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# FY20 highlights and statistics

Oct. 1, 2019–Sept. 30, 2020



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# Prisma Health at a glance

Fiscal Year 2020: Oct. 1, 2019–Sept. 30, 2020

- 2,947 licensed beds
- 18 acute care and specialty hospitals
- 21-county service area
- 270 physician practices
- 14,450 babies born
- 26,825 inpatient and 66,050 outpatient surgeries
- 28,974 team members (1,650 are employed physicians)
- 368,000 Virtual Care visits by video, phone and eVisit
- 459,850 Emergency Department visits
- 1.4 million unique patients treated across our networks
- \$968.8 million in estimated community benefit
- \$4.9 billion operating revenue
- Two affiliated medical schools
- Two clinically integrated networks with 4,850 doctors and other healthcare providers who manage 321,000 at-risk lives

*Annual rounded figures*

*This report spans a time frame in which COVID-19 protocols began, so figures may differ markedly from previous years. Also, visuals may reflect COVID-19 protocols.*

## Caring for our patients and communities

It is an honor and a privilege to share with you our *FY20 highlights and statistics*, illustrating Prisma Health's reach across the communities we serve. The reason we formed Prisma Health remains true today: Create a better state of health for our patients and our communities. Coming together provides us with better ways to gain affordability, reduce health disparities, and deliver new programs and services.

Responding to the COVID-19 pandemic would have been much more challenging without the scale and strength of our integrated healthcare organization – the most comprehensive in the Palmetto State. We have treated nearly a third of all the COVID-19 hospitalized patients in South Carolina, offered important community testing for the disease, shared personal protective equipment with approximately 100 small businesses and other healthcare companies, and have taken a leadership role in administering the COVID-19 vaccine. We continue to serve an important role in educating the public about the coronavirus – with Prisma Health physicians, nurses and other team members appearing in more than 5,000 local, national and international stories, and posting important health information on our website.

Against this challenging backdrop, we made marked improvements in quality scores across our enterprise, developed innovative initiatives, taught the next generation of physicians and other healthcare providers, and continued moving important clinical research forward.

Most important, our team members continue to place the patient at the center of everything we do. Our focus remains steadfast on our purpose: *Inspire health. Serve with compassion. Be the difference.*

I am extremely proud of our team members who achieved these remarkable results – in the midst of the greatest health crisis of the century. I invite you to read about some of these highlights on our journey to transform healthcare and create a better state of health.

Mark S. O'Halla  
President and Chief Executive Officer  
Prisma Health



Mark S. O'Halla

Prisma Health was formed to create a better state of health for South Carolina. We are striving to reach that goal by providing high-quality patient care, decreasing health disparities, removing access barriers, developing new clinical services and academic programs, shaping health policy, and addressing healthcare affordability.

## Community impact

Prisma Health annually reports our community benefit figures. Net costs of charity and Medicaid services, along with support to the community and community health partners, are reported using guidelines set by the Catholic Health Association.

We also include bad debt and Medicare shortfall figures, as those are taken at a loss to our organization in the interest of providing care to all patients.

The percentage of operating expense recognized as community benefit for our health company in FY20 was 20.5%.

### Here is a summary of benefits we provided to the community.

Net cost of charity and Medicaid services	\$253.2 million
Support to the community and community health partners	\$148.2 million
Medicare shortfall	\$433.8 million
Bad debt	\$133.6 million
<b>Total quantifiable community benefit</b>	<b>\$968.8 million</b>

*Figures and amounts are reported based on information through Sept. 30, 2020 (as of Dec. 31, 2020), and subject to change. Updated information or changes may differ in more current filings such as tax forms and cost reports.*



### Total team members: 28,974

*Team members by county of residence*

Anderson	1,195
Fairfield	113
Greenville	10,013
Greenwood	141
Kershaw	450
Laurens	473
Lexington	2,926
Newberry	176
Oconee	1,135
Orangeburg	113
Pickens	2,198
Richland	6,257
Spartanburg	1,181
Sumter	1,453
Other S.C. counties	736
Non-S.C. counties	414

