



Prime Healthcare

2023 Community Benefit Report



By Your Side

MAKING LIFE'S JOURNEY EASIER

WELCOME TO PRIME HEALTHCARE'S 2023 COMMUNITY BENEFIT REPORT

The past year has been punctuated by remarkable national and global events and groundbreaking medical advancements that help all of us live safe, healthy, and productive lives. Our thoughtful approach to addressing the present and future challenges and opportunities facing our planet and people is rooted in our Prime Promise:

To provide compassionate care and clinical excellence to all patients in every community we serve.

Over the course of this year, we have discovered new ways of working, new ways of helping ensure equitable access to care, and new ways of ensuring quality, patient-centered healthcare for all. We maintain a culture where colleagues of diverse backgrounds, abilities and experiences contribute their unique insights to all aspects of our business. Prime will always be guided by our values of quality, compassionate, community-based, physician-led healthcare. We are privileged in our ability to always keep patients and families at the forefront, applying ethical decision-making to our work and ensuring our value of **Community** remains embedded in our corporate strategy.

We are pleased to share our progress this year and reaffirm our commitment to be by your side as a force for good to all those we serve.



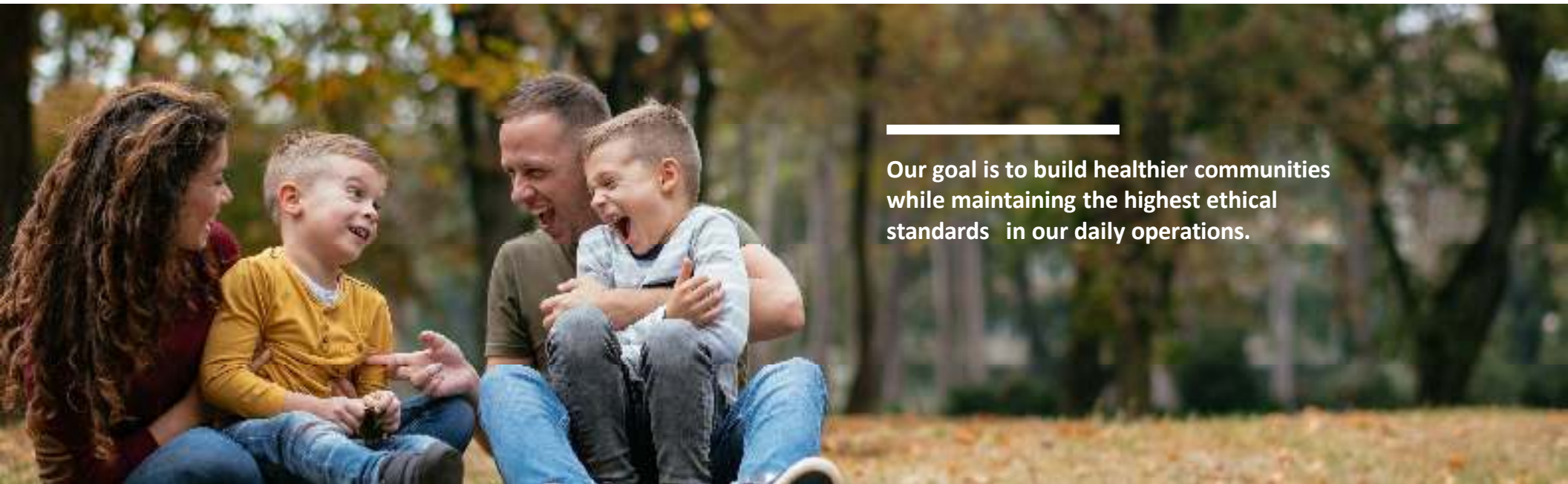
COMMUNITY BENEFIT

Values that make a **difference.**

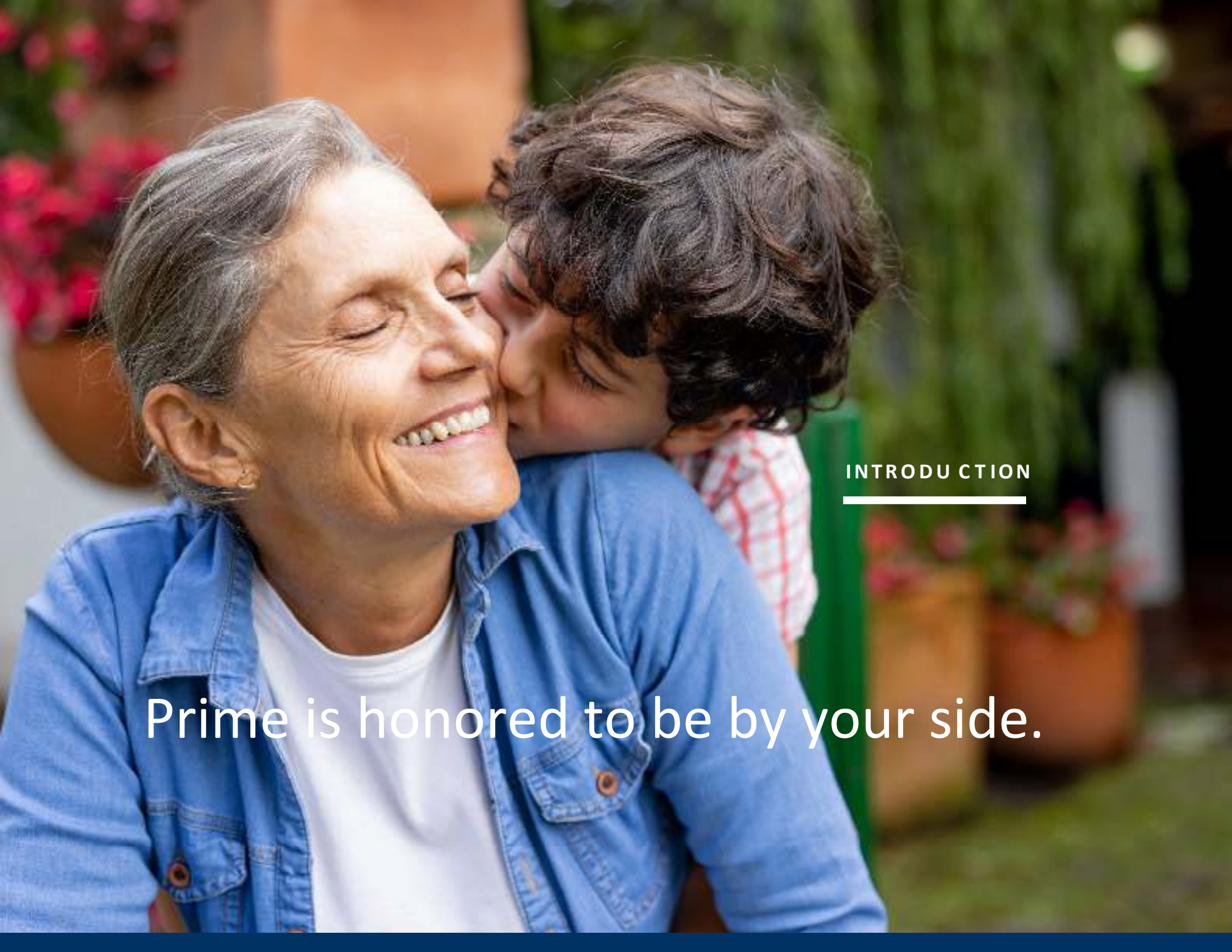
In this 2023 Community Benefit Report, we highlight our continued commitment to ensuring the health, safety and well-being of our patients, staff, and all those we serve.

We will continue to evolve to adapt to changes in the United States and global landscape. We are committed to transparency in sharing our progress and insights.

