

Touching **LIVES**



2019
Community Benefit Report

INTEGRIS

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INTEGRIS



AN OVERVIEW OF THE INTEGRIS COVID-19 RESPONSE

In December 2019, we began to closely monitor a possible novel coronavirus rumored to be spreading across Wuhan, China. We realized the reality of the situation as the mysterious illness made its way through Europe. Once it was on U.S. soil, the global spread of COVID-19 was officially classified as a pandemic.

In preparation for a possible influx of coronavirus patients in Oklahoma, we took the following actions.

Due to the nationwide shortage of PPE (personal protective equipment), our Supply Chain immediately began sourcing and securing available PPE. Additionally, we worked with the infection prevention team to implement more stringent criteria for PPE utilization systemwide.

In mid-March, COVID-19 began spreading across Oklahoma. In response to a growing number of cases, we revised our visitation policy to limit the number of guests allowed into our facilities, reduced visitor access to specific designated entrances and required screening questions and temperature checks upon entry.

To prevent the worried well from filling our emergency rooms, we introduced a free online tool designed to help Oklahomans determine if they had symptoms consistent with COVID-19 and if they needed to seek treatment.

In addition to INTEGRIS Virtual Visits, INTEGRIS Medical Group providers, including primary care, behavioralists and specialists, began offering video and telephone visits to new and existing patients.

To conserve caregiver PPE, we opted to postpone all elective, non-urgent surgeries, procedures and imaging studies such as mammography, MRI, CT and ultrasound.

To equip our frontline staff, we distributed individual face shields, made by INTEGRIS volunteers, to all patient-facing caregivers system-wide.

Although it was the right thing to do in these unprecedented circumstances, the postponement of non-emergency surgeries and procedures led to a declining census and significant revenue loss, forcing temporary furloughs and consolidations.

But with fewer COVID-19 hospitalizations than anticipated, it appears the state's social distancing and hand-washing guidelines may have successfully "flattened the curve," making the situation much more manageable for our health systems.

Consequently, Gov. Kevin Stitt began lifting his **Safer at Home** restrictions, allowing the reinstatement of elective imaging and surgical procedures. Since then, we have begun thoughtful implementation of our **Return to Operation** strategies in a phased approach with careful consideration of our PPE inventory.

We recently introduced universal COVID screening for all inpatients, in which any hospital patient seeking treatment at an INTEGRIS facility is screened for COVID-19. The idea is to identify asymptomatic carriers who could unknowingly spread the infection. Detecting these individuals will help further protect our patients, family members, caregivers and the community at large.