*Note: Leased team members and volunteers are not included.*





## Response to COVID-19

The impact of COVID-19 is making us adapt and deliver care in new ways. Early on, designated areas such as North Greenville Hospital became specialized COVID-19 hubs, resulting in safer environments for our patients and team members. Our Digital Health Services team quickly created solutions connecting providers and patients via video, phone and automated online formats. The state's first interactive COVID-19 symptom checker chatbot debuted for free on our website, along with free online virtual visits for those with potential signs of COVID-19. In the symptom checker's first five days, the tool generated nearly 3,000 clicks – and 50,500 by the end of FY20.

Early on, we also established the Rapid Innovation Task Force to solve challenges identified by our front-line team. Task force members are experts from Prisma Health, University of South Carolina, Furman University and Clemson University, along with local entrepreneurs and members from the business community. This group soon became known for their ability to design, pilot, test, implement and disseminate solutions rapidly, not only for the benefit of Prisma Health, but also for other organizations facing these challenges.

Examples include participating in 38 COVID-19 clinical trials and studies, developing and deploying new methods to decontaminate and safely reuse protective gear, repurposing distilleries to produce hand sanitizers, and connecting inpatients with loved ones via hygienic iPads or iPods when visiting hours were reduced. Our clinicians invented a ventilator expansion splitter device (VESper) and obtained Emergency Use Authorization from the Food and Drug Administration to allow a single ventilator to support multiple patients. In collaboration with Johnson & Johnson's Ethicon division, more than 32,000 devices were manufactured and sent to 33 states.

Not only is Prisma Health well-positioned to continue caring for patients using multiple access points, the scope of our resources has allowed us to help other healthcare facilities and government agencies respond to the pandemic, such as sharing critical medical supplies or assisting with testing. We continue to collaborate with elected officials, other healthcare organizations and community partners to ensure close coordination during these unprecedented times.

Finally, to make COVID-19 tests available in high-priority and underserved areas, we set up 119 convenient "pop-up" screening sites across the communities we serve, performing 34,500 tests. Within our hospitals, 27,250 tests were administered, along with more than 100,000 outpatient screenings conducted at our facilities. We continue to perform more COVID-19 screenings than any other healthcare company in South Carolina.

## New programs and services

Although COVID-19 responses occupied much time and attention, Prisma Health was able to introduce several innovations unrelated to the pandemic. For instance, our Ambulance Service was first in the state to perform a blood transfusion during emergency transport, which improves survival for those with internal or severe bleeding.

Greenville Memorial was the state's first hospital to offer Home Recovery Care. This care model keeps patients out of the hospital by bringing key elements of inpatient care into their home.

At Prisma Health in the Midlands, a Community Health mobile unit for adults now provides free services to the community. The unit was funded in part by the Midlands' receipt of the American Hospital Association's Foster G. McGaw award for excellence in enhancing community health.

The Neuroscience Intensive Care Unit at Richland Hospital received a portable CT scanner with rapid scan time, ultra-small footprint and immediate image viewing, making it a convenient tool for collecting real-time data on critically ill patients. Richland Hospital was the first in South Carolina to provide this advanced technology.

Our Children's Hospital in the Upstate now offers the area's most advanced neonatal intensive care ambulance. The 18,000-pound vehicle can transport up to two infants in separate incubators. Additionally, Baptist Parkridge and Patewood hospitals each opened a Level II/Special Care Nursery for newborns needing more attention than a traditional nursery provides – allowing babies with less serious conditions to stay close to home.

In Seneca, Oconee Memorial Hospital and the Children's Hospital further enhanced pediatric services by opening a nine-bed pediatric unit. Expanded services also saw Tuomey Hospital add robotic-assisted surgery to its offerings in Sumter.

In academics, three new physician residency and fellowship programs officially began, and two additional fellowships were approved that will be filled by physicians in July 2021.