Our decisions, strategies, goals, and commitments are guided by our values and strong commitment to health equity, and social responsibility.



Our goal is to build healthier communities while maintaining the highest ethical standards in our daily operations.



INTRODUCTION

Prime is honored to be by your side.

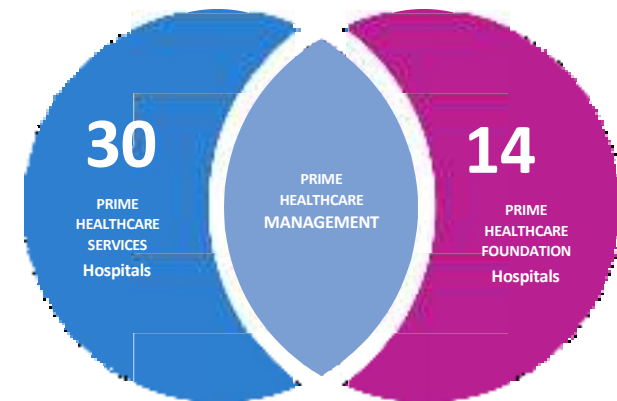
ABOUT US

We are physician-founded, physician-led, and transforming hospitals.

Founded in 2001, [Prime Healthcare](#) owns and operates **44 hospitals** in **14 states**. Fourteen of the hospitals are not-for-profit members of the [Prime Healthcare Foundation](#).



Our philosophy is that all healthcare is local. Our hospitals nationwide, along with medical groups, urgent care centers, ambulatory surgery centers, and specialty clinics, serve the unique needs of their communities while providing exceptional care with the strength and support of Prime Healthcare.



Through a physician-founded and patient-centered model, dedication to quality, evidence-based best practices, operational efficiency, technology, and capital investment, Prime Healthcare is recognized among the best in the nation by **Truven Health Analytics** as a **10 Top** and **15 Top Health System in the nation three times**. Prime Healthcare was the **only health system recognized with the prestigious 2021 John M. Eisenberg Patient Safety and Quality Award** for addressing social determinants of health. And, Prime Healthcare ranks among the **Top 10 health systems in the nation for social responsibility and cost efficiency**, according to the Lown Institute. Prime Healthcare stands apart from others by its unique ability to transform hospitals. As we continue to grow and fulfill our mission of providing quality care and exceptional patient outcomes, we remain committed to creating a legacy that will improve healthcare.



WE'LL BE BY YOUR SIDE

We believe saving lives starts with saving hospitals.

That's why we deliver the highest standards of care and invest in community hospitals across America. Prime Healthcare and the non-profit Prime Healthcare Foundation are honored to be **by your side**, providing compassionate care when you need it most.

44



Hospitals saved

- » Alabama1
- » California14
- » Florida.....1
- » Georgia.....1
- » Indiana.....1
- » Kansas.....2
- » Michigan.....2
- » Missouri.....2
- » Nevada2
- » New Jersey5
- » Ohio2
- » Pennsylvania.....3
- » Rhode Island2
- » Texas6

View our highlight video by clicking the play button (2:17 video)

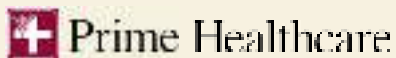


THE PRIME HEALTHCARE LOGO MARK & OVERVIEW

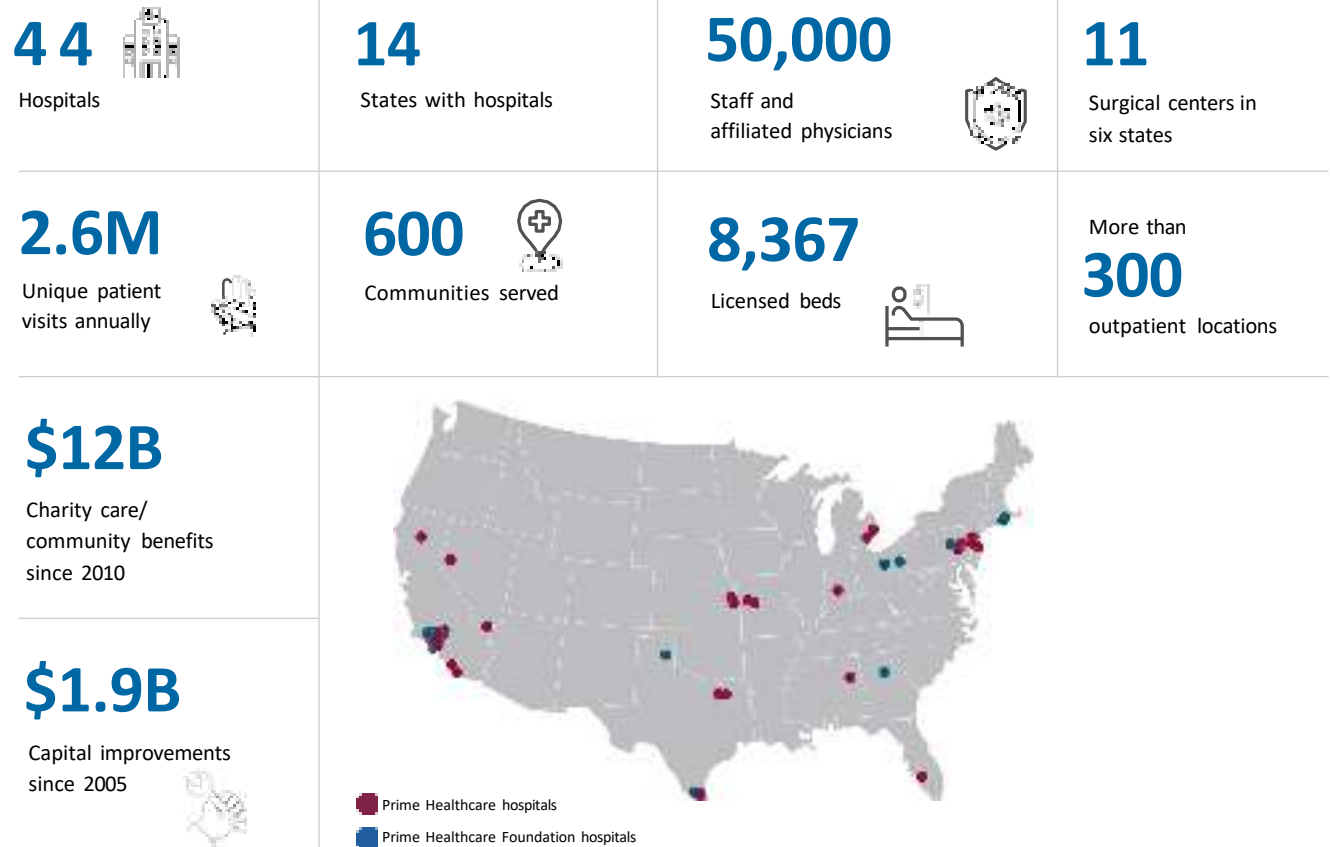
Growing to improve our community's lives.

The story behind our Prime Healthcare logo mark.

The Prime Healthcare logo is a symbol of our mission and values. With the caduceus and international cross as a symbol of protection, aid and love, our logo is a visual representation of everything we do and all that we stand for. The achievements of the past, the health and well-being of the present, and the advancements of the future rely on its good use and utmost respect. Our logo mark's burgundy color and simplicity is elegant and steadfast. It is strong and bold. And it is an essential part of our brand identity and heritage.



Prime Healthcare by the Numbers



OUR MISSION & VALUES

Committed to quality, compassionate care, and service to the **community**.

Our mission and our values guide how we conduct our business, what we believe in and where we are headed.

OUR MISSION

To deliver compassionate, quality care to patients and better healthcare for communities.

