Hoag 2020 Annual Report

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Hoag Memorial Hospital Presbyterian has delivered a level of personalized care that is unsurpassed among Orange County’s health care providers. Renowned for its excellence, specialized health care services and exceptional physicians and staff, Hoag is admired as one of California’s leading health care organizations.

The nonprofit hospital is guided by a 17-member Board of Directors. Robert T. Braithwaite serves as president and chief executive officer.

Hoag is one of the largest acute care hospitals in Orange County and one of the county’s largest employers, with more than 6,700 employees and 2,000 volunteers. Hoag has two main hospital campuses in Newport Beach and Irvine, 14 urgent care centers and nine health centers throughout the county. Hoag’s network of more than 1,700 physicians and 100 allied health members represents 52 different specialties.

To further Hoag’s commitment to provide comprehensive care to the communities we serve, Hoag Medical Group was created and is grounded by its core values: excellence, innovation, compassion and integrity.

Hoag attained the Magnet® recognition as part of the American Nurses Credentialing Center’s (ANCC) Magnet Recognition Program. This credentialing program for hospitals recognizes excellence in nursing and is the highest honor an organization can receive for professional nursing practices. Hoag earned full accreditation with DNV GL Healthcare, the organization whose accreditation and quality management aligns with Hoag’s focus on constant improvement.

Hoag offers a comprehensive blend of health care services including five institutes providing specialized care in the following areas:

- **Hoag Family Cancer Institute** is on the leading edge of cancer treatment and offers patients a full range of advanced cancer therapies, including access to new cancer drugs, through a special alliance with USC Norris Comprehensive Cancer Center, and personalized, genome-guided therapy.

- **Jeffrey M. Carlton Heart & Vascular Institute** is one of the preeminent cardiovascular centers on the West Coast, achieving international and national accreditation for many of its programs. The Society of Thoracic Surgeons placed Hoag in the highest category for quality cardiac surgery, a rating achieved by only 10 percent of hospitals nationwide.

- **Pickup Family Neurosciences Institute** incorporates the latest diagnostic technologies, treatment modalities and integration of medical specialists to deliver the highest quality care for all complex neurological disorders.

- **Hoag Women’s Health Institute** improves the lives of the women it serves with personalized, integrated care through prevention, wellness and treatment. Hoag offers nationally designated programs in the areas of breast health, gynecological health and maternal child health.

- **Hoag Orthopedic Institute**, a specialty hospital and two ambulatory surgery centers, is the highest volume provider of joint replacements in California. The physicians collaborate on more than 10,000 orthopedic procedures annually. The institute focuses on the treatments of knee, hip and spine disorders, and takes pride in specialty care related to sports medicine, orthopedic trauma and extremities.

For more information, please visit hoag.org or call 800-400-HOAG (4624).
Hoag has opened urgent care centers to expand its outpatient services to Orange County communities and provide prompt care for all age groups in a convenient location for families. Each location* is open from 8 a.m.–8 p.m. on weekdays, and 8 a.m.–5 p.m. Saturday–Sunday. Hoag Urgent Care Irvine – Sand Canyon has extended hours and is open 7 a.m.–10 p.m. on weekdays, and 8 a.m.–5 p.m. on Saturday–Sunday.