## Other initiatives and achievements

Despite a downturn in health screenings throughout the United States due to the pandemic, Prisma Health celebrated cancer screening success across oncology areas – logging more screens than in 2019. Of special note: Breast cancer screening goals were exceeded, and we recorded the nation’s highest rate of Cologuard at-home colon cancer screens.

Our organization launched an aggressive flu shot campaign in September, recognizing that influenza and COVID-19 may exhibit similar symptoms – and people can have both viruses at the same time. Vaccines administered that month were more than double the number delivered in September 2019. Reduced cost and free vaccines have been ongoing through physician offices, hospitals, mobile clinics, community outreach, work sites and drive-thru clinics.

Prisma Health’s cardiovascular research efforts were recognized in a nationwide trial. Our organization was highlighted as the leading enroller (11 participants) in a study that evaluated placing a mechanical pump inside the heart during heart attacks to see if doing so decreases heart damage. The pump is inserted in the catheterization lab before the affected artery is ballooned open.







## Awards and recognitions

Prisma Health was named a Most Wired organization by the College of Healthcare Information Management Executives for placing in the top quartile of facilities surveyed. The Most Wired program evaluates technology use to improve healthcare.



Another company-wide honor was the 2019 GHX Excellence in Vendor Credentialing & Compliance. This award recognizes healthcare supply chain leaders who set the standard for best practices across all credentialing categories, from onboarding to performance reviews.

Greenville Memorial was ranked among the nation's top 50 hospitals for gynecology, according to *U.S. News & World Report*. Greenville Memorial was also ranked as a Best Regional Hospital in this annual list. Rated as high performing were these hospitals and their procedures/conditions:

- Baptist: knee and hip replacements, colon cancer surgery
- Greenville Memorial: heart failure, colon cancer surgery, chronic obstructive pulmonary disease (COPD)
- Patewood: knee and hip replacements
- Oconee Memorial: heart failure, COPD
- Richland: heart failure, COPD
- Tuomey: heart failure, COPD

Healthgrades lauded these hospitals as being among the country's top 5% for clinical excellence in 2020:

- Greenville Memorial: 50 Best Hospitals for Vascular Surgery
- Patewood: 100 Best Hospitals for Joint Replacement
- Baptist: 250 Best Hospitals for Joint Replacement
- Baptist Parkridge: 250 Best Hospitals for both GI and Pulmonary Services



Named Best Maternity Care hospitals nationally by *Newsweek/The Leapfrog Group* in 2020 were Greenville Memorial, Oconee Memorial and Laurens County hospitals.

Patewood was selected as a Top Teaching Hospital by The Leapfrog Group – one of 55 nationwide noted for superior quality and patient safety.



Seven hospitals were honored by the American Heart Association (AHA) for high-quality stroke care:

- Baptist: Gold Plus Achievement/Quality Award; Target: Type 2 Diabetes, Honor Roll
- Greenville Memorial: Gold Plus Achievement/Quality Award; Target: Stroke, Elite Plus Advanced Therapy; Target: Type 2 Diabetes, Honor Roll
- Greer Memorial: Gold Plus Achievement/Quality Award; Target: Stroke, Honor Roll; Target: Type 2 Diabetes, Honor Roll
- Hillcrest: Silver Plus Achievement/Quality Award
- Oconee Memorial: Silver Plus Achievement/Quality Award
- Laurens County: Bronze Achievement/Quality Award
- Richland: Gold Plus Achievement/Quality Award; Target: Stroke, Elite Plus; Target: Type 2 Diabetes, Honor Roll

Cardiac care accolades from the AHA went to these hospitals:

- Baptist: Resuscitation Newborn/Neonate: Gold
- Richland: Atrial Fibrillation, Bronze; Heart Failure, Gold Plus; Resuscitation Adult, Gold; Mission Lifeline STEMI, Gold

Tuomey and Baptist Easley hospitals received top marks from Healogics in 2019 as outstanding wound healing centers – the only two in the state to earn this distinction. Laurens County Hospital was also recognized for high-quality wound care.