OUR VALUES

Quality

We are committed to always providing exceptional care and performance.

Compassion

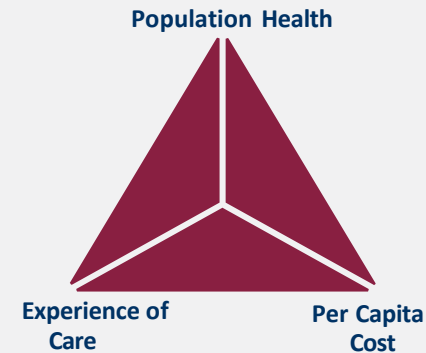
We deliver patient-centered healthcare with compassion, dignity and respect for every patient and family.

Community

We are honored to be trusted partners who serve, give back and grow with our communities.

Physician-led

We are a uniquely physician-founded and physician-led organization that allows doctors and clinicians to direct healthcare at every level.



Prime Healthcare was founded by Dr. Prem Reddy, a physician with a mission to ensure the continued provision of quality and compassionate care, **attaining healthcare's Triple Aim of:**

- » **improving the experience of care**
- » **improving the health of populations**
- » **reducing the per capita cost of health**

Prime Healthcare was delivering value-based care before it even became a “buzz word” goal in healthcare. Our definition of value equates to optimizing clinical outcomes that matter most to patients relative to the cost of care being delivered. Our physician-driven, patient-centric model has proven fundamental to improved quality of care and excellent clinical outcomes and experiences. Prime has invested \$1.9 billion since 2005 on best-in-class medical technology, including upgraded emergency rooms, radiology equipment, IT upgrades and electronic medical record systems.

We are stewards of a mission, and that mission is to make sure communities have hospitals that provide the highest quality, affordable care when people need it the most. Through our work in health advocacy and chronic disease management, clinical quality improvement initiatives, and improving the experience of all we serve, we are committed to offering and achieving higher levels of care for patients while working to decrease costs.



A COMMITMENT TO QUALITY & VALUE-BASED CARE

Every award tells the story of a life touched by Prime Healthcare.

Prime Healthcare was founded on the values of quality affordable healthcare, and we continue our unwavering dedication to those values today. This commitment to clinical excellence comes to life through the national recognition Prime and our hospitals receive each year.

In 2023, [Prime Healthcare was recognized as a Top 10 Health System in the Nation for Social Responsibility](#) and received an 'A' grade for Social Responsibility, 'A' grade for Health Equity, 'A' grade for Patient Outcomes, 'A' grade for Clinical Outcomes, and 'A' grade for Inclusivity.



- » **Twenty-five Prime Healthcare hospitals** spanning 14 states have been recognized for outstanding social responsibility, receiving an “A” grade on the 2023-24 Lown Institute Hospitals Index.
- » **Four Prime Healthcare hospitals** made this year’s Honor Roll, earning straight “A” grades across Social Responsibility, Health Equity, Value of Care, and Patient Outcomes.
 1. [Dallas Medical Center](#) (Dallas, Texas)
 2. [Landmark Medical Center](#) (Woonsocket, Rhode Island)
 3. [Suburban Community Hospital](#) (Norristown, Pennsylvania)
 4. [West Anaheim Medical Center](#) (Anaheim, California)



The Lown Hospitals Index for Social Responsibility is the only ranking to include metrics of health equity and value of care alongside patient outcomes, creating a holistic view of hospitals as total community partners. The 2023-24 Lown Index evaluates hospitals on 50+ measures-including novel metrics such as community benefit, racial inclusivity, and avoidance of overuse-for more than 3,600 hospitals nationwide.



A COMMITMENT TO QUALITY & VALUE-BASED CARE

Prime Healthcare continues an unwavering dedication to providing compassionate, quality care, building value, preserving access, improving health outcomes and decreasing costs. It is this commitment that allows Prime to consistently be nationally ranked among the best hospitals in the nation. Prime Healthcare has been recognized as a “10 Top” and “15 Top” Health System three times.

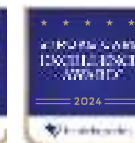
Prime Healthcare hospitals continue to be named to the **PINC^{AI}** (formerly Merative, Fortune/IBM Watson Health) **100 Top Hospitals** list, which recognizes the top-performing hospitals in the country. Saint Mary’s Regional Medical Center in Reno, Nevada, was also recognized as having one of the **50 Top Cardiovascular programs** in the United States. Prime’s hospitals have been recognized **68 times** as “100 Top Hospitals”.



Prime has received [more Patient Safety Excellence awards from Healthgrades](#) than any other health system in the United States for the last **eight** years (2016-2023).

The **Leapfrog Group** and **Healthgrades** continue to recognize Prime by awarding our hospitals with safety excellence recognition. Currently, [27 Prime hospitals hold “A” ratings from The Leapfrog Group for patient safety.](#)

In fall 2023, Prime Healthcare hospitals received more than 200 clinical quality awards from Healthgrades, in addition to ranking among the nation’s best for excellence in women’s care with 5-star Women’s Care Excellence awards and named among U.S. News & World Report’s Best Hospitals in many disease specific areas.



CHARITY CARE & COMMUNITY BENEFIT

Community benefits go far **beyond** charity care.

From FY2010 through FY2022, Prime Healthcare Services and the Prime Healthcare Foundation provided over **\$12 billion** in programs, activities and care to treat and promote health and healing in communities across the United States.