<table>
<thead>
<tr>
<th>Hoag Urgent Care Centers</th>
<th>Hoag Urgent Care Irvine – Los Olivos</th>
<th>Hoag Urgent Care Newport Beach</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hoag Fly Well Clinic at</td>
<td>8607 Irvine Center Drive</td>
<td>500 Superior Ave., Suite 160</td>
</tr>
<tr>
<td>John Wayne Airport</td>
<td>Phone: 949-577-0600</td>
<td>Phone: 949-791-3006</td>
</tr>
<tr>
<td>Hoag Urgent Care Aliso Viejo</td>
<td>26671 Aliso Creek Road, Suite 101</td>
<td>Hoag Urgent Care Newport Coast</td>
</tr>
<tr>
<td>Phone: 949-791-3107</td>
<td></td>
<td>21115 Newport Coast Drive</td>
</tr>
<tr>
<td>Hoag Urgent Care Foothill Ranch</td>
<td>26672 Portola Parkway, Suite 100</td>
<td>Phone: 949-557-0730</td>
</tr>
<tr>
<td>Phone: 949-557-0710</td>
<td></td>
<td>Hoag Urgent Care Tustin Ranch</td>
</tr>
<tr>
<td>Hoag Urgent Care Huntington Beach</td>
<td>19582 Beach Blvd., Suite 180</td>
<td>2560 Bryan Ave., Suite A</td>
</tr>
<tr>
<td>Phone: 714-477-8050</td>
<td></td>
<td>Phone: 714-477-8430</td>
</tr>
<tr>
<td>Hoag Urgent Care Huntington Harbour</td>
<td>5341 Warner Ave., Suite 102</td>
<td>Hoag Urgent Care Tustin Legacy</td>
</tr>
<tr>
<td>Phone: 714-477-8450</td>
<td></td>
<td>15000 Kensington Park Drive, Suite 170</td>
</tr>
<tr>
<td>Hoag Urgent Care Irvine – Orchard Hills</td>
<td>3877 Portola Parkway</td>
<td>Phone: 714-477-8300</td>
</tr>
<tr>
<td>Hoag Urgent Care Irvine – Sand Canyon</td>
<td>16205 Sand Canyon Ave., Suite 100</td>
<td>Hoag Urgent Care Irvine – Woodbridge</td>
</tr>
<tr>
<td>Hoag Urgent Care Irvine – Woodbridge</td>
<td>4900 Barranca Parkway, Suite 103</td>
<td>Phone: 949-559-6500</td>
</tr>
<tr>
<td>Hoag Urgent Care Irvine – Woodbury</td>
<td>6340 Irvine Blvd.</td>
<td></td>
</tr>
</tbody>
</table>

* Operating hours for the Hoag Fly Well Clinic at John Wayne Airport vary.
**Hoag Health Centers**

Hoag operates several neighborhood health care facilities to extend medical care to residents in adjacent communities.

**Hoag Health Center Aliso Viejo**
26671 Aliso Creek Road
- Hoag Imaging Services
- Hoag Medical Group Family Medicine, Internal Medicine, Pediatrics and Specialists
- Hoag Urgent Care
- Mammography Screening/Breast Tomosynthesis (3D Mammography)

**Hoag Health Center Costa Mesa**
1190 Baker Street
- Diagnostic X-ray Services
- Hoag Medical Group Family Medicine
- Hoag Imaging Services
- Mammography Screening/Breast Tomosynthesis (3D Mammography)
- Physical Therapy

**Hoag Health Center Foothill Ranch**
26672 Portola Parkway
- Hoag Imaging
- Hoag Medical Group Family Medicine, Internal Medicine, Pediatrics and Sports Medicine
- Hoag Orthopedic Institute
- Hoag Urgent Care
- Orange Coast Women’s Medical Group
- ProSport Physical Therapy & Performance
- Quest Diagnostics

**Hoag Health Center Huntington Beach**
19582 Beach Blvd.
- CHOC Children’s Specialty Clinic
- Heart & Vascular Outpatient Services
- Hoag Breast Center
- Hoag Imaging Services
- Hoag Medical Group Family Medicine, Internal Medicine, Pediatrics and Specialists
- Hoag Urgent Care
- Lab
- Pharmacy
- Physical Therapy

**Hoag Health Center Irvine – Sand Canyon**
16105 – 16405 Sand Canyon Ave.
- Hoag Breast Center
- Hoag Cancer Center Irvine
- Hoag Cardiac Rehabilitation
- Hoag Echo & Vascular Ultrasound
- Hoag Lab
- Hoag Medical Group Internal Medicine, Pediatrics and Specialists
- Hoag Neurosciences Programs
- Hoag Outpatient Lab
- Hoag Pelvic Health
- Hoag Imaging Services
- Hoag Sleep Center
- Hoag Urgent Care
- Hoag Wound Healing & Hyperbaric Medicine
- Pharmacy

**Hoag Health Center Irvine – Woodbridge**
4870 & 4900 Barranca Parkway
- Hoag Imaging Services
- Hoag Medical Group Family Medicine and Pediatrics
- Hoag Urgent Care
- Mammography Screening/Breast Tomosynthesis (3D Mammography)
- Mary & Dick Allen Diabetes Center
- Pediatrics
- Physical Therapy

**Hoag Health Center Irvine – Woodbury**
6352 Irvine Blvd.
- Hoag Imaging Services
- Hoag Medical Group Family Medicine
- Hoag Urgent Care

**Hoag Health Center Newport Beach**
500 – 520 Superior Ave.
- Cardiac Rehabilitation
- CHOC Children’s Specialty Clinic
- Hoag Imaging Services
- Hoag Medical Group Family Medicine, Internal Medicine, Pediatrics and Specialists
- Hoag Urgent Care
- Hoag Wound Healing and Hyperbaric Medicine Center
- Mary & Dick Allen Diabetes Center
- Outpatient Rehabilitation
- Pharmacy
- Pulmonary Rehabilitation

