

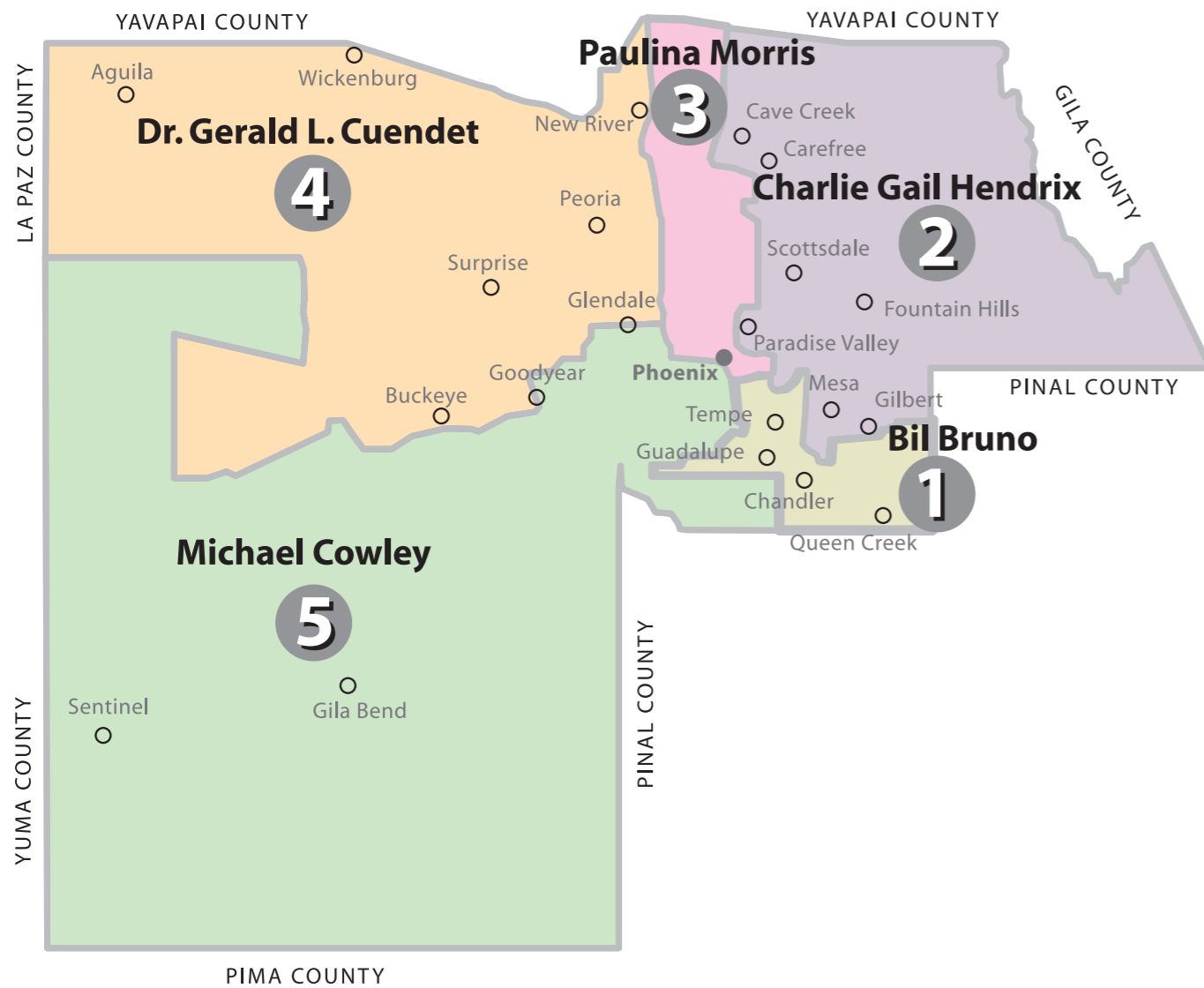


COMMUNITY BENEFITS REPORT



MARICOPA
INTEGRATED
HEALTH SYSTEM

The Board



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District 1



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District 2



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Vice Chairman
District 4



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Chairman
District 5



Betsey Bayless
CEO

Mission

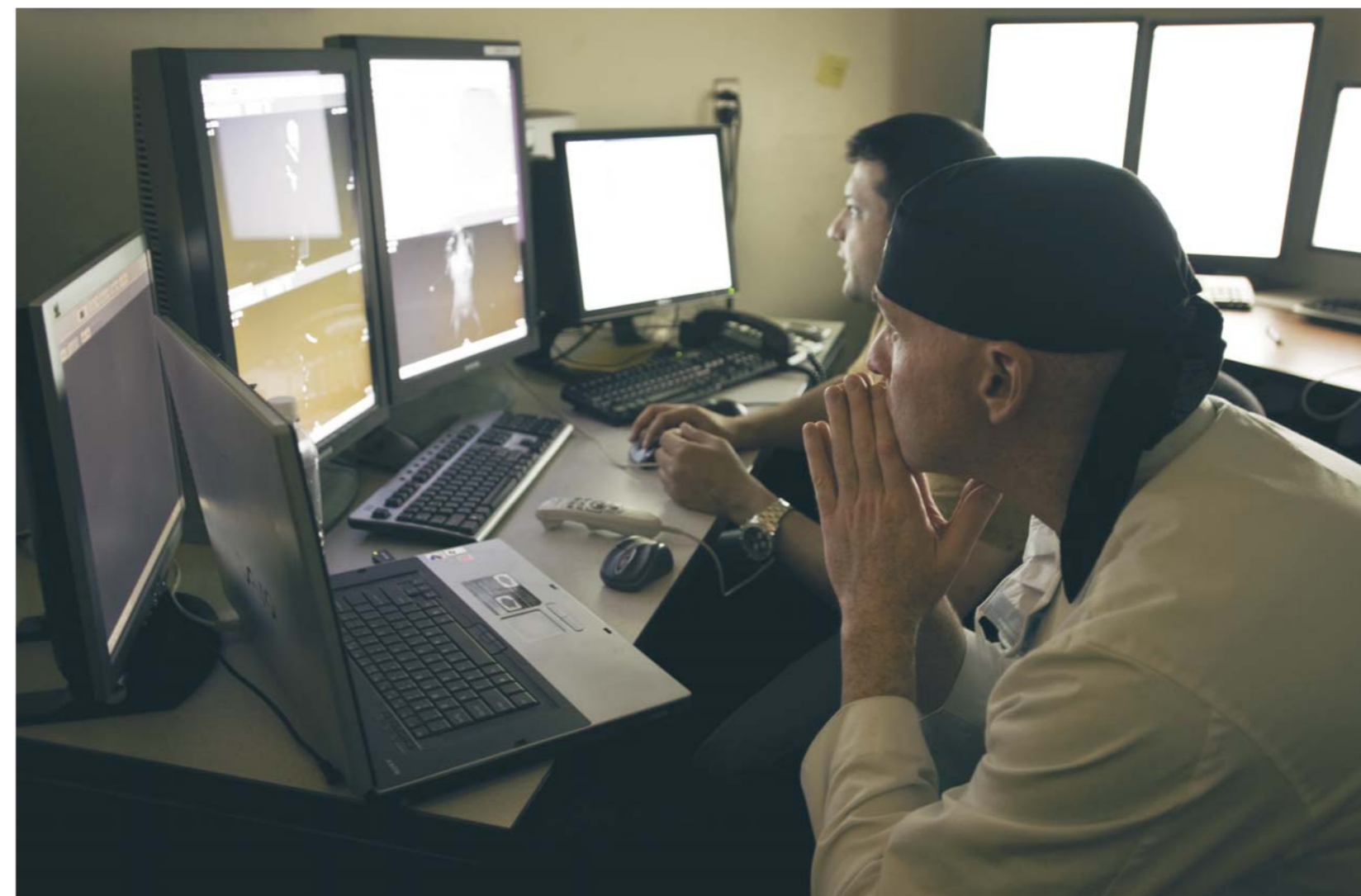
The Maricopa Integrated Health System is committed to offering **comprehensive and safe care** to all of those who live in Maricopa County, including the underserved and medically needy, through a **seamless continuum of care** that keeps our community healthy and self-sufficient and effectively treats illness. We are committed to fostering the **academic programs** that train physicians for this community and the **clinical research** that improves health care outcomes.

Vision

The Maricopa Integrated Health System will be a **preferred health care provider** available to all of the people in Maricopa County, an **effective financial steward** of resources and a **nationally-recognized leader** in creating new partnerships and collaborations that will be **models of excellent health care delivery**.

Values

Respect, Compassion, Collaboration, Excellence, Stewardship, Leadership, Integrity, Education, Innovation, Accountability.





2601 E. Roosevelt, Phoenix, Arizona 85008 • 602.344.5011

*From the Special Health Care District Board of Directors,
and Betsey Bayless, MIHS Chief Executive Officer*

We are pleased to share with you our Community Benefits Report for 2007.

MIHS is the only public hospital in Arizona and it touches nearly all residents of Maricopa County in one way or another. That includes the Level One Trauma Center and the nationally recognized Arizona Burn Center. The residency program trains more than 400 physicians a year. As part of our voter approved mission, MIHS provides care to the uninsured and underinsured in a very significant way. That care could be hospitalization, or wellness and preventative services in our clinics.

From neonatal and women’s health care to teaching and training doctors, we are committed to doing all we can to make our community healthy. We know that healthy babies will have a better chance of being healthy adults. We also know that doctors trained in Arizona are more likely to stay in Arizona.

MIHS has more than 4,000 employees and medical providers. Their hard work and