Region I
\$4,357,146,573



Region II
\$1,325,882,120



Region III
\$4,512,916,460



Region IV
\$1,051,036,098



Region V
\$236,549,028



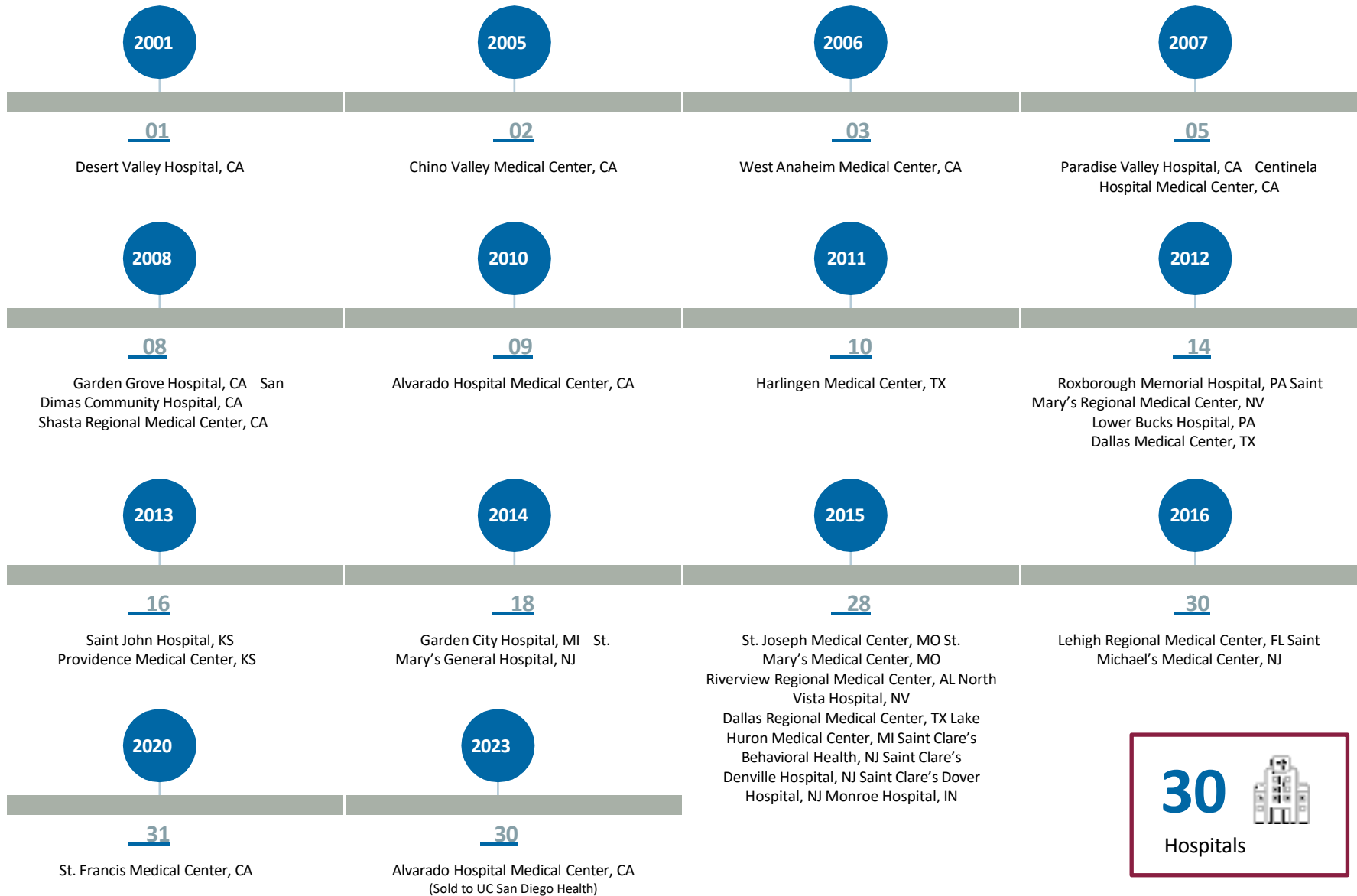
Region VI
\$577,041,618




TOTAL
\$12,060,571,898



GROWTH TIMELINE, Prime Healthcare Services Hospitals



30 
Hospitals



GROWTH TIMELINE, Prime Healthcare Foundation Hospitals



*Hospitals acquired by Prime Healthcare Services and donated to the Prime Healthcare Foundation (8)
Hospitals acquired by Prime Healthcare Foundation (6)

14


Hospitals



Serving a community in need.

On February 3, 2023, a Norfolk Southern freight train transporting hazardous material derailed in East Palestine, Ohio, an area approximately 20 miles from Prime Healthcare Foundation’s East Liverpool City Hospital (ELCH). The incident drew national media attention as a catastrophic situation unfolded.



Volatile organic compounds (VOCs) were immediately introduced into the environment, posing a significant risk to local residents. Waterways became contaminated, as concerns mounted of possible chemical exposure. School closures were announced, and the public received a blanket advisement to seek medical attention if symptoms arose. Complaints of rashes, nausea, and difficulty breathing surfaced, and the circumstances rapidly progressed to an environmental and public health emergency.

In response, East Liverpool City Hospital immediately provided critical resources and support to a community in need.

Within days of the train’s derailment, East Liverpool City Hospital’s Chief Medical Officer Dr. Gretchen Nickell, and her team of residents established a health assessment and primary care clinic for community members. The clinic provided much-needed services and interventions to those affected by chemical exposure secondary to the train derailment.

“*Because of the clinic and the expanded access, it offered, many people received care and treatment that otherwise could have experienced harmful side effects in the absence of interventions,” said Dr. Nickell.*”

(CONTINUES ON NEXT PAGE)



A PRIME STORY

East Liverpool City Hospital - East Liverpool, Ohio

Recognizing the importance of continuing to offer these resources and the important role they played in assisting those in need, East Liverpool City Hospital's leadership team met with Ohio Governor Mike DeWine and other Ohio Department of Health (ODH) personnel to announce the permanent operation of two additional clinics – East Liverpool City Hospital's East Palestine and Wellsville Clinics. These locations were strategically placed in areas near the initial derailment site, not only to assist those directly impacted by the accident but also to serve as primary healthcare providers for large populations in surrounding areas. **Both sites continue their operation today as a source of high-quality, trusted care.**

“

Our hospital, with the support of Prime Healthcare Foundation, is proud to have been in a position to provide such critical aid, and remains inspired by its mission to deliver compassionate, quality care to patients and better healthcare to its community,” said East Liverpool City Hospital CEO Krista McFadden.



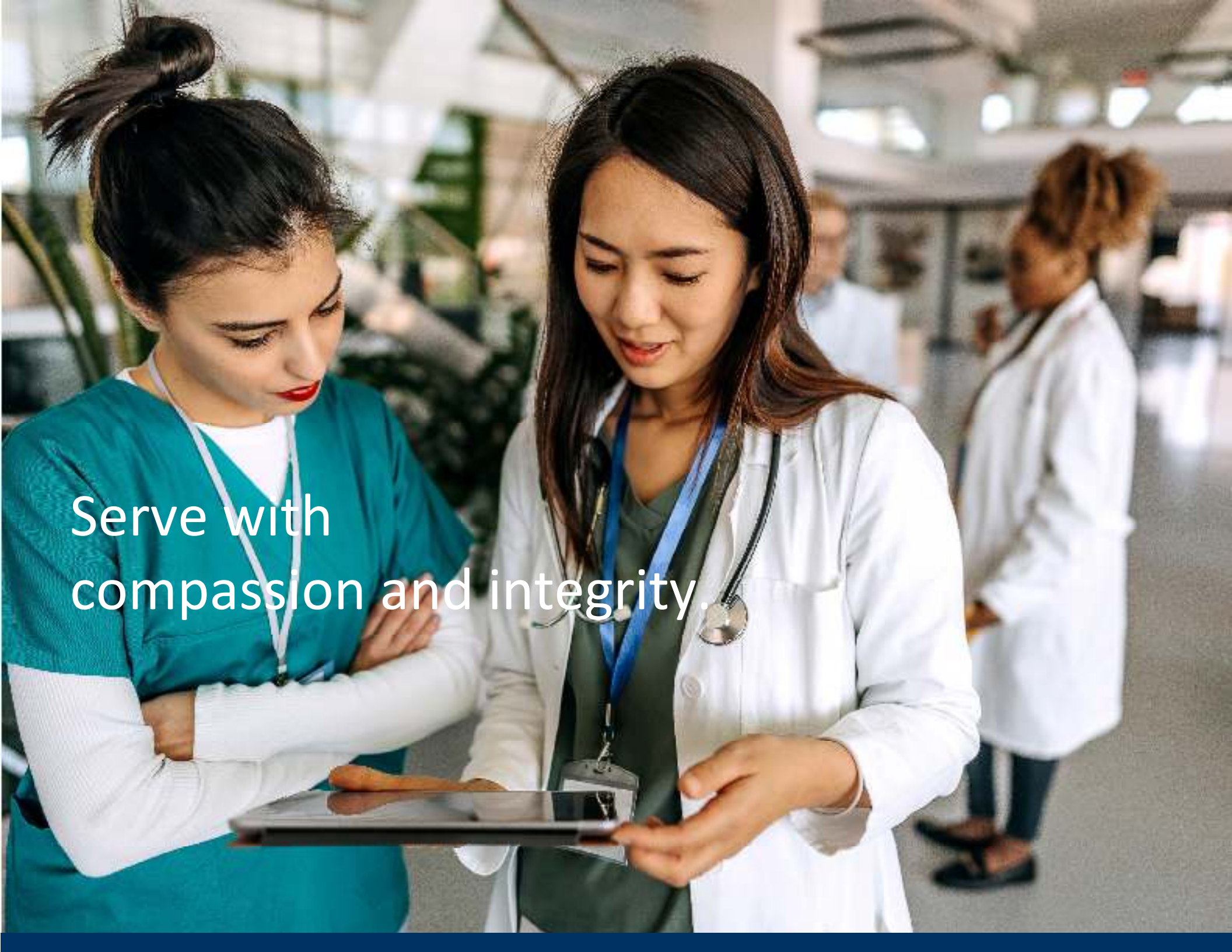
TRUST THE TOP OF HEALTHCARE. THE 100 TOP HOSPITALS.

