to area locations and offer wellness screenings, clinical visits, education about vaccinations, and referrals for additional services, including behavioral health. Baptist Health Louisville provides a staff member to the nonprofit Have a Heart Clinic in the city's downtown. Have a Heart provides heart care services to those who can't afford it.

Right Time



RIGHT TIME | By “right time,” most people mean a time that’s both convenient and soon. Baptist Health recognizes that need for timely service through its virtual care telehealth options; organization of its own ambulance service to transfer patients moving to rehab or a nursing home; creating a pair of call centers just to take care of medical office scheduling and referrals; and even encouraging patients to make an advance care plan. Many of our other innovations that focus on bringing healthcare closer to home for patients have a time and convenience element – from our free-standing hybrid ERs to robot-assisted surgery.

HIGH-QUALITY HEALTHCARE FROM THE COMFORT OF HOME

Baptist Health’s efforts to provide innovative care models to better serve patients were accelerated during the COVID-19 pandemic. Baptist Health Virtual Care and additional digital health technologies don’t replace in-person care, but complement it and provide convenient access for patients who find it difficult to get to a doctor’s office. Baptist Health is the exclusive provider in its region for TytoCare™, a tool that enables healthcare providers to perform parts of a physical exam virtually (pictured at left). TytoCare is not only being used in patients’ homes, it is expanding access to care in Paducah schools and in workplaces through the system’s direct-to-employer services.

102,332

Scheduled Video Visits

17,952

Urgent Care Video Visits

5,057

eVisits (online form)

20,221

Telephone Visits

*CY2022

TRANSPORT SERVICES

The wait time for transfer from four Baptist Health hospitals to rehab or a nursing home has been cut considerably by the creation of an in-house transportation service. More than 7,300 patients from Baptist Health's Louisville, Lexington, Floyd and Corbin hospitals used the non-emergency ambulance service in 2022. Floyd added a wheelchair van – a service that may be duplicated at other locations. Baptist Health Hardin may be next to launch the program. The transport service does not take 911 calls – that's a job for other companies. The service is supported by insurance and patient payments.



Baptist Health ambulances are used as part of a new program for non-emergency transportation.

ADVANCE CARE PLANNING

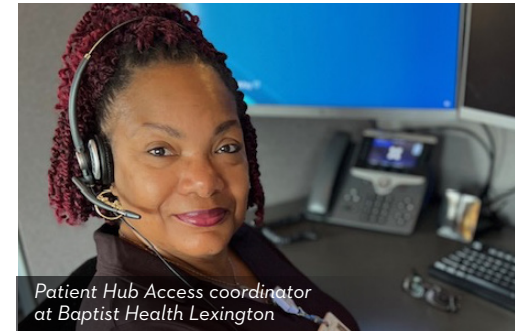


Advance Care Planning seminar at Baptist Health Louisville

The right time to sort out – and communicate – patients' desires for end-of-life care is well before an accident or hospitalization. Advance Care Planning is an effort at all Baptist Health hospitals to encourage adults to determine their desires for end-of-life care, talk to loved ones about those desires, and commit those choices to paper through advance directives, such as a living will. Advance directives are legal documents that take effect when patients are no longer able to speak for themselves. Learn more at a free virtual class, scheduled each month on Wednesday afternoon. Register at [BaptistHealth.com](https://www.baptisthealth.com) under Connect & Learn + Events & Classes + Upcoming Events (filter by Advanced Care Planning).

PATIENT CONNECTION HUB

Handling more than 525,000 telephone calls and 22,000 new patient referrals each month, the agents at Baptist Health's Patient Connection Hub locations in Louisville and Lexington schedule patients with Baptist Health Medical Group providers. As of June 2023, all primary and specialty care Baptist Health medical practices in Kentucky, southern Indiana and southern Illinois are live on the Hub system. This centralized service gives medical office staff more time to focus on patient care. Hub agents are highly engaged employees, with monthly activities focusing on the Baptist Health value of joy.



Patient Hub Access coordinator at Baptist Health Lexington

By the Numbers



PATIENT CARE

2,740 licensed beds
464 points of care
103,865 inpatients
2.15 million outpatients
372,070 emergency visits
1,425 open heart surgeries
12,459 births
28,886 oncology visits
1,651 employed providers
161,403 Urgent Care visits
145,563 Virtual Care visits
109,629 Home Care visits

RANKED #1*

Open heart surgeries (1 in 4)
Orthopedic surgeries (1 in 6)
Emergency visits (1 in 8)
Admissions (1 in 6)
Kentucky births (1 in 4)
Outpatient visits (1 in 6)

**Number of patients in Kentucky treated at Baptist Health*

ECONOMIC IMPACT: SYSTEM

\$3.9 billion in total revenue
\$748.8 million in local purchases
\$49.2 million in state and local taxes

SYSTEM ECONOMIC IMPACT: EMPLOYEES

\$749 million in local purchases
\$385.1 million in state and local taxes

BAPTIST HEALTH FOUNDATION GIVING

\$150,900 Foundation Corbin
\$4.9 million Foundation Hardin
\$2.5 million Foundation of Greater Louisville
\$4.5 million Foundation Lexington
\$2.5 million Foundation Paducah
\$1.2 million Foundation Richmond

Note: Baptist Health Foundation Floyd is new as of April 2023; please look for giving data in the next Community Report.