**Hoag Health Center Tustin Legacy**
15000 Kensington Park Drive
- Hoag Medical Group Internal Medicine, Pediatrics and Specialists
- Hoag Urgent Care
- Lab
- Physical Therapy
- Primary Care & Specialist Physicians
- Tustin Imaging Center
Hoag Medical Group
Hoag Medical Group is a physician group with specialties in Internal Medicine, Family Medicine, Pediatrics, Geriatrics, Diabetes, Endocrinology, Sports Medicine, Rheumatology, Allergy & Immunology, Infectious Disease and HIV Medicine. The group offers same day appointments, provides access to the Hoag network of services and specialists, and accepts most major insurance plans.

Hoag Medical Group Aliso Viejo
26671 Aliso Creek Road,
Suites 200, 202 & 206
Phone: 949-791-3104

Hoag Medical Group Costa Mesa
1170 Baker St., Suite H1
Phone: 949-791-3250

Hoag Medical Group Foothill Ranch
26672 Portola Parkway,
Suites 104 & 112
Family & Internal Medicine:
949-557-0750
Pediatrics:
949-557-0760

Hoag Medical Group Fountain Valley
8970 Warner Ave.
Phone: 714-477-8400

Hoag Medical Group Huntington Beach
19582 Beach Blvd., Suites 250, 325 & 350-360
Phone: 714-477-8020
Phone: 714-477-8001

Hoag Medical Group Huntington Harbour
5341 Warner Ave.
Phone: 714-477-8490

Hoag Medical Group Irvine – Orchard Hills
8607 Irvine Center Drive
Phone: 949-557-0600

Hoag Medical Group Irvine – Sand Canyon
16300 Sand Canyon Ave.,
Suites 245 & 311
Phone: 949-791-3101
Phone: 949-557-0640

Hoag Medical Group Irvine – Woodbridge
4900 Barranca Pkwy.
Family Medicine:
949-791-3103
Pediatrics:
949-791-3102

Hoag Medical Group Irvine – Woodbridge
4870 Barranca Parkway, Suite 300
Phone: 949-791-3240

Hoag Medical Group Irvine – Woodbury
6340 Irvine Blvd.
Phone: 949-559-6500

Hoag Medical Group Laguna Beach
364 Ocean Ave.
Phone: 949-557-0610

Hoag Medical Group Newport Beach
510 Superior Ave., Suites 200B – 200D
Phone: 949-791-3001

Hoag Medical Group Newport Beach
500 Superior Ave., Suite 270
Phone: 949-791-3370

Hoag Medical Group Newport Beach
415 Old Newport Blvd.,
Suite 101
Phone: 949-791-3008

Hoag Medical Group Newport Beach
350 Old Newport Blvd.
Phone: 949-791-3008

Hoag Medical Group San Clemente
1031 Avenida Pico, Suite 203
Phone: 949-557-0820

Hoag Medical Group Tustin Legacy
15000 Kensington Park Drive,
Suites 200 & 250
Phone: 714-477-8320

Fast Facts CONTINUED
Recognized Clinical Excellence

For nearly 70 years, Hoag Memorial Hospital Presbyterian has delivered a level of personalized care that is unsurpassed among Orange County’s health care providers. Since 1952, Hoag has served the local communities and continues its mission to provide the highest quality health care services through the core strategies of quality and service, people, physician partnerships, strategic growth, financial stewardship, community benefit and philanthropy.

Hoag offers a comprehensive blend of health care services that include five institutes providing specialized services in the following areas: cancer, heart and vascular, neurosciences, women’s health and orthopedics through Hoag’s affiliate Hoag Orthopedic Institute, which consists of an orthopedic hospital and two ambulatory surgical centers.

Hoag was the highest ranked hospital in Orange County in the 2020-2021 U.S. News & World Report. The organization was ranked the #4 hospital in the Los Angeles Metro Area and the #8 hospital in California. Additionally, Hoag was #27 nationally in Neurology and Neurosurgery, #29 in Diabetes & Endocrinology, #33 in Pulmonology & Lung Surgery, #35 in Orthopedics, #37 in Gynecology, #38 in Gastroenterology and GI Surgery and #40 in Geriatrics. Hoag ranked high performing in Cancer, Nephrology, and Urology, as well as in all 10 common adult procedures.

