



2023 ANNUAL REPORT OF COMMUNITY BENEFITS PLAN

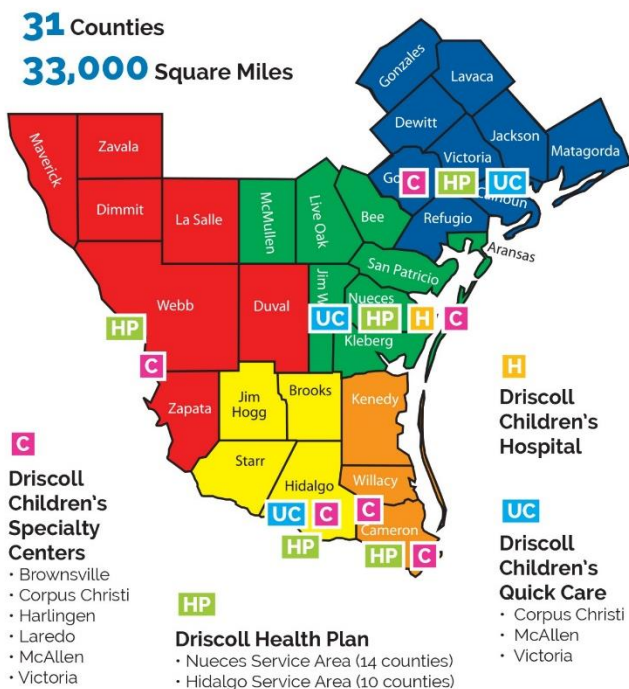
PREPARED FOR THE TEXAS DEPARTMENT OF STATE HEALTH SERVICES

Driscoll Children’s Hospital is a tertiary care regional referral center offering complex and comprehensive medical and surgical care for children. The Hospital’s medical staff is comprised of pediatric specialists in more than 30 specialties.

During 2023, Driscoll had more than **181,850** clinic visits and performed more than **8,350** surgeries. Driscoll was the first hospital in South Texas to provide emergency services exclusively for children and in 2023, had more than **45,900** Emergency Room visits. Driscoll was also the first hospital in South Texas to perform an organ transplant.

2023 REGIONAL STATISTICS

Driscoll Children’s Hospital’s Main Campus is located in Corpus Christi, Texas. Additionally, Driscoll has five additional children’s specialty clinics located throughout South Texas, offering **twenty-one** subspecialty services to serve the needs of all South Texas children.



- Serving 31 counties and 33,000 square miles of South Texas

- Over **330** Doctors on Medical Staff in more than **30** specialties
- More than **3,500** employees and **155** volunteers
- **6th** largest private sector employer in Corpus Christi
- **8**-bed Pediatric Intensive Care Unit (PICU)
- **14**-bed Cardiac Intensive Care Unit (CICU)
- **8** bed Intermediate Care Unit
- **61**-bed, Level IV Neonatal Intensive Care Unit (NICU)
- **10** surgical suites
- More than **45,900** Emergency Room visits
- Comprehensive Surgical Services including General Surgery, Cardiovascular, Orthopedic and Neurologic
- Pediatric Subspecialty Centers located in Corpus Christi, Harlingen, Laredo, McAllen, Brownsville and Victoria
- Pediatric Cardiology Clinics
- Child Abuse Resource and Evaluation Team
- 4 Quick Care Centers
- Driscoll sponsors Maternal Fetal Medicine clinics that seek to improve birth outcomes for the region
- One of 210 pediatric residency programs in the United States with **48** pediatric residents
- Texas A&M University Affiliation (affiliated with 34 colleges and universities across Texas and the United States)
- Accredited by The Joint Commission (TJC)
- **3,425** Admissions and **4,375** Observation patients in 2023

MISSION, VISION, AND VALUES

We state our **Mission** : Devoted to expert care, education, outreach and advocacy

With a **Vision**: Until all children are well

Utilizing Core **Values**: Compassion, Advocacy, Respect, Excellence, and Stewardship

IDENTIFIED COMMUNITY NEEDS IN 2023

The identified health care needs based upon an ongoing Community Needs Assessment performed in 2022 identified 3 elements:

- 1) Preventable Hospital Use
- 2) Opportunities to manage Chronic Illness
- 3) Addressing Mental Health Needs

Bullet points under these topics included:

- Emergency Room use for Primary Care Issues
- Preventable Hospital Admissions that were avoidable if primary care was available and utilized maximally—constipation, dehydration, urinary tract infection, and tooth decay
- Obesity
- Diabetes—recently aggravated by COVID 19

- Asthma
- Mental Health Issues—depression, anxiety, and suicidal ideation

PLANS TO ADDRESS IDENTIFIED NEEDS

Items included in the plan for 2023 included:

- 1) Improved access to primary care services
- 2) Increased education of primary care physicians and mid-level providers in the care of common diseases that likely do not need the ER nor admission
- 3) Recruitment of Mental Health providers, training of LPCs and LCSWs, co-location in primary care offices of same

EXAMPLES OF ADDRESSING COMMUNITY NEEDS

Three regional pediatric practices were designated as Pediatric Medical Homes by the Driscoll Health Plan and gained access to enhanced education, case coordination, enhanced afterhours rates, and assigned behavioral health specialists (LPCs). These three practices care for **30%** of the membership the health plan and have the ability to change ER use patterns, disease management for common pediatric disorders, and chronic conditions such as asthma, juvenile diabetes, and obesity.