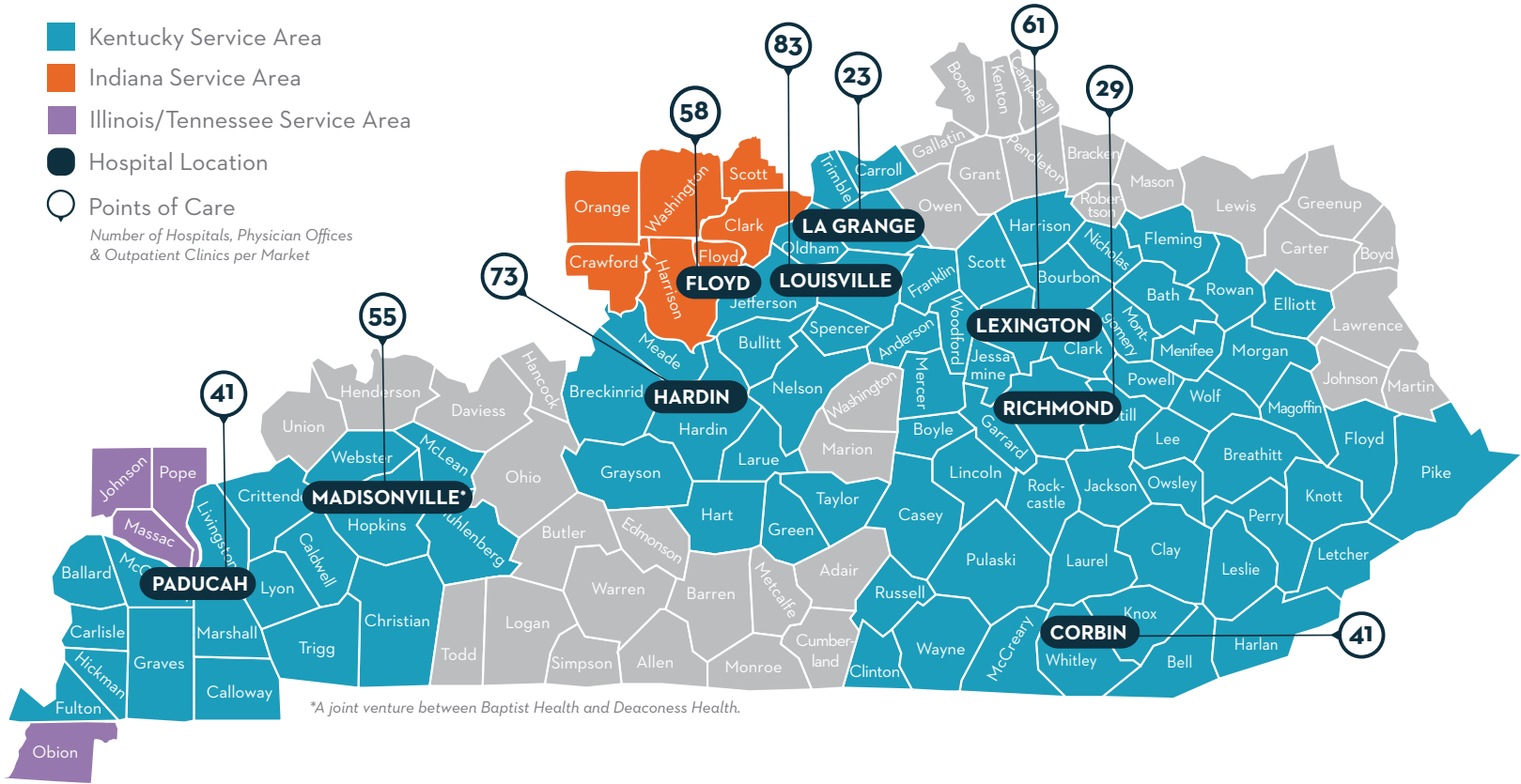
COMMUNITY BENEFIT

\$10.7 million in health improvements, education and research
\$165 million in subsidized health services
\$10.4 million in Medicaid costs not reimbursed
\$41.3 million in charity care for those unable to pay
\$227.4 MILLION TOTAL

SERVICE AREAS

- Kentucky Service Area
- Indiana Service Area
- Illinois/Tennessee Service Area
- Hospital Location
- Points of Care

Number of Hospitals, Physician Offices & Outpatient Clinics per Market



**A joint venture between Baptist Health and Deaconess Health.*



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