East Liverpool City Hospital has been recognized as a “100 Top Hospitals” in the nation for six consecutive years (2018-2023), most recently by [PINC^{AI}](#).



(Left to right) ODH Dr. Bruce Vanderhoff, ELCH CEO Krista McFadden, OH Governor Mike DeWine, OH First Lady Fran DeWine, and ELCH CMO Dr. Gretchen Nickell.





Serve with
compassion and integrity.

DIVERSITY, EQUITY & INCLUSION

Fostering a diverse and **inclusive** culture.

Prime Healthcare recognizes the importance of diversity in its workforce and is committed to equal opportunity for all applicants and employees. We strive to create an environment where all of our employees, with their diverse backgrounds and identities, can feel valued, included, and empowered.

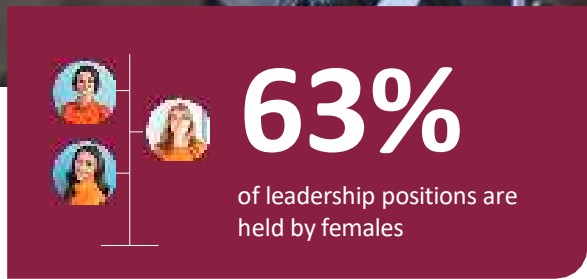


Each employee's uniqueness provides a diverse perspective, and **we invite all employees to be their best self, engaging and collaborating with each other** to achieve health and wellbeing for themselves and those we serve.

Our goal is to foster an environment that is an incubator for great service, is attractive to the best talent, and that creates a sense of belonging and pride. We provide employees with educational opportunities that include DEI & Allyship leadership and staff level trainings and Patient Centered Care for LGBTQ+ Patients; LGBTQ+ Patient: Bringing Allyship to the Bedside; and LGBTQ+ Benefits Resources. Prime Healthcare maintains policies prohibiting discrimination on the basis of race, national origin, religion, age, gender, sexual orientation, and military service (among other categories), has multiple avenues for employees to report concerns, and promptly investigates and addresses any concerns that are reported.

Prime Healthcare's commitment to understanding a patient's social determinants of health combined with our consistent DEI initiatives for employees are important for patient experience and better health outcomes, and key for retaining qualified, engaged employees.





86% of job candidates globally say DEI in the workplace is important to them.
Press Ganey Assoc. LLC

Talent Acquisition

Attracting a diverse talent pool. Cultivating and retaining dedicated staff members begins with the talent acquisition and hiring process and continues through education, training, development and advancing people who have a range of backgrounds and experiences. At Prime Healthcare, we strive to find top talent, with a focus on diversity, but must always ensure that the best candidate is hired for each job. The Prime Healthcare Talent Acquisition Team sees through a lens of gender and racial equity within our recruitment marketing and branding. Among other targeted recruitment strategies, this focus drove an increase in applications and hires from underrepresented talent groups, which is increasing the overall diversity of our workforce. Prime Healthcare takes a broad approach when reviewing candidates, emphasizing skills and talent in addition to educational degrees, therefore offering opportunities to a wider range of candidates.

OUR EMPLOYEES AT A GLANCE July 2022 - July 2023

Population by Gender	
Male	28%
Female	72%

Population by Ethnicity	
Asian	13%
Black or African American	19%
Native Hawaiian or Pacific Islander	1%
Hispanic or Latino	24%
Two or More Races	5%
White	31%
Prefer not to Answer	7%

Population by Generation	
Generation Z	18%
Baby Boomers	8%
Generation X	27%
Millenials	47%

Population by Promotions	
Male	35%
Female	65%



Staff Development and Training

We inspire our people to be the best they can be. Prime offers formal training programs and other opportunities that foster professional growth and well-being. Prime's Education Department is filled with subject matter experts in all areas to mentor, support, and empower our people across the country to achieve their career goals while building confidence in their ability to provide quality care to our patients.

From our academic partnerships and affiliations, our learning community of excellence on PrimE-Academy, and all of our education technology platforms, we have invested in providing our employees with the best in clinical and non-clinical resources for every style of learner.



Nurse Clinical Advancement Program

The Nurse Clinical Advancement Program (NCAP) focuses on the belief that nurses excel in an environment that acknowledges and rewards a commitment to quality patient care, leadership, professional development, mentoring, and serving our communities. A nurse may work through the five levels of advancement by participating in activities, projects, and initiatives that promote employee engagement, clinical excellence and professional growth.

Each nurse that participates is rewarded with a bonus for their achievements at each level.



A Culture of Learning and Development

PrimE-Academy

PrimE-Academy is an innovative learning platform for Prime Healthcare clinical and non-clinical workers to participate in live virtual learning experiences through webinars. PrimE-Academy complements Prime Healthcare's full offering of live training. The platform features industry-leading interactive virtual classrooms, an on-demand library of classes, and a registration calendar of virtual events. Currently, there are a variety of programs available, including New Hire Orientation, Central Business Office New Hire Training, a Critical Care Series, refresher courses, and a Leadership & Patient Experience Series.

Two special events have been held with guest speakers specializing in healthcare worker burnout and compassion fatigue. PrimE-Academy has also hosted multidisciplinary events to deliver content utilizing a problem-solving approach that allows the sharing of ideas, perspectives, and experiences with physicians, residents, nurses, and other healthcare providers and leaders. PrimE-Academy has been used to enhance Prime's de-escalation and crisis intervention training program and simulated on-demand training videos for physical self-defense maneuvers to increase memory retention and refresh staff at the point of care.

PrimE-Academy demonstrates Prime Healthcare's commitment to continuous learning and investing in best-in-class education for our more than 40,000 employees across the country.



BECKER'S HOSPITAL REVIEW

PrimE-Academy recognized by Becker's Hospital Review among the [Great Simulation and Education Programs](#) in the nation.



Since the launch of the new platform in January 2023, hundreds of nurses have participated in the virtual critical care course, which includes interactive use of equipment, breakout rooms, and case study analysis.



A PRIME STORY

Employee Engagement Committees



St. Francis Medical Center, Lynwood, California

Building relationships is a priority not only within the community each hospital serves, but also among every hospital's healthcare team.

The Employee Engagement Committee (EEC) at [St. Francis Medical Center](#) (SFMC) in Lynwood, California, comprises leaders and staff from clinical and non-clinical departments. It organizes events and activities throughout the year that provide opportunities for employees to **create connections with one another**. Activities include monthly T-shirt spirit days, an annual summer barbecue, Hospital Week carnival, Just Move health and fitness week, Earth Day recycling program, fall pumpkin decorating contest, holiday ornament-making, Christmas tree lighting and blessing, national healthcare recognition days and more. The committee fosters diversity, equity and inclusion through cultural recognition days such as Black History Month, Hispanic Heritage Month and Asian Pacific American Heritage Month and features traditional ethnic cuisine in the hospital café.

“*We truly believe that patient experience and workforce engagement are intertwined. Ultimately, engaged employees are happier and this can lead to better patient outcomes, loyalty and trust.*”

Amy Searls, Prime Healthcare Chief Experience Officer

The committee also coordinates events where staff can collaborate to **promote healthcare access and awareness**. Employees look forward every year to National Go Red for Women Day and creating a giant human-chain heart in support of women's health, and assembling nourishing sack lunches for underserved students in local schools to advance nutrition and wellness for children and families.