Strategic Healthcare Programs recognized Prisma Health Hospice of the Foothills for achieving an overall caregiver and family satisfaction score in the top 5% of all clients – more than 1,400 hospice providers nationally – for 2019.

Patewood Hospital earned five stars in patient experience from the Centers for Medicare & Medicaid Services (CMS) – the sole hospital in South Carolina to do so. This hospital, along with Surgery Center–Spartanburg, also garnered the Press Ganey Guardian of Excellence Award for performing in the top 5% of patient experience. Furthermore, both Baptist Parkridge and Greer Memorial hospitals received the 2020 Healthgrades Outstanding Patient Experience Award.

Hillcrest Hospital was recognized by Vizient as a Top Performing 5-star Community Hospital, ranking fifth overall across the country in FY20. Top performing categories were identified as effectiveness, equity, mortality and patient centeredness.

Laurens County Hospital received the 2020 DebMed award for Hand Hygiene Compliance Excellence. This Prisma Health hospital leads the nation in successfully using the DebMed electronic system, which monitors hand hygiene compliance.

Press Ganey Associates highlighted North Greenville Hospital as a top performer in consistently keeping patients safe from falls, showcasing the hospital's best practice to "stay on your hall to prevent a fall" initiative. The best practice was shared in September during a national webinar with other facilities.



## Accreditations, certifications, designations

Prisma Health hospitals amassed 37 Certified Zero Harm Awards from the S.C. Hospital Association in 2020. These safety milestones focus on protecting patients by preventing hospital-acquired infections. In two preventable harm categories, Greer Memorial Hospital earned a special Crystal Award for logging no patient infections over a time frame of at least seven continuous years.

Oconee Memorial Hospital earned The Joint Commission's Gold Seal of Approval and the AHA/American Stroke Association's Heart-Check mark for Advanced Certification as a Primary Stroke Center.

Laurens County Hospital earned international Baby-Friendly status, joining several other Prisma Health hospitals with this designation. Baby-Friendly hospitals offer optimal care for infant feeding and mother/baby bonding.

BlueCross BlueShield of South Carolina designated these Prisma Health hospitals as Blue Distinction Centers (BDCs) for maternity care: Baptist Easley and Richland, with seven hospitals – Baptist, Greenville Memorial, Greer Memorial, Laurens County, Oconee Memorial, Patewood and Tuomey – reaching Blue Distinction Center+ (BDC+) status. Blue Distinction Centers are nationally designated hospitals that demonstrate expertise in delivering specialty care. A Blue Distinction Center+ shows enhanced cost efficiency in delivering such care.

Additionally, Hillcrest Hospital was deemed a BDC for bariatric surgery. BDC honors for spine surgery went to Baptist, Baptist Parkridge, Greenville Memorial and Richland hospitals. Knee and hip replacement BDC designations were awarded to Oconee Memorial, Baptist Parkridge and Richland hospitals. Both Richland and Greenville Memorial hospitals were named BDCs for cardiac care.



