



Hoag 2022

Annual Report

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Fast Facts

For over 70 years, 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 10,000 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.

Hoag was the highest ranked hospital in Orange County in the 2022–2023 *U.S. News & World Report*. The organization was ranked the #4 hospital in the Los Angeles Metro Area and the #9 hospital in California. Additionally, Hoag was ranked #22 nationally in Diabetes & Endocrinology, #27 nationally in Orthopedics, #32 nationally in Pulmonology & Lung Surgery, #44 nationally in Gastroenterology and GI Surgery and #50 nationally in Geriatrics. Hoag ranked high performing in five adult specialties, including Gastroenterology & GI Surgery; Geriatrics; Neurology & Neurosurgery; Pulmonary & Lung Surgery; and Urology, as well as in all 19 common adult procedures.

Hoag attained the Magnet® recognition as part of the American Nurses Credentialing Center’s (ANCC) Magnet Recognition Program, which is the highest honor an organization can receive for professional nursing practices. Hoag earned full accreditation with DNV 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 six 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.
- Digestive Health Institute was ranked high performing by *U.S. News & World Report*. Hoag offers the full continuum of care for patients.



Number of beds

Newport Beach campus	439
Irvine campus	96
Hoag Orthopedic Institute	70
Total	605

2021 calendar year statistics

Inpatient admissions	32,654
Outpatient visits	568,865
Emergency Room visits	118,565
Urgent Care visits	204,768
Births	7,394

In addition to the six institutes, the hospital’s full spectrum of health care services includes, but is not limited to:

- Clinical trials and research
- Epilepsy program
- Fudge Family Acute Rehabilitation Center
- Hoag addiction treatment centers
- Hoag Digestive Health
- Hoag for Her Center for Wellness
- Hoag Sleep Health Program
- Mary & Dick Allen Diabetes Center
- Melinda Hoag Smith Center for Healthy Living
- Robotic-assisted surgery
- Wound healing and hyperbaric medicine

- 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% 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 four 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](https://www.hoag.org) or call **800-400-HOAG (4624)**.

Hoag Urgent Care Centers

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.

Urgent Care hours*

Weekdays	8 a.m. – 8 p.m.
Sat. – Sun.	8 a.m. – 5 p.m.

Hoag Urgent Care Irvine – Sand Canyon extended hours

Weekdays	7 a.m. – 10 p.m.
Sat. – Sun.	8 a.m. – 5 p.m.

*Hoag Fly Well Clinic at John Wayne Airport hours vary.

Hoag Fly Well Clinic at John Wayne Airport

18601 Airport Way
949-557-0667

Hoag Urgent Care Aliso Viejo

26671 Aliso Creek Road, Suite 101
949-791-3107

Hoag Urgent Care Foothill Ranch

26672 Portola Pkwy., Suite 100
949-557-0710

Hoag Urgent Care Huntington Beach

19582 Beach Blvd., Suite 180
714-477-8050

Hoag Urgent Care Huntington Harbour

5341 Warner Ave., Suite 102
714-477-8450

Hoag Urgent Care Irvine – Los Olivos

8607 Irvine Center Drive
949-577-0600

Hoag Urgent Care Irvine – Orchard Hills

3877 Portola Pkwy.
949-577-0720

Hoag Urgent Care Irvine – Sand Canyon

16205 Sand Canyon Ave., Suite 100
949-557-0000

Hoag Urgent Care Irvine – Woodbridge

4900 Barranca Pkwy., Suite 103
949-791-3106

Hoag Urgent Care Irvine – Woodbury

6340 Irvine Blvd.
949-559-6500

Hoag Urgent Care Newport Beach

500 Superior Ave., Suite 160
949-791-3006

Hoag Urgent Care Newport Coast

21115 Newport Coast Drive
949-557-0730

Hoag Urgent Care Tustin Ranch

2560 Bryan Ave., Suite A
714-477-8430

Hoag Urgent Care Tustin Legacy

15000 Kensington Park Drive, Suite 170
714-477-8300

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
- Hoag Medical Group family medicine, internal medicine, pediatrics and specialists
- Hoag Urgent Care
- Mammography screening/breast tomosynthesis (3-D mammography)

Hoag Health Center Costa Mesa

1190 Baker Street

- Diagnostic X-ray services
- Hoag Medical Group family medicine
- Hoag Imaging
- Mammography screening/breast tomosynthesis (3-D mammography)
- Physical therapy

Hoag Health Center Foothill Ranch

26672 Portola Pkwy.

- Hoag Imaging
- Hoag Medical Group family medicine, internal medicine, pediatrics
- 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
- 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 neurosciences programs
- Hoag Outpatient Lab
- Hoag Pelvic Health
- Hoag Imaging
- Hoag Sleep Center
- Hoag Urgent Care
- Hoag Wound Healing and Hyperbaric Medicine Center
- Pharmacy

Hoag Health Center Irvine – Woodbridge

4870 and 4900 Barranca Pkwy.