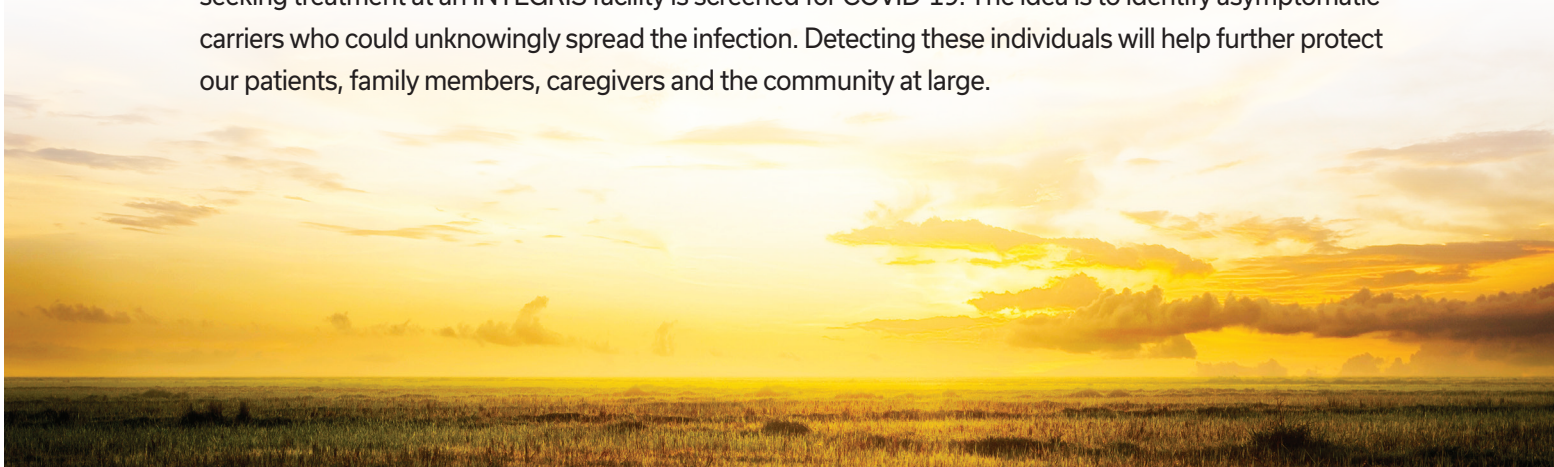




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2019 INTEGRIS BOARD OF DIRECTORS

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- Peter B. Delaney**
Past Chairman
- Tim Pehrson**
President and CEO

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- | | |
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A MESSAGE FROM OUR PRESIDENT AND CEO

INTEGRIS Health is an Oklahoman-based, not-for-profit health system that has served Oklahoma communities for more than 100 years. INTEGRIS is the largest health system in the state and is known for innovation and unparalleled quality, offering advanced treatment options and specialties found nowhere else in the region.

Beyond the walls of our hospitals and clinics, INTEGRIS actively partners with other community organizations to improve access to care and outcomes.

As a not-for-profit health system, our obligations are to the community, not shareholders. We look at the unique health care needs of the people in our community and seek to address those needs. Examples of these efforts include free clinics, health screenings, wellness promotions, health education, health support groups, mentoring programs for at-risk youth, clean up after natural disasters, assistance for the elderly and much more.

Last year INTEGRIS provided more than \$20.3 million in financial assistance to more than 9,857 Oklahomans who otherwise could not afford life-changing care.

This report highlights a few ways INTEGRIS positively impacted our community last year. We are humbled by the trust Oklahomans place in us and are committed to being the most trusted partner for health.

Warmly,

Tim Pehrson
President and CEO

INTEGRIS

MISSION

To improve the health
of the people and
communities we serve

VISION

Most Trusted Name
in Health Care

VALUES

Love • Learn • Lead





INTEGRIS FOR YOU. FOR HEALTH. FOR LIFE.

We all have stories to tell. But at INTEGRIS, we have the unique opportunity to not only care for our patients, but to share in their stories, experiences and quite often ... triumphs. Our belief is we are more than a health care system. We are a life system united by one simple cause: to help people.



INTEGRIS CONNECTIONS SERIES

Experience the latest episode of Connections, a collection of episodes celebrating the human moments we all share, illustrating the INTEGRIS promise to be there For you. For health. For life.

Watch the full story here.



Scan me



INTEGRIS INSPIRATIONS SERIES

Everyone in the INTEGRIS family has a story to tell. Whether they're stories of joy, heartbreak, humor or miracles, what they all share is that vital, healing element of genuine human connection.

Watch the full story here.



Scan me

CARING FOR OUR COMMUNITIES

INTEGRIS Baptist Medical Center INTEGRIS FIT CLUB

The INTEGRIS Fit Club focuses on obesity and hypertension prevention while increasing access to care via health lectures, exercise classes, nutrition classes and demonstrations, and providing screenings and referral resources to at-risk Oklahoma City residents. The lack of access to care remains a barrier to living a healthy lifestyle. INTEGRIS Fit Club's weekly sessions focus on four core tenets:

- Nutrition
- Physical activity/active lifestyle
- Mental health
- Health screenings

INTEGRIS Fit Club members are introduced to diverse exercise modalities such as walking, chair exercise, resistance bands and cardio calisthenics to motivate them to stay active and make healthful choices.