<b>FY20 Prisma Health Fast Facts</b>	<b>Midlands</b>	<b>Upstate</b>	<b>Prisma Health</b>
<b>FACILITIES</b>			
Campuses/acute-care hospitals	4	8	12
Total hospitals (including specialty <sup>1</sup> )	7	11	18
Physician practice sites	97	174	271
Licensed beds	1,352	1,595	2,947
NICU/Neonatal Special Care bassinets	121	85	206
<b>ACADEMICS/RESEARCH</b>			
Residents	277	258	535
Fellows	36	29	65
Residency programs	14	13	27
Fellowship programs	19	18	37
<b>PRISMA HEALTH TEAM</b>			
Total employed team members	12,329	16,645	28,974
Employed physicians	406	1,248	1,654
Physician assistants	66	152	218
Registered nurses	3,541	4,846	8,387
Nurse practitioners	167	344	511
Nurse midwives	1	11	12
Affiliated/Medical Staff physicians	1,372	1,601	2,973
<b>CLINICAL STATISTICS</b>			
Inpatient surgical procedures	13,450	13,385	26,835
Outpatient surgical procedures	27,852	38,210	66,062
Hospital discharges (including pediatric)	44,734	52,091	96,825
Pediatric hospital discharges	10,176	12,578	22,754
Patient days	300,868	329,652	630,520
Total births	6,382	8,068	14,450
Average inpatient daily census	822	901	1,723
Average length of stay (in days)	6.7	6.3	6.5
Outpatient facility visits <sup>2</sup>	1,068,471	1,596,178	2,664,649
Clinic/facility visits	753,688	1,268,317	2,022,005
Emergency services visits (including pediatric)	197,185	262,664	459,849
Pediatric emergency services visits	24,536	23,873	48,409
Home health visits	88,635	51,215	139,850
Hospice visits	28,963	13,982	42,945
Physician practice visits <sup>3</sup>	1,433,200	3,351,360	4,784,560
<b>CLINICALLY INTEGRATED NETWORK MEMBERS</b>			
Prisma Health network physicians <sup>4</sup>	1,292	1,527	2,819
Prisma Health network advanced practitioners	719	1,316	2,035
Total Prisma Health network providers	2,011	2,843	4,854

<sup>1</sup> Specialty hospitals consist of two children's hospitals, two psychiatric hospitals, one rehabilitation hospital and one heart hospital.

<sup>2</sup> Outpatient facility visits consist of clinic, emergency, home health and hospice visits.

<sup>3</sup> Physician practice visits include 91,228 convenient/urgent care visits in the Upstate.

<sup>4</sup> Includes employed physicians.



## Prisma Health campuses: Midlands

FY20 statistics	Baptist	Baptist Parkridge	Richland	Tuomey	Total Midlands
Total campus licensed beds	352	76	641	283	1,352
Acute care licensed beds	287	76	579	283	1,225
Psychiatric/substance abuse beds	55/10	-	52/10	-	127
NICU/Neonatal Special Care bassinets	30	-	69	22	121
Inpatient surgical procedures	3,120	1,254	7,391	1,685	13,450
Outpatient surgical procedures	5,840	7,409	10,899	3,704	27,852
Discharges	10,029	4,021	22,598	8,086	44,734
Patient days	60,709	14,603	179,919	45,637	300,868
Total births	2,000	926	2,178	1,278	6,382
Average daily census	166	40	492	125	822
Average length of stay	6.1	3.6	8.0	5.6	6.7
Outpatient facility visits	163,950	105,887	512,359	168,677	950,873
Emergency visits (includes pediatric)	33,718	29,800	82,199	51,468	197,185
Pediatric emergency visits	-	-	24,536	-	24,536



## Prisma Health campuses: Upstate

FY20 statistics	Easley*	Greenville Memorial	Greer Memorial	Laurens County	North Greenville*
Total campus licensed beds <sup>1</sup>	109	864	82	76	45
Acute care licensed beds	109	746	82	76	-
Long-term care licensed beds <sup>1</sup>	-	-	-	-	45
Psychiatric/rehabilitation beds <sup>1</sup>	-	65/53	-	-	-
NICU/Neonatal Special Care bassinets	-	80	1	-	-
Inpatient surgical procedures	239	9,900	304	213	-
Outpatient surgical procedures	2,133	18,480	2,498	483	-
Discharges	2,216	33,839	2,993	2,049	479
Patient days	10,810	222,581	11,271	8,857	5,581
Total births	183	3,999	691	263	-
Average daily census	30	608	31	24	15
Average length of stay	4.9	6.6	3.8	4.3	11.7
Outpatient facility visits <sup>2</sup>	111,626	790,657	86,607	125,932	17,642
Emergency visits (includes pediatric)	27,095	101,640	32,738	25,202	9,255
Pediatric emergency visits	-	23,873	-	-	-