- Hoag Imaging
- Hoag Medical Group family medicine and pediatrics
- Hoag Urgent Care
- Mammography screening/breast tomosynthesis (3-D mammography)
- Mary & Dick Allen Diabetes Center
- Pediatrics
- Physical therapy

Hoag Health Center Irvine – Woodbury

6352 Irvine Blvd.

- Hoag Imaging
- 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
- 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 and specialist physicians
- Tustin Imaging Center

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Hoag Health Center Aliso Viejo

26671 Aliso Creek Road

- Hoag Imaging
- Hoag Medical Group family medicine, internal medicine, pediatrics and specialists
- Hoag Urgent Care
- Mammography screening/breast tomosynthesis (3-D mammography)

Hoag Health Center Costa Mesa

1190 Baker Street

- Diagnostic X-ray services
- Hoag Medical Group family medicine
- Hoag Imaging
- Mammography screening/breast tomosynthesis (3-D mammography)
- Physical therapy

Hoag Health Center Foothill Ranch

26672 Portola Pkwy.

- Hoag Imaging
- Hoag Medical Group family medicine, internal medicine and pediatrics
- 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
- 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 neurosciences programs
- Hoag Outpatient Lab
- Hoag Pelvic Health
- Hoag Imaging
- Hoag Sleep Center
- Hoag Urgent Care
- Hoag Wound Healing and Hyperbaric Medicine Center
- Pharmacy

Hoag Health Center Irvine – Woodbridge

4870 & 4900 Barranca Pkwy.

- Hoag Imaging
- Hoag Medical Group family medicine and pediatrics
- Hoag Urgent Care
- Mammography screening/breast tomosynthesis (3-D mammography)
- Mary & Dick Allen Diabetes Center
- Pediatrics
- Physical therapy

Hoag Health Center Irvine – Woodbury

6352 Irvine Blvd.

- Hoag Imaging
- 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
- 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 and 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 and immunology, palliative medicine, obesity medicine, neuromusculoskeletal medicine, 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, 206
949-791-3104

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

Hoag Medical Group Foothill Ranch
26672 Portola Parkway, Suites 104, 112
Family and internal medicine:
949-557-0750
Pediatrics:
949-557-0760

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

**Hoag Medical Group
Huntington Beach**
19582 Beach Blvd.
Suite 250: 714-477-8020
Suite 350: 714-477-8001

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

**Hoag Medical Group Irvine –
Orchard Hills**
8607 Irvine Center Drive
949-557-0720

**Hoag Medical Group Irvine –
Sand Canyon**
16300 Sand Canyon Ave., Suites 245,
311
949-791-3101

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

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

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

Hoag Medical Group Laguna Beach
370 Ocean Ave.
949-557-0610

**Hoag Medical Group Newport Beach
– Fashion Island Area**
Internal Medicine
360 San Miguel Drive
Suite 105: 949-717-0072
Suite 300: 949-557-0830
Allergy & Immunology
400 Newport Center Drive, Suite 401
949-791-3202

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

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

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

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

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

Accolades and Outstanding Achievements

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 is a nonprofit regional health care delivery network in Orange County, California, consisting of two acute-care hospitals, 14 urgent care centers, nine health centers and a network of more than 1,700 physicians, 100 allied health members, 10,000 employees and 2,000 volunteers. More than 32,654 inpatients and 568,865 outpatients choose Hoag each year.

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

Hoag was the highest ranked hospital in Orange County in the 2022–2023 *U.S. News & World Report*. The organization was ranked the #4 hospital in the Los Angeles Metro Area and the #9 hospital in California. Additionally, Hoag was ranked #33 nationally in Diabetes & Endocrinology, #28 nationally in Orthopedics, #38 in Obstetrics & Gynecology. Hoag ranked high performing in Gastroenterology & GI Surgery; Geriatrics; Neurology & Neurosurgery; Pulmonary & Lung Surgery; and Urology,



as well as in all 19 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 Healthcare, the organization whose accreditation and quality management aligns with Hoag's focus on constant improvement.



National recognition highlights

- The Leapfrog Group has awarded Hoag straight “A’s” on the Leapfrog Hospital Safety Grade.
- Hoag is the first hospital in California to offer an artificial intelligence (AI) enhancement to patients receiving a colonoscopy.
- Hoag became the first hospital on the West Coast to achieve dual accreditation as a Center of Excellence in Continence Care for Women.