“*It's wonderful spending time together as a St. Francis family. We have built true friendships and a network of trust that is the outcome of our shared commitment to serving our community.*”

Maddy Correa, EEC SFMC co-chair



Prime Healthcare is improving in

16 out of **19**

HCAHPS domains.



COMMUNITY GIVING, PARTNERSHIPS & OUTREACH

Where care matters most.

DR. PREM REDDY FAMILY FOUNDATION

Victorville, California

Founded in 1989, the Dr. Prem Reddy Family Foundation has donated millions of dollars to charities supporting health education, college scholarships, public healthcare education, and free community clinics. **This year, the Dr. Prem Reddy Family Foundation presented its largest scholarship award** to 90 outstanding and diverse students seeking an education in the health sciences. "We're seeing a common thread that should be celebrated, a relentless commitment to healthcare and a sincere desire to help others," said Dr. Kavitha Reddy Bhatia, Executive Director of the Dr. Prem Reddy Family Foundation. "We are so touched by the stories of our scholarship recipients and we are honored to help them realize their greatest potential."



To date, the Foundation has awarded more than **\$1.5 million** in academic scholarships to more than 760 deserving students from the High Desert of Southern California.

GOLDEN CIRCLE SENIOR EXPO

Kansas City, Missouri

St. Joseph Medical Center in Kansas City, Missouri hosted its annual "Golden Circle Senior Expo" in the Spring of 2023. The Golden Circle Senior Resource Group is a consortium of organizations and businesses serving the senior community. St. Joseph Medical Center [specializes in caring for seniors](#) with a geriatric accredited emergency department, an inpatient program with geriatric consulting services and a variety of health and wellness programs.

MIDDAY HEALTH MINUTE

Reno, Nevada

Saint Mary's Regional Medical Center in Reno, Nevada, organizes monthly health segments that provide community education and spread awareness for important health topics that impact the public. The messages are part of a program called "Midday Health Minute" that leverages local news media to distribute the critical tips to the viewing population. Subjects have included heart health, breast cancer prevention, men's health, stroke awareness, hyperbaric oxygen therapy treatment, women's health and more.





Desert Valley is truly making a significant difference in the lives of over 20,000 disadvantaged children in the community.

FILL THE AMBULANCE

Victorville, California

Desert Valley Hospital and Desert Valley Medical Group in Victorville, California, have been an incredible supporter of the High Desert community for the past 35 years through many activities and events, including supporting local foundations, businesses, and schools in the region of nearly 400,000 community members. One unique partnership is between Desert Valley and American Medical Response (AMR) for the “Fill the Ambulance” toy drive every holiday season. Desert Valley invites community members to fill the ambulance full of toys. On a designated day, families are then invited to the AMR Victorville office to collect gifts for their children. Excitement fills the air as parents enter the brightly decorated venue, greeted by smiling volunteers ready to assist them and joyfully wrap the gifts that will be placed under their Christmas trees.

LET’S TALK HEALTH

Denville, New Jersey

Saint Clare’s Health in Denville, New Jersey has positioned itself as the leading source of accurate and timely healthcare information. The CEO of Saint Clare’s Health invites physicians to discuss important and timely healthcare topics. Features include Robotics in the Operating Room, The Challenges of Wound Care, Individualizing Cancer Treatment, Life Saving Stroke Care, the Key Factor for a Successful Detox Program, and more. The monthly programs are launched on Facebook and YouTube and highlights are shared in print, digital media, and a community newsletter.



EXPANDING PATIENT ACCESS

Expanding patient access through strategies in redesigning how, when, and where care is delivered.

Prime Healthcare thinks beyond traditional care models and is adopting innovative strategies in redesigning how, when, and where care is delivered. This means Prime’s patients receive health care and service in an effective, convenient, and secure way—in-person and virtual care—and have access to solutions such as self-scheduling, telehealth, remote patient monitoring, price transparency tools, and more.

Ambulatory Surgery

With advancements in clinical approaches and technology, as well as minimally invasive surgeries, many procedures can be performed safely in an ambulatory setting. Patients today want better access to healthcare services at a lower cost, and both patients and payors have led the growth of ambulatory surgery centers.

“

We want to be a part of the solution in reducing healthcare expenditures while always providing the right care at the right time in the right setting.”

Dr. Ali Zadeh, Corporate Director of Ambulatory Surgery

Prime Healthcare is cultivating strategic relationships and partnerships with community physicians at surgery centers nationwide. This strategy has resulted in over 100% growth of Prime’s ambulatory surgery service line from just two years ago, and we are focused on continued acquisitions of strategically located centers and development of physician partnerships in 2024 and beyond.

These joint venture relationships, Prime’s model of efficient and compassionate physician-led management, and our focus towards driving value has resulted in year over year improved performance.



Prime’s ambulatory surgery centers are located in California, Missouri, Kansas, Texas, Michigan, and Nevada. Prime plans to joint venture with more ambulatory surgery centers and invites physicians to partner with us as we grows this increasingly profitable and efficient service line.



Eliminating health inequities and disparities.



Prime Healthcare’s rural health strategy is having a positive impact on the health and well-being of rural residents. Providing high-quality care to patients close to home and creating jobs that boost the local economies in rural communities aligns with our “Community” value and mission of service.

Rural Health Clinics

Prime Healthcare is committed to improving access to affordable, quality healthcare for everyone. This is especially important in rural areas, where people often face unique challenges in accessing the care they need.

Prime Healthcare has identified the development of Rural Health Clinics as a key strategy for growth in the markets we serve. Rural Health Clinics provide a comprehensive range of primary and preventive care services to people in rural areas. Clinics are staffed by local family physicians, nurse practitioners, and physician assistants who are trained to meet the specific needs of rural communities.

Prime Healthcare’s Rural Health Clinics are located in underserved areas and are accessible to patients of all income levels. The clinics offer a variety of services, including:

- **Primary Care**, such as annual physicals, immunizations, and chronic disease management
- **Preventive Care**, such as cancer screenings and health education
- **Specialty Care, Mental Health, and Lab Services**

Prime Healthcare has formed a dedicated team tasked with the establishment and management of Rural Health Clinics across the United States. We currently have facilities in Ohio and Texas and have plans to grow in California, Georgia, Kansas, Michigan, Missouri, Ohio and Texas.



Addressing emotions and behaviors that affect overall **well-being**.

Behavioral Health Expansion

Prime Healthcare continues to provide a continuum of evidenced based behavioral health services that address the unique needs of each community we serve. Through inpatient programs, telehealth visits, partial hospitalization, and outpatient care, Prime is dedicated to partnering with patients to help them live their fullest life. Our teams collaborate with patients to develop a plan that best meets their needs and actively treat mental health crises with providing therapeutic environments, one-to-one support, therapeutic groups, and medication therapy. Our goal is to help patients stabilize so that they can return to their daily lives and receive needed ongoing care and support in the community.

Prime offers quality behavioral health services in over 25 locations throughout the country. Many programs are multifaceted, offering a continuum of services that can provide transition to the most appropriate level of care from outpatient and partial hospitalization programs to telehealth. Prime continuously analyzes the needs of each community and strives to bridge gaps of behavioral health access by expanding current units and opening new units to meet the communities' needs.



Prime Behavioral Health

- » Over **730** substance use disorder beds and inpatient psych beds (adolescent through older adults)
- » Outpatient and partial hospitalization programs
- » Telehealth
- » Voluntary and involuntary behavioral health services
- » Facilities are currently expanding their behavioral health units:
 - North Vista Hospital in North Las Vegas, Nevada added an additional 23 adult inpatient behavioral health beds
 - St. Francis Medical Center in Lynwood, California is expanding their adult inpatient behavioral health unit with construction beginning 12/2023
- » Facilities are in the process of opening new behavioral health units:
 - Garden Grove Hospital in Garden Grove, California will be opening a 25-bed geropsych unit in first quarter 2024
 - Chino Valley Medical Center in Chino, California is in the planning stage of opening a geropsych unit



INNOVATION: A STRATEGIC PARTNERSHIP WITH STEER HEALTH

Improving patient **outcomes** and **access**.