Results

- Average weight loss: 4.4 pounds
- Combined weight loss: 78.75 pounds
- Average waist circumference loss: 1.76 inches
- Combined waist circumference loss: 29.97 inches
- 59% of participants (23) saw a body mass index reduction.
- 22 participants saw an A1C reduction.
- 2 participants dropped from prediabetes to normal.
- 9 participants saw a decrease in blood pressure category.
 - Hypertension Stage 2 to Stage 1: 2
 - Hypertension Stage 2 to Elevated: 1
 - Hypertension Stage 1 to Elevated: 1
 - Hypertension Stage 1 to Normal: 1
 - Elevated to Normal: 4



INTEGRIS Bass Baptist Health Center DEEP: DIABETES EMPOWERMENT EDUCATION PROGRAM

The DEEP is an evidence-based program that provides tools to manage diabetes more effectively and to reduce complications, leading to healthier, longer lives. The Midwest Latino Health Research, Training and Policy Center launched DEEP at the University of Illinois at Chicago. Based on principles of empowerment and adult education the curriculum (created in English and Spanish) engages community residents in self-management practices for diabetes prevention and control. Currently implemented across the United States, in Puerto Rico and Peru, DEEP educates participants on priority indicators:

- Heart disease prevention
- Nutrition
- Physical activity/obesity prevention

DEEP also covers mental health issues including stress relief, depression and coping with diabetes.

Enid, Piedmont, Oklahoma City and Mustang

Location



Number enrolled



Attrition rate



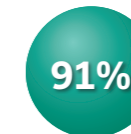
% of participants who increased (or maintained) fruit and vegetable consumption (days in which five or more servings were eaten in the last week)



% of participants who increased (or maintained) **exercise** (days in which they exercised 30 minutes or longer in the last week)



% of participants who increased (or maintained) **blood sugar monitoring** (days in which they tested their blood sugar in the last week)



% of participants who increased (or maintained) 100% compliance) their **medication compliance** (days in which they took their medication as ordered in the last week)



INTEGRIS Canadian Valley Hospital YOGA FOR KIDS

The University of Arkansas Division of Agriculture Research and Extension developed Yoga for Kids. Intended for those ages five to 19, it incorporates adult yoga poses into kid-friendly routines and games. Participants achieve optimal physical, social and mental health while building their strength, flexibility and confidence. Breathing exercises promote relaxation and quiet the mind, and classroom yoga/stretch breaks are proven to improve concentration. This fun and simple program combines breath, physical postures and mindfulness to help strengthen and calm the body and mind. Yoga for Kids promotes stress relief as well as physical activity.

Enid, Piedmont, Oklahoma City and Mustang

Yoga for Kids locations: churches, schools, YMCA and afterschool programs

3,195

No. of child participants

12

No. of staff participants



67%

% of kids who dealt with stress in a positive way **before** Yoga for Kids

94%

% of kids who dealt with stress in a positive way **after** Yoga for Kids

67%

% of kids who felt happy and relaxed **before** Yoga for Kids

91%

% of kids who felt happy and relaxed **after** Yoga for Kids

67%

% of school administration and staff who **rated the program as good or very good**

91%

% of teachers who will use **yoga in the classroom to relax and stretch at least twice per week**