Hoag attained the Magnet® recognition as part of the American Nurses Credentialing Center’s (ANCC) Magnet Recognition Program. This credentialing program for hospitals recognizes excellence in nursing and is the highest honor an organization can receive for professional nursing practices. Additionally, Hoag earned full accreditation with DNV GL Healthcare, the organization whose accreditation and quality management aligns with Hoag’s focus on constant improvement.

National Recognition Highlights

- Hoag received its fourth Magnet re-designation.
- Hoag was the highest ranked hospital in Orange County by U.S. News & World Report for 2020 – 2021.
- Hoag named by the Center of Excellence in Robotic Surgery by Surgical Review Corporation.
- Named by Women’s Choice Award® as one of America’s Best Hospitals for Heart Care and Obstetrics for the seventh year in a row (2014 – 2020).

Recent Major Milestones

- Hoag began its first COVID-19 vaccine trial. Hoag has participated in more than 20 COVID-19 clinical trials, giving patients access to cutting-edge therapies and innovative treatments, officials said.
- Hoag continues to be a national leader in robotic assisted surgery and recently completed its 15,000 robotic surgery.
- Hoag Health Center Foothill Ranch opened. The 45,000 square-foot facility clinically integrates health and wellness, merging the traditional with prescribed personalized wellness plans.
- Pickup Family Neurosciences Institute at Hoag added the first Machine-Vision guided 7D Surgical platform to the new brain and spine fully integrated operating room suites.
Institute Accolades

Hoag Family Cancer Institute Recognition
• Top 10% in the nation for cancer care, according to U.S. News & World Report.
• Highest surgical volume program for Breast Cancer, Lung Cancer, Prostate Cancer, Bladder Cancer and Colon Cancer.
• Hoag Family Cancer Institute is in the top 10% for overall patient satisfaction.
• Hoag Family Cancer Institute became the first community hospital in Orange County to offer Phase 1 Clinical Trials.

Pickup Family Neurosciences Institute Recognition
• Hoag Hospital Irvine is certified a Primary Stroke Center and Hoag Hospital Newport Beach is a Certified Comprehensive Stroke Center by DNV GL Healthcare.
• Became the first hospital in Orange County to use high-tech 3D Simulation Software (SNAP) to assist in Brain Surgery.
• Hoag was designated a Level 4 Epilepsy Center by the National Association of Epilepsy Centers.
• Designated as a Stroke-Neurology Receiving Center by the Orange County Health Care Agency.
• Recipient of the American Heart Association’s Get With the Guidelines® Stroke Gold Plus Quality Achievement Award.
• Named by Becker’s Hospital Review as a Top 100 Hospital with Great Neurosurgery and Spine Programs.

Jeffrey M. Carlton Heart & Vascular Institute Recognition
• Designated a Blue Distinction® Center+ in the Blue Distinction Centers for Cardiac Care program by Anthem Blue Cross.
• The Society for Thoracic Surgeons rated Hoag’s Cardiac Surgery Program 3 out of 3 stars for both coronary artery bypass grafting and aortic surgery – an achievement reached by only the top 1.4% of programs in the country.
• U.S. News & World Report ranked Hoag high performing in Abdominal Aortic Aneurysm Repair, Aortic Valve Surgery, Heart Bypass Surgery and Heart Failure.
• Recipient of the American Heart Association’s Get With The Guidelines® Heart Failure Gold Quality Achievement Award.
• Named by Women’s Choice Award® as one of America’s Best Hospitals for patient experience in Heart Care for 2014 – 2020, placing Hoag in the top 9% for heart care.

Hoag Women’s Health Institute Recognition
• Hoag Breast Center (HBC) is the first and only breast center in Orange County to be designated as a Certified Quality Breast Center of Excellence™.
• HBC offers the full complement of breast screening technologies, including Breast Tomosynthesis (3D Mammography) and comprehensive breast surgical offerings including oncoplastic surgery and the full gamut of reconstructive options.
• Dedicated OB Services for perinatology, neonatology, OB Intensivist, OB Hospitalist/Laborist, and OB Anesthesiologists on the unit 24 hours a day, 7 days a week.
• Named by Women’s Choice Award® as one of America’s Best Hospitals for Obstetrics for 2014 – 2020, placing Hoag in the top 17% nationally for obstetrics.
• The third highest volume provider of gynecologic oncology robotic procedures in the nation and the fourth highest volume for gynecologic robotic-assisted surgeries overall in California.
• U.S. News & World Report ranked Hoag nationally in gynecology.

For more information and accolades on Hoag Orthopedic Institute, a single specialty hospital and two ambulatory surgery centers, please visit www.hoagorthopedicinstitute.com.