Health systems today face significant revenue losses in the hundreds of millions of dollars, led by the increasingly complex post-pandemic healthcare landscape. Rising costs, new patient demands, a shortage of physicians and nurses, regulatory pressures and more are bringing healthcare to an inflection point.

Prime Healthcare understands that meeting these challenges and succeeding in this dynamic, fast-paced environment requires embracing AI and innovation and making it part of the mainstay of strategic growth, patient engagement, reputation management and overall healthcare delivery.

[Through a partnership with Steer Health](#), artificial intelligence (AI) serves as a co-pilot for Prime, delivering valuable insights and guiding us towards effective solutions. The result is a digital transformation that redefines how Prime approaches strategy, growth and care delivery. From a **concierge tool** to address inpatient needs as they arise to an efficient system to **reserve an ER arrival time** for non life-threatening emergencies, Prime has been able to tackle complex challenges and achieve sustainable growth through an exciting journey marked by innovation, collaboration and resilience.

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Prime understands that providing exceptional clinical care and experience while expanding access, revenue and volume must include leveraging AI and the latest technology to support patients and their needs. Read [here](#) about Prime's innovative strategies to achieve exceptional quality and consistent growth.



INNOVATION: A STRATEGIC PARTNERSHIP WITH STEER HEALTH

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In order to succeed in a rapidly evolving environment, health systems are forced to continuously improve and innovate. AI and digital strategies will likely be the greatest disruptors to care delivery and lead to a new future. Our focus is on constantly expanding access into our care delivery model, while streamlining operations to ensure consistent growth and exceptional quality of care,” says Kavitha Bhatia, MD, President & Chair, Prime Healthcare Foundation and Chief Medical Officer of Strategy, Prime Healthcare.

To date, Prime Healthcare has seen improved clinical outcomes, reputation management, streamlined workflows and expansion of entry points to ensure timely access to care. Moving forward, Prime’s partnership with Steer will aim to deliver even more **precise**, **efficient** and **compassionate care** to our patients, developing sustainable strategies to meet the challenges facing healthcare nationwide.



GetCareNow

Reserve your ER arrival time.

For life-threatening emergencies call 9-1-1

Let us know you are coming. Select your emergency room arrival time and wait at home until your time to be seen.

At Desert Valley Hospital, we strive to make it easier for you to handle life’s unexpected events. This service is just one more way that we are transforming the healthcare experience.

We are equipped to manage injuries and illnesses that range from minor to life-threatening. Our doctors and emergency care clinicians are specially trained to provide fast, expert care - 24 hours a day, every day.



Scan the QR code and reserve your ER arrival time or visit dvmc.com/get-care-now

Please note: GetCareNow assigns you a time slot (based on availability) and reserves your space in line in the emergency room. While GetCareNow reserves your spot, it does not guarantee you will be seen at this exact time due to varying urgency of medical needs and patient volumes.



16850 Bear Valley Road, Victorville, CA 92395 760-241-8000 dvmc.com Member of Prime Healthcare

Over the past year, Prime implemented GetCareNow in the majority of our hospitals. GetCareNow is an Emergency Department self-scheduling tool for patients to schedule an appointment time to be seen in the ER for non-life-threatening emergencies. GetCareNow has grown emergency department visit volume at some Prime hospitals near 600% within one quarter.



INNOVATION: GERIATRIC EMERGENCY DEPARTMENT ACCREDITATION

Making a significant stride to better serve an aging population.

Prime Healthcare is dedicated to providing high-quality, personalized care to older adults. As part of this commitment, the system has received Geriatric Emergency Department Accreditation (GEDA) from the American College of Emergency Physicians (ACEP). **Twenty-four of Prime's hospitals have been accredited as Geriatric Emergency Departments**, while Prime Healthcare was the second health system in the nation to receive systemwide GEDA Accreditation. To better meet the unique healthcare needs of older adults, Prime has designed Senior-focused Emergency Departments with special training in geriatric medicine for its team members. These departments also feature design elements that provide improved acoustics, safety, and comfort for elderly patients. Prime Healthcare is deeply committed to ensuring that older adults receive the highest standard of care possible.



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hospitals participate in the Geriatric Emergency Department Accreditation Program



ALABAMA

» Riverview Regional Medical Center, Gadsden

CALIFORNIA

- » Centinela Hospital Medical Center, Inglewood
- » Chino Valley Medical Center, Chino
- » Encino Hospital Medical Center, Encino
- » Garden Grove Hospital Medical Center, Garden Grove
- » Huntington Beach Hospital, Huntington Beach
- » La Palma Intercommunity Hospital, La Palma
- » Montclair Hospital Medical Center, Montclair
- » Paradise Valley Hospital, National City
- » San Dimas Community Hospital, San Dimas
- » Sherman Oaks Hospital, Sherman Oaks
- » St. Francis Medical Center, Lynwood
- » West Anaheim Medical Center, West Anaheim

MISSOURI

- » St. Joseph Medical Center, Kansas City
- » St. Mary's Medical Center, Blue Springs

NEVADA

- » North Vista Hospital, North Las Vegas
- » Saint Mary's Regional Medical Center, Reno

NEW JERSEY

- » Saint Clare's Denville Hospital, Denville
- » Saint Clare's Hospital Dover, Dover
- » St. Mary's General Hospital, Passaic

PENNSYLVANIA

- » Suburban Community Hospital, East Norriton

TEXAS

- » Dallas Regional Medical Center, Mesquite
- » Mission Regional Medical Center, Mission
- » Pampa Regional Medical Center, Pampa



Connecting our patients to care.

Prime Healthcare’s mission is to deliver compassionate, quality care to patients and better healthcare for communities. One way that this is accomplished is through Care•Connect, **a call-center program implemented to improve clinical coordination, experience and outcomes**. Care•Connect has been successfully used to coordinate care for patients within the Southern California Prime Healthcare network and expedite higher level of care (HLOC) transfers between Prime hospitals.

Care•Connect is an important resource that can be utilized at multiple points along the care continuum, and is typically used to facilitate and support case management, discharge planning, care planning, and expedited care requests. All with the goal of improved outcomes for patients.

Care•Connect’s effectiveness has been especially notable recently, with 78 percent growth from 2022 to 2023 in total member patients repatriated to the Prime network, a step that ensures patients receive high-quality, timely care in the most efficient manner possible.

The Care•Connect team primarily supports Prime’s California locations and is a resource that helps strengthen the collaboration between hospitals in an effort to promote healthier communities.