91%

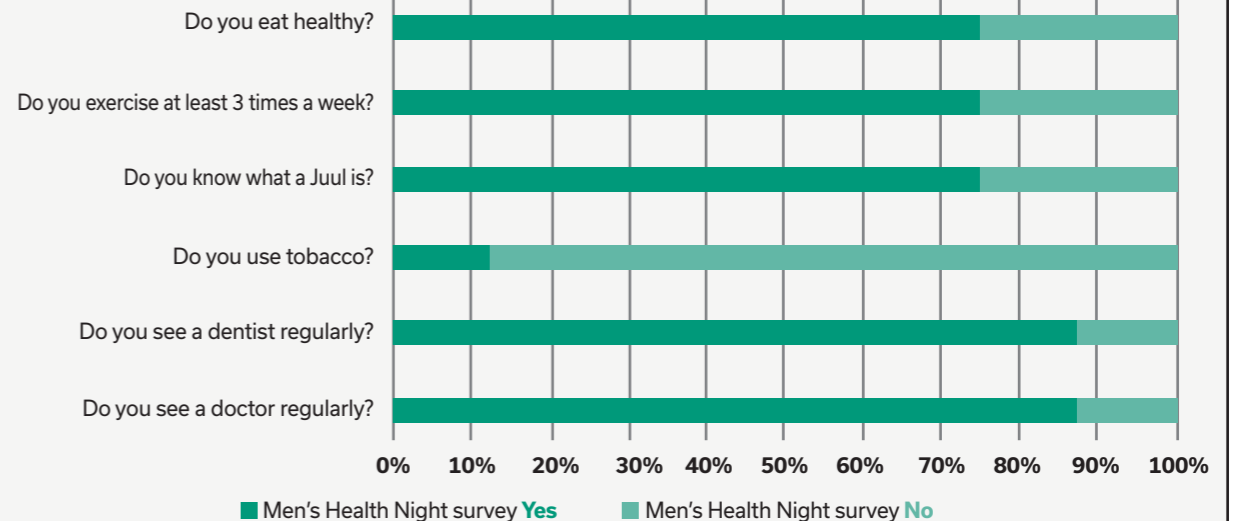
Six-month follow up: No. of teachers currently using yoga on the classroom at least twice per week

INTEGRIS Grove Hospital MEN'S HEALTH NIGHT

INTEGRIS Grove Hospital joined forces with area leaders and organizations to sponsor its inaugural Men's Health Night. Presented in partnership with Grove Dental Associates, Delaware County Health Department, Lion's Club International and the Oklahoma City Community Foundation, the night's focus included men's health topics and how to lead your healthiest life. For the 115 guests who attended, a variety of classic cars were on display, as well as race boats from the What's Up Doc? race team. Participants took advantage of free health screenings such as PSA testing and oral cancer screens. Local leaders included Tyson Trimble, D.O., who spoke about achy joints and the effects of diet on joint health. Stan Crawford, D.D.S., shared his personal testimony on the effects of sleep apnea. Mark Londagin spoke about how a simple PSA screening saved his life. Jim Rutter, M.D., rounded out the night's discussions with a talk on the top men's health concerns.



MEN'S HEALTH NIGHT SURVEY



INTEGRIS Health Edmond

MILK BAR

The Milk Bar offers mothers weekly meetings to support breastfeeding in our community. Breastfeeding provides numerous health benefits for infants as well as for mothers. Attendees include mothers who have delivered in hospitals or at home in the greater Oklahoma City community. Mothers enjoy the Milk Bar where they make new friends, weigh their infants and receive information and answers about infant feeding. Many mothers have expressed their appreciation and the importance of the Milk Bar in helping them reach their breastfeeding goals, saying they believe they would not have continued to breastfeed if not for the support they received at the Milk Bar.



MILK BAR TESTIMONIALS

"It helped me push through our rough start to breastfeeding. Coming to the Milk Bar really made all the difference in my confidence. I transitioned from formula within weeks of coming to the Milk Bar. I am so grateful for it."

"I'm very appreciative of this group! So many wonderful ladies that are helpful and supportive! My breastfeeding journey would have been more tough had it not been for the Milk Bar."

"It's a great way to make new mom friends."

"I love how helpful it has been. If I have another child, I definitely will use baby café as a useful resource."