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### Unreimbursed Cost of Direct Medical Care Services – Charity Care
Definition: The direct cost of medical care provided by Hoag; consists of unreimbursed costs (calculated utilizing cost-to-charge ratios) of providing services to the county indigent population, charity care, and care provided to patients identified and referred by the SOS Medical and Dental Clinic.

<table>
<thead>
<tr>
<th>Service</th>
<th>CY 2020</th>
<th>CY 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charity Care</td>
<td>$4,394,268</td>
<td>$6,769,745</td>
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<tr>
<td>MediCal/Cal Optima Cost of Unreimbursed Care</td>
<td>$50,571,478</td>
<td>$44,917,272</td>
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<tr>
<td>Medicare Cost of Unreimbursed Care</td>
<td>$110,249,874</td>
<td>$99,586,083</td>
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<tr>
<td><strong>Total Cost of Unreimbursed Direct Medical Care Services</strong></td>
<td><strong>$165,215,620</strong></td>
<td><strong>$151,273,100</strong></td>
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</table>

### Benefits for Vulnerable Populations
Definition: Services and support provided to at-risk seniors and children, the indigent, uninsured/underinsured and homeless to facilitate access to preventive and immediate medical care services.

<table>
<thead>
<tr>
<th>Service</th>
<th>CY 2020</th>
<th>CY 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Health Services</td>
<td>$1,356,582</td>
<td>$1,529,408</td>
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<tr>
<td>Subsidized Clinical Specialty Services</td>
<td>$126,940</td>
<td>$25,050</td>
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<tr>
<td>Cash and In-Kind Contributions</td>
<td>$8,859,662</td>
<td>$9,913,914</td>
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<tr>
<td>Community Benefit Operations</td>
<td>$1,305,557</td>
<td>$1,390,222</td>
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<tr>
<td><strong>Total Benefits for Vulnerable Populations</strong></td>
<td><strong>$11,648,741</strong></td>
<td><strong>$12,858,594</strong></td>
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</tbody>
</table>

### Benefits for the Broader Community
Definition: Health education, prevention and screening programs, information and referral services, and supportive services available to community residents.

<table>
<thead>
<tr>
<th>Service</th>
<th>CY 2020</th>
<th>CY 2019</th>
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<tbody>
<tr>
<td>Community Health Services</td>
<td>$486,076</td>
<td>$853,687</td>
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<td>Health Profession Education</td>
<td>$22,718</td>
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<tr>
<td>Subsidized Clinical Specialty Services</td>
<td>$65,562</td>
<td>$92,659</td>
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<tr>
<td>Cash and In-Kind Contributions</td>
<td>$2,979,195</td>
<td>$1,890,856</td>
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<td><strong>Total Benefits for the Broader Community</strong></td>
<td><strong>$3,553,551</strong></td>
<td><strong>$2,872,042</strong></td>
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</table>

### Total Community Benefit and Economic Value
(excluding Medicare Cost of Unreimbursed Care)

- **Total Community Benefit and Economic Value** | **$180,417,912** | **$167,003,736**
- **Total Community Benefit and Economic Value** | **$70,168,038** | **$67,417,653**
2020 Board of Directors

George H. Wood
*Chair*

Daniel Young
*Chair-elect*

Karen D. Linden
*Immediate Past Chair*

Miles Chang, M.D.
*Secretary*

Eric Alcouloumre, M.D.
Kathleen M. Armstrong
Vicki Booth
Robert S. Brunswick
Christopher Callero
Dennis J. Gilmore
Paul Heeschen

Rodney Hochman, M.D.
Joel Katz, M.D.
Jeffrey H. Margolis
Pamela Massey
James Shepherdson
Cynthia Stokke
## Financials

<table>
<thead>
<tr>
<th>Dollars in Thousands</th>
<th>2020</th>
<th>2019</th>
<th>% Change</th>
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<tbody>
<tr>
<td>Net Assets</td>
<td>$3,322,578</td>
<td>$3,003,513</td>
<td>10.62%</td>
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<tr>
<td>Total Revenue</td>
<td>$1,572,678</td>
<td>$1,498,125</td>
<td>4.98%</td>
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<tr>
<td>Total Expense</td>
<td>$1,534,597</td>
<td>$1,407,860</td>
<td>9.00%</td>
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<tr>
<td>Income from Operations*</td>
<td>$ 38,081</td>
<td>$ 90,265</td>
<td>-57.81%</td>
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*2020 reflects impacts due to the COVID-19 pandemic.*