Two new Quick Care (after-hours urgent care) were added, one on Corpus Christi in a low-income neighborhood and one in Edinburg. These after hour urgent care locations saw hundreds of after-hours visits that would likely have taken place in the ER, if not for urgent after-hours care being available in convenient locations.

EDUCATIONAL ENHANCEMENTS

Pediatric residents, nurses, and staff received enhanced lectures, more frequent exposure to diabetes training and management, and training in the new guidelines for asthma management.

ACCESS TO SPECIALTY CARE RELATED TO CHRONIC DISEASE

Recruitment of **1** endocrinologist occurred in 2023. Outpatient diabetes visits increased from **1,413** to **1,670**. A new Youth Wellness Institute was begun in 2023 which offers comprehensive services for youth who have obesity with complications. This is done in partnership with Texas A&M University which offers the 26 hours of lifestyle education for families. **One** pulmonologist was added to assist in the management of complex asthma with teaching responsibilities in the pediatric residency.

MENTAL HEALTH SERVICES

Dramatic progress was made in mental health services for our region. Driscoll has hosted quarterly Youth Mental Health Task Force meetings between Driscoll Health System, Corpus Christi Police Department (CCPD), Bayview Behavioral Hospital, and Nueces Mental Health and Intellectual Disability (MHID) services. This dynamic group has followed the development of a solid interactive mental health dashboard that tracks the visits of

youth visiting the ER or being admitted to the hospital for behavioral health crises, including suicide attempts.

Multiple efforts by each of these entities has resulted in a leveling of the numbers seeking ER care. MHID and CCPD have improved intake triage. Driscoll and Bayview have improved assessment, transfer, and admission processes. Bayview has opened a Partial Hospitalization Program providing non-residential care and school support to individuals who would have been previously hospitalized.

Driscoll has trained numerous Licensed Clinical Social Workers and Licensed Professional Counselors to provide more outpatient access to adolescents in crisis. An additional Child and Adolescent Psychiatrist was recruited to relieve a regional shortage.

Driscoll Health System matched a generous community grant to begin behavioral support in 6 CCISD schools. 6 LPCs were trained in The Positive Parenting Program (Triple P) and the “Universal Protocol” to intervene with students in crisis. This program is undergoing its first formal assessment, but the testimonials suggest that multiple lives have been saved and more crises have been averted.

MEASURABLE OBJECTIVES

Driscoll believes that many of the pediatric community health needs can be addressed with ready access to quality providers. We leave 2023 with active recruitment efforts in place for endocrinology, pulmonology, and psychiatry (plus many others). The successful recruitment and retention of providers to our region is one objective measure of success. Each successful recruit decreases the number of patients utilizing the ER for what should be outpatient care. Additionally, quality pediatric specialists train our expanding residency that feeds the community of pediatric primary care providers in our region.

COMMITMENT TO THE COMMUNITY OF SOUTH TEXAS

In FY 2023 (latest financial information available), Driscoll Children’s Hospital community contributions totaled **\$451,552,682.17** and were distributed within the following areas:

- **\$360,557,671.04**

Financial Assistance and Government Programs

Charity care at cost, the unreimbursed cost of Medicaid, and means-tested government programs

- **\$3,085,003.11**

Community health improvement services and community benefit operations

Community Health Education and Support, Public Relations and Awareness, Patient Family and Support Services.

- **\$13,738,678.00**

Health Professions Education

Education and training of medical and allied health professionals, nurses, students, interns, residents and fellows

• **\$74,171,330.02**

Subsidized Health Services

Clinical services provided in response to community need despite financial loss incurred.

Additionally, Driscoll Children's Hospital provides programs to the community for health education and prevention for diseases and chronic conditions, food insecurity, diabetic and asthma education classes, education for current and future health professionals, and community events that promote awareness of health awareness of children health issues to the public

FINANCIAL ASSISTANCE POLICY

Driscoll Health System offers reduced or no-charge services for all emergency or other medically necessary care for individuals eligible under our Financial Assistance Policy (FAP). Eligibility is based on the Federal Poverty Guidelines, number of dependents and gross annual income along with supportive income documents. Additional means of determining eligibility may be utilized by the hospital if individual circumstance supports that a completed application is not practical. Any third-party resource that may be available to the patient must be used before assistance is approved by the Hospital. A review by the Hospital's financial counselor will also be required. Non-medically necessary services such as cosmetic procedures, pre-set cash-only procedures and non-covered screening services are not eligible for financial assistance. The Financial Assistance Policy (FAP) can be located at <https://driscollchildrens.org/patients/resources/financial-assistance/> and upon request at hospital locations and clinics throughout South Texas.

ANNUAL STATEMENT OF COMMUNITY BENEFITS STANDARD (ASCBS)

Driscoll Children's Hospital total operating expenses for the most recent completed and audited fiscal year (2021) were \$321,354,950*. The Annual Statement of Community Benefits Standards is submitted to the Hospital Survey Unit, Department of State Health Services, and includes completed worksheets that compute the ratio of cost to charge.

*990 Schedule H Time Period 09/01/2020-09/21/2021