TRAINING FUTURE PHYSICIANS - FOUNDING A SCHOOL OF MEDICINE

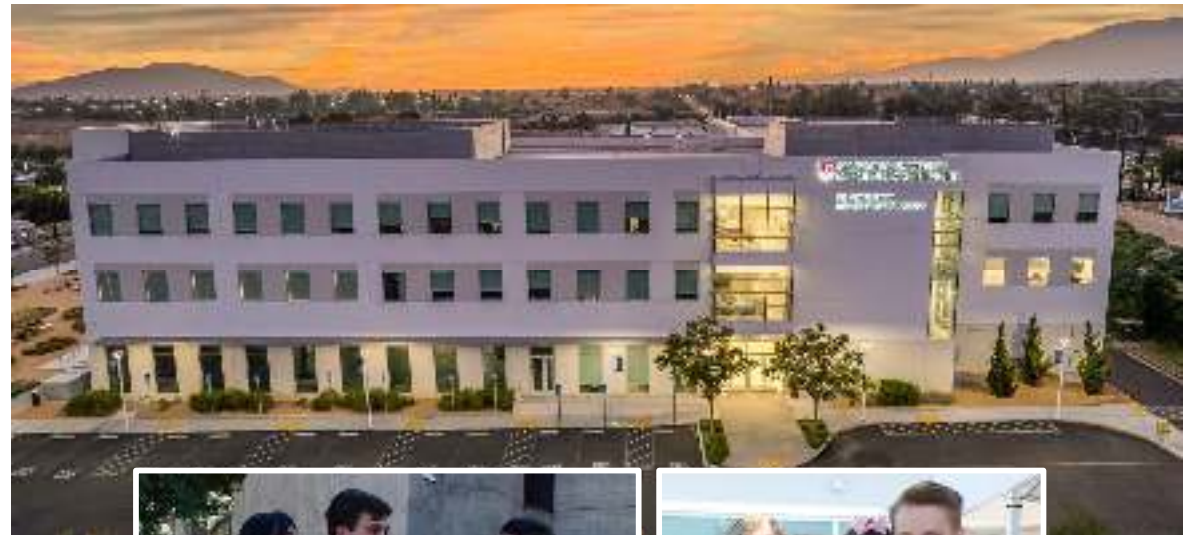
The next generation of healthcare leaders.

The United States has the lowest rate of practicing physicians per 1,000 population than in other high-income countries. In areas such as California's Inland Empire, where Prime Healthcare is based, the statistics are more alarming. **The area has fewer primary care and specialty physicians than any other area in California.**

Prime Healthcare is committed to ensuring that members of the community have access to the care they need. To date, [Prime Healthcare Foundation](#) has contributed \$80 million to establish one of California's newest medical schools, [California University of Science and Medicine](#) (CUSM). At CUSM, the mission is to educate students in the art and science of medicine to create well-rounded, compassionate healthcare providers dedicated to a career of service. Established in 2018, CUSM has graduated two classes of doctors, with each class achieving a **100 percent** match rate into competitive disciplines and residencies around the country. To date, **98 percent** of CUSM students are from California, with nearly one-third coming from the counties of Riverside and San Bernardino – California's Inland Empire. Nearly **60 percent** of CUSM students receive financial aid or scholarships, many with incentives to practice in our local communities.



California University
of Science and Medicine
SCHOOL OF MEDICINE



INVESTING IN THE FUTURE: GRADUATE MEDICAL EDUCATION (GME)

Educating **compassionate** providers to serve community needs.

Prime Healthcare is doing its part to address the nation’s physician shortage. Coupled with California University of Science and Medicine, Prime’s investment in residency programs includes **12 training specialties at its hospitals in Southern California, Ohio, New Jersey and beyond**. Through training the next generation of physician leaders, Prime is ensuring health equity and access for generations to come.



Cardiology Dermatology

Emergency Medicine

Family Medicine General

Surgery Infectious Disease



Internal Medicine

Neurology

Obstetrics/Gynecology



Podiatry

Psychiatry



Residents at Desert Valley Hospital in Victorville, California

This year, Prime Healthcare’s **six residency programs in California** [received \\$5.75 million in Song-Brown grants](#) that will increase medical education opportunities. The grants will support residency programs at Prime’s hospitals in Anaheim, Chino, Inglewood, Redding, and Victorville, California.

“**We are excited to have been awarded the Song-Brown Program Grant for developing and expanding primary care residency programs,**” says Hamid Shalikar, MD, Designated Institutional Officer of Prime Healthcare. **“We have added more than 80 accredited primary care residency slots in California in the past 18 months and plan to continue this trajectory. This grant will allow us to develop residency programs in the regions, and ultimately, provide more care for the people who need it the most.”**



WHO OWNS THE PATIENT EXPERIENCE? EVERYONE.

The patient experience is a dimension of healthcare quality and at the very core of our **mission**.

At Prime Healthcare, we consider a patient's experience to be an integral part of the patient's care, and not just something extra. We ensure that compassion and quality are weaved into every service we perform, and being present and available for our patients and their families is the foundation of every interaction we have.

Across our 44 hospitals and outpatient locations, we follow our Caring Communication Model, **G.R.E.A.T.** (Greet, Relate, Educate, Ask, Thank) that emphasizes building relationships with our patients and their families, educating them on their healthcare needs, and ensuring they are prepared to continue caring for themselves after leaving our hospitals. We give the patient and their family a voice in their care, and if needed, we utilize the **4A's** (Anticipate, Acknowledge, Apologize, Act) Service Recovery Model to rectify any concerns they may have. A must-have is leadership rounding on patients to gain feedback, team members to be recognized, and always seeking opportunities for improvement.

In the past year, Prime Healthcare has experienced **notable growth in our HCAHPS** (Hospital Consumer Assessment of Healthcare Providers and Systems) scores with 88 percent of surveyed domains seeing an increase in the past year, with Would Recommend and Overall Rating improving the most. Prime Healthcare's Emergency Departments have seen **improvements in 100 percent of all surveyed domains** this year. Our online reputation is a key performance indicator, and 96 percent of our hospitals have seen **increases in their Google ratings** since 2022.



Members of our Prime Healthcare Patient Experience team were recognized this year for outstanding hospital leadership by Professional Research Consultants (PRC). And, Prime's Chief Experience Officer, Amy Searls, joined a Becker's Hospital Review podcast with Steer Health highlighting how AI and technology can enhance revenue and the patient experience.

LISTEN TO
PODCAST



A PRIME STORY

Human Values Leadership Recognition

Leading with the heart of a physician.

Dr. Prem Reddy, a cardiologist from humble beginnings in rural India who was the first in his family to attend school, founded Prime Healthcare in the Inland Empire of Southern California in 2001 with a mission to save hospitals to serve communities. Over the last 22 years, beginning with Desert Valley Hospital in his hometown of Victorville, California, Prime Healthcare has grown to **44** hospitals and more than **300** outpatient locations in **14** states with more than **45,000** employees and affiliated physicians.

A physician, entrepreneur and philanthropist, Dr. Reddy's life work has been to compassionately care for patients and save and transform community hospitals, supporting communities through charitable initiatives that advance medicine and education. With a career of distinguished service, **Dr. Reddy has been continuously recognized locally, nationally and globally for his visionary leadership and philanthropic endeavors.**



In 2023, Dr. Reddy received the first ever **Human Values Award** during the Global Leadership Forum hosted by the World Forum for Ethics in Business in Washington, DC. The award recognizes Dr. Reddy's exceptional commitment to community healthcare and the human values that define his life's work. Dr. Prem Reddy and Dr. Kavitha Bhatia, President and Chair of Prime Healthcare Foundation, were both invited leaders to the Global Leadership Forum, distinguished for their commitment to leadership that embraces values such as integrity and compassion.

During his acceptance speech, Dr. Reddy said,

“ **With passion and unwavering determination, I embarked on a mission to create a healthcare system that prioritized the values we physicians embrace: the values of quality, accessibility, and compassion. I accept this award not just for myself, but for every immigrant who has dared to dream, for every physician who strives to make a difference, and for every business leader and entrepreneur with the dedication that guides them to improve the lives of others.**”

In addition to his recognition by the World Forum for Ethics in Business, Dr. Reddy was honored this year with a **Lifetime Achievement Award** from Michigan Governor Gretchen Whitmer. He was also honored with a **Lifetime Achievement Award** by the North American Telugu Association and received a **Presidential Appreciation and Achievement Award** from the American Association of Physicians of Indian Origin during their 2023 Annual Convention.





Mission Regional Medical Center in Mission, Texas



Prime Healthcare