## Prisma Health campuses: Upstate (continued)

FY20 statistics	Oconee Memorial	Patewood	Simpsonville	Total Upstate
Total campus licensed beds <sup>1</sup>	304	72	43	1,595
Acute care licensed beds	169	72	43	1,297
Long-term care licensed beds <sup>1</sup>	135	-	-	180
Psychiatric/Rehabilitation beds <sup>1</sup>	-	-	-	118
NICU/Neonatal Special Care bassinets	-	4	-	85
Inpatient surgical procedures	1,011	1,157	560	13,385
Outpatient surgical procedures	3,168	9,470	1,978	38,210
Discharges	5,203	3,620	1,692	52,091
Patient days	57,919	7,466	5,168	329,653
Total births	497	2,435	-	8,068
Average daily census	158	21	14	901
Average length of stay	11.1	2.1	3.1	6.3
Outpatient facility visits <sup>2</sup>	127,238	117,908	71,432	1,449,042
Emergency visits (includes pediatric)	38,248	-	28,486	262,664
Pediatric emergency visits	-	-	-	23,873

\* Easley and North Greenville campuses underwent major shifts in services due to the pandemic, such as obstetrics and emergency care, respectively

<sup>1</sup> Licensed bed count was reduced by 37 beds on Greenville Memorial campus due to the closure of the Greenville Memorial Subacute Unit (15 long-term care beds) and Marshall I. Pickens Children's Residential Treatment Facility (22 residential treatment beds) effective April 2020.

<sup>2</sup> Outpatient facility visits include clinic and Emergency Department visits.

## Areas of expertise include:

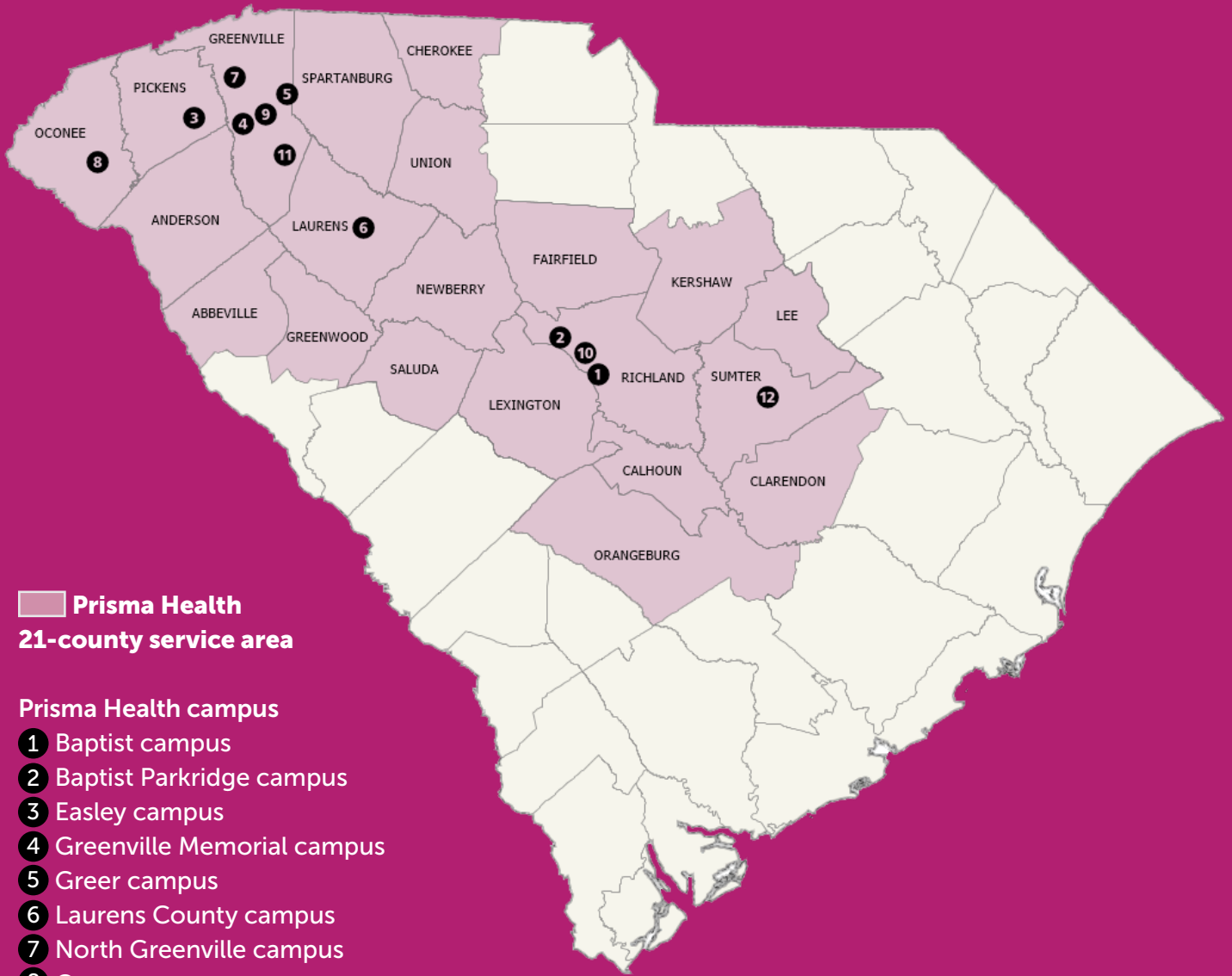
- Behavioral health
- Breast
- Cancer
- Geriatrics
- Heart and vascular
- Musculoskeletal and spine procedures
- Neuroscience
- Obstetrics (including high-risk pregnancy and NICU/Neonatal Special Care units)
- Pediatrics
- Rehabilitation
- Surgery
- Trauma (with the area's only Level I adult/ Level II pediatric trauma centers)
- Women's