Recent major milestones

- Hoag launched a new digital health care delivery system, Hoag Compass, designed to complement and transform patients' health care experiences.
- Hoag's Molecular Imaging & Therapy program was the first in Orange County to offer FDA-approved PSMA-targeted radiotherapy for metastatic prostate cancer.
- Hoag has once again been recognized by Healthgrades as one of America's 50 Best Hospitals™ for 2022.
- Hoag opened the new Hoag Center for Advanced Visualization and Immersive Therapeutics inside Hoag's Pickup Family Neurosciences Institute.

Institute accolades

Hoag Family Cancer Institute

- *U.S. News & World Report* ranked Hoag high performing in lung cancer surgery, colon cancer surgery, ovarian cancer surgery and prostate cancer surgery.
- 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.

Jeffrey M. Carlton Heart & Vascular Institute

- 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 1.8% of programs in the country.
- *U.S. News & World Report* ranked Hoag high performing in abdominal aortic aneurysm repair, aortic valve surgery, heart attack, heart bypass surgery, heart failure and transcatheter aortic valve replacement (TAVR).
- 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 2014–2022.

Pickup Family Neurosciences Institute

- 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 3-D simulation software (SNAP) to assist in brain surgery.
- *U.S. News & World Report* ranked Hoag high performing in neurology and neurosurgery.
- 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.

Hoag Women's Health Institute

- 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 (3-D 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.
- *U.S. News & World Report* ranked Hoag nationally in maternity.
- 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.

Hoag Digestive Health Institute

- Ranked high performing for gastroenterology & GI surgery by *U.S. News & World Report*.
- Highest volume provider for digestive health conditions in Orange County.
- Specialized treatment programs span from colorectal disease, liver disease, pancreas and hepatobiliary disease, esophageal and stomach conditions, and inflammatory bowel disease (IBD).
- Launched multiple clinical trials including researching new therapies for IBD.

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

Community Benefit Summary Trend

Hoag Hospital Quantifiable Community Benefit Summary CY 2022

	CY 2021	CY 2022
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.		
Charity Care	\$ 4,662,803	\$ 5,753,801
MediCal/Cal Optima Cost of Unreimbursed Care	\$ 55,644,964	\$ 58,670,816
Medicare Cost of Unreimbursed Care	\$ 100,570,334	\$ 122,039,194
Total Cost of Unreimbursed Direct Medical Care Services	\$ 160,878,101	\$ 186,463,811
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.		
Community Health Services	\$ 1,692,496	\$ 2,017,364
Subsidized Clinical Specialty Services	\$ 224,727	\$ 175,298
Cash and In-Kind Contributions	\$ 7,803,954	\$ 6,514,699
Community Benefit Operations	\$ 1,185,896	\$ 1,276,674
Total Benefits for Vulnerable Populations	\$ 10,907,073	\$ 9,984,035
Benefits for the Broader Community		
Definition: Health education, prevention and screening programs, information and referral services, and supportive services available to community residents.		
Community Health Services	\$ 493,998	\$ 359,601
Health Profession Education	\$ 219,272	\$ 183,517
Subsidized Clinical Specialty Services	\$ 93,621	\$ 87,212
Cash and In-Kind Contributions	\$ 2,323,961	\$ 3,730,233
Total Benefits for the Broader Community	\$ 3,130,852	\$ 4,360,563
Total Community Benefit and Economic Value	\$ 174,916,026	\$ 200,808,409
Total Community Benefit and Economic Value (excluding Medicare Cost of Unreimbursed Care)	\$ 74,345,692	\$ 78,769,215

Notes: The CY 2022 year included 12 months: January 1, 2022–December 31, 2022

2022 Board of Directors

Daniel Young

Chair

Cynthia Stokke

Chair-elect

George H. Wood

Immediate Past Chair

Eric Alcouloumre, M.D.

Secretary

Vicki Booth

Robert Brunswick

Chris Callero

Miles Chang, M.D.

Dennis Gilmore

Richard Haskell, M.D.

Paul Heeschen

Joel Katz, M.D.

Karen Linden

Jeffrey Margolis

Pamela Massey

Jamie Shepherdson

Richard Taketa

Financials

Dollars in Thousands	2022	2021	% Change
Net Assets	\$3,578,198	\$3,816,969	-6.26%
Total Revenue	\$2,063,732	\$1,920,490	7.46%
Total Expense	\$ 1,984,171	\$ 1,756,371	12.97%
Income from Operations*	\$ 79,561	\$ 164,119	-51.52%

*2022 includes impacts of increasingly complex and competitive labor market due to many factors, including wage inflation, labor force shrinkage and increasing competition.