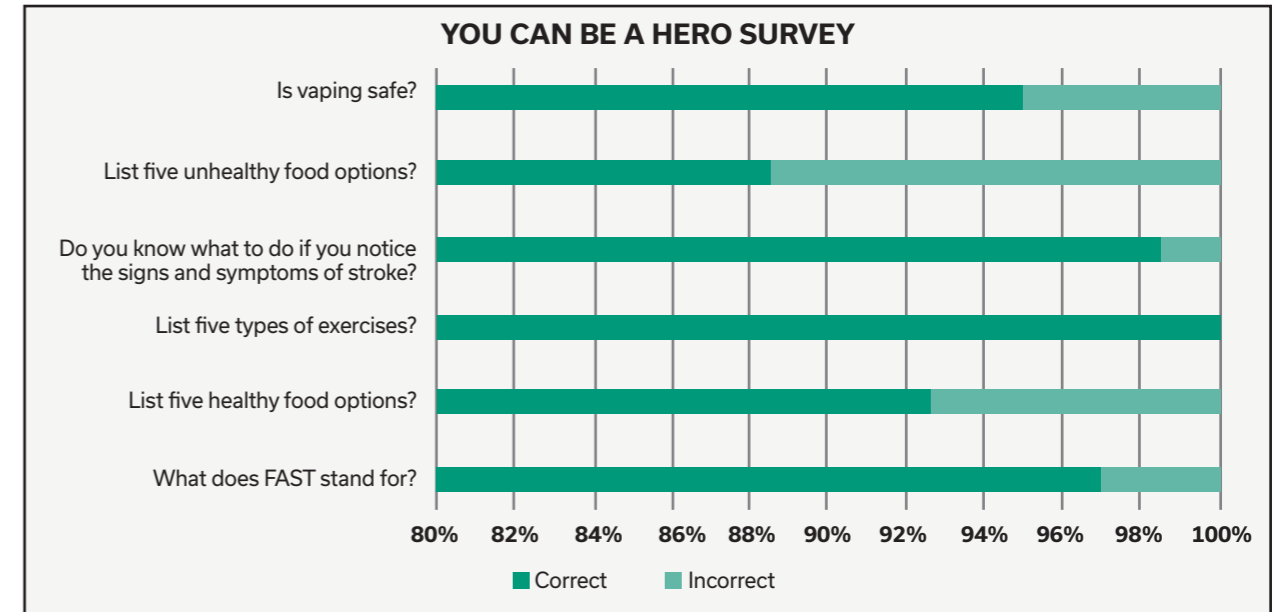
"Great support in the first couple of weeks to get over the hump of my supply coming in. Great help when I got a clogged milk duct."

"Milk Bar gave me the confidence to keep going when I worried that I wasn't producing enough milk for my baby. Bringing him and weighing him before and after feedings gave me the peace of mind I needed. Because of my baby's reflux problems, I thought I was done breastfeeding after a few months. With one visit to the Milk Bar, I learned a new way to hold him while feeding that I still use today. My goal was to exclusively breastfeed for six months—I am now close to eight. Thank you, Milk Bar!"

INTEGRIS Miami Hospital

KIDS CAN BE HEROES

INTEGRIS Miami Hospital has had a longstanding relationship with Miami Public Schools. In addition to providing their employee wellness screenings, INTEGRIS Community Wellness also offers a variety of training and educational sessions for students and staff. This year, all 4th and 5th grade students participated in Kids Can Be Heroes Too where they learned signs and symptoms of stroke. More than 300 students participated in the training, and nearly 100 students participated in a poster contest in which they were encouraged to share the information with loved ones.



INTEGRIS Southwest Medical Center

MADRINA TRAINING PROGRAM FOR RED DRESS EVENT

INTEGRIS Hispanic Initiative partners with the American Heart Association and the Vestido Rojo (Go Red for Your Heart) to educate and motivate participants to act toward improved cardiovascular health. Heart disease is the number one cause of death for Hispanic women, yet only one in three Hispanic women are aware of this fact. Vestido Rojo is a Go Red (Por Tu Corazon) conference held by the American Heart Association that celebrates the energy, passion and power of Hispanic women. The event would not be possible without madrinas (Godmother in Spanish). Each madrina is committed to wiping out heart disease and becomes a health ambassador for her family, friends and community.