## Did you know?

- 51% of South Carolinians reside within our 21-county footprint.
- 45% of the state's population lives within 15 miles of a Prisma Health facility.
- 30% of babies in the Palmetto State are born at Prisma Health.
- We diagnosed 5,925 cancer cases in 2019 (latest data available), the most of any S.C. health company.
- We are one of just 120 academic health centers in the country.
- We are affiliated with both the University of South Carolina School of Medicine Columbia and the University of South Carolina School of Medicine Greenville.
- We are involved in approximately 1,100 clinical trials.
- We house two Level I Trauma Centers and two Comprehensive Stroke Centers.
- We serve 238,000 Medicaid patients across our two networks.
- We collaborate with 775 employee health business partners to promote workforce wellness in the community.
- Before COVID-19 restrictions took effect, our volunteer force numbered 2,250 strong.
- Our locally owned, not-for-profit company includes four foundations and a philanthropy department. Philanthropic efforts in FY20 surpassed \$25 million, thanks to more than 20,000 generous donors.





## *Midlands*

### *Baptist campus*

Taylor at Marion St.  
Columbia  
803-296-5010

### *Baptist Parkridge campus*

400 Palmetto Health Pkwy.  
Columbia  
803-907-7000

### *Richland campus*

5 Medical Park Dr.  
Columbia  
803-434-7000

### *Tuomey campus*

129 N. Washington St.  
Sumter  
803-774-9000

## *Upstate*

### *Easley campus*

200 Fleetwood Dr. • Easley  
864-442-7200

### *Greenville Memorial campus*

701 Grove Rd. • Greenville  
864-455-7000

### *Greer campus*

830 S. Buncombe Rd. • Greer  
864-797-8000

### *Laurens County campus*

22725 U.S. Hwy. 76 E. • Clinton  
864-833-9100

### *North Greenville campus*

807 N. Main St. • Travelers Rest  
864-455-9206

### *Oconee campus*

298 Memorial Dr. • Seneca  
864-482-3100

### *Patewood campus*

175 Patewood Dr. • Greenville  
864-797-1000

### *Simpsonville campus*

729 SE Main St. • Simpsonville  
864-454-6100