The madrina program represents a collaboration of volunteer champions who work strategically to eliminate targeted root causes of health inequity and spur individual action that positively impacts heart health outcomes in the Hispanic community. These efforts include active support of projects that help build awareness of the prevalence of heart disease in minority communities.

Madrinas participated in three seminars held by the INTEGRIS Hispanic Initiative in preparation for the Go Red for Your Heart event.

- Nutrition and physical activity
- Hypertension and stroke
- Cardiopulmonary resuscitation

Each madrina committed to share the information with at least eight women, who accompanied them to the breakout sessions and luncheon on the Go Red event day. During the 2019 sessions, 57 madrinass attended the seminars.

Completion of the program is defined as those who took their BP at least twice per month for four months.



Date (sessions held at INTEGRIS Southwest)	No. enrolled	No. of participants who completed the program	No. of participants who decreased their blood pressure by at least five points
3/16/2019	26	26	89%
3/30/2019	31	31	93%
4/20/2019	446	360	82%

INTEGRIS OUTREACH EVENTS AND PROGRAMS

10 Steps to Mental Fitness	Food Demos at Myriad Botanical Gardens	Nutrition Presentation, Edmond Senior Center
14 Tips to Prevent Heat Illness	Go Red For Your Heart/Vestido Rojo	Nutrition Presentation, Edmond Senior Center
2018 Men's Health University Health Fair	Grocery Store Tours	Nutrition Presentation, HLC-MAPS3 Rockwell
2019 African American Men's Health Summit	Hacking Your Snacks	Nutrition Program-ISMC
2019 Native American Men's Health Fair	Health Ministry Academy	Out of the Darkness Community Walk
4th Annual Fishing with Dads	Healthy Heart Walkers Club	Physical Exercise and Brain Health
4th Grade Baking Classes	Hearing Helpers Demos and Health Fairs	Picnic for Progress
Alzheimer's Caregiver Support Group	Heartsaver CPR and AED, First Aid	Positive Directions Mentoring
Annual Health and Science Fair	Heartwork	Project 31 Breast Cancer Support Group presentation
Ask A Pharmacist	Hinton Chamber Men's Health Presentation	Proton Center Wellness Initiative Kick-Off
Be Fit Buzz Run	Hispanic Health Fair/Feria Hispana de la Salud	Resilience
Blood Pressure Power	Hispanic Radio, television and newspaper	Sarcopenia, Bethany 1st Church of Nazarene
Career Day	Holiday Eating (and Drinking) Tips HLC-MAPS3 (Rockwell)	Senior Cafe' -ISMC
Caring for the Caregiver	Holiday Eating program-Edmond Senior Center	Senior Health and Fitness Day
Changing Your Weighs	Holy Angels Health Fair/ Feria de Salud en Santos Angeles	Senior Health Fair at MAPS 3
Changing Your Weighs at HLC-MAPS3 Rockwell	Hospice and Palliative Care	Senior Life and Community Wellness Opening and Picnic
Changing Your Weighs at OIC	Identity Theft	Senior Life Wellness Budget
Changing Your Weighs at Yukon High School	INTEGRIS Community Clinic	Senior Nutrition Program-ISMC
Chisholm Physicals and Vision Screening	INTEGRIS FitClub FY 2018-19	Sleep and Relaxation related to Brain Health
City of Yukon Health Fair	Kids in the Kitchen	Snack Chat
Community Flu Shot Clinics	Label Literacy-HLC-MAPS3 (Rockwell)	Sneaky Tips for Surviving the Holidays-TALC, Brookline
Community Wellness Budget	Lay Health Promoters/Promotoras de Salud	Spanish Cancer Support Group/ Grupo de Apoyo de Cancer
Cooking Camp at Crossings Community Center	Learning to Relax	Speaker Presentation at Bethany First Church, Bethany, OK
Cooking Demos at Miami, OK, Public Library	LiveStrong Cancer Survivor Support Group	Spices and Herbs
Cooking Matters Program at Crossings Community Clinic	Men's Health Month Tables (Metro)	St. Paul's Lutheran Men's Prayer Meeting, guest speaker
Coping with Grief	Men's Health Movember Tables (Metro)	Stanley Hupfeld Academy Operational Funding
De Mujer a Mujer	Mental Fitness and Brain Health	Stanley Hupfeld Academy Clinic
Dell Men's Health Presentation	Mental Health First Aid	Survivors of Suicide support group
Diabetes Education at Good Shepherd Ministries	Mental Health First Aid	TALC Educational Programs
Diabetes Empowerment Education Program (DEEP)	Mini Health Fairs	TALC Nutrition Program-Brookline
Diabetes Prevention Program (DPP)	Mobile Screening Unit and Car Show Event	Town Hall-Naloxone Training
Diabetes Self-Management	Monthly Lectures/Conferencias Mensuales	Walk this Way
Down Syndrome Support Group	Monthly Nutrition ISMC	What Everyone Needs to Know About Men's Health
Eat Well, Move More, Be Well 1st of 4-part weight program for seniors	Necessary or Needless	What's New on the Menu
End of Life planning	Newsletters/VIVA INTEGRIS	Yoga for Kids
Enid Community Screenings	Nutrition Class Series/Clase de Nutrición	Yoga in Your Chair
Family Fun Day 5K and Walk	Nutrition Education at Rockwell Senior Center-MAPS 3	Youth Speak Out
Feed the Neighborhood	Nutrition Education at Staff Development Training for SHA	Yukon Community Screenings
Festival of the Child-Yukon, OK	Nutrition Education for Senior Wellness Program at Enid Bass	Yukon Public Schools Health Fair
Fit, Not Frail (1st of 4 week) class for senior weight management	Nutrition Presentation for Healthy Living Center-MAPS3	
Fit, Not Frail Senior Weight Management (4-class series)	Nutrition Presentation for Meadowood Baptist Church, MWC	
Food and Nutrition related to Brain Health	Nutrition Presentation for Parkinson's Support Group, Mustang, OK	
Food Demonstration at OKC County Health Dept.		
Food Demonstration at the Moore Food and Resource Center		

2019 COMMUNITY BENEFITS BY THE NUMBERS

INTEGRIS provided \$79,740,126 in community benefits including the cost of bad debt. This includes our returnship, community building efforts, uncompensated services and Medicaid services.



RETURNSHIP

Returnship epitomizes our mission of giving back to our community. It takes the form of hundreds of programs and acts of charity provided daily across the state of Oklahoma.

- Free health screenings
- Support groups
- Medical services
- Educational programs
- Health fairs

Total 2019 Returnship = \$4,088,758

COMMUNITY BUILDING

Community building is another vital way we give back. These efforts mean addressing the root causes of health problems in our communities.

- Making physical improvements in housing
- Economic development
- Community support
- Environmental enhancements
- Advocacy for community health advancements

Total 2019 Community Building = \$290,476

UNCOMPENSATED SERVICES AND MEDICAID SERVICES

Uncompensated services are the costs of providing free and reduced-cost care. As a system of not-for-profit hospitals, INTEGRIS provides services to everyone, regardless of the ability to pay for their insurance coverage. Thus, we provide a much-needed safety net for members of our community who would otherwise have no access to medical care. Charity care costs are based on the overall hospital cost-to-charge ratios. INTEGRIS also provides care to patients who qualify for Medicaid programs.

Total 2019 charity care and Medicaid services - estimated cost of \$44,010,520

BAD DEBT

In addition, INTEGRIS incurred bad debt with an estimated cost of \$31,350,372 based on the overall hospital cost-to-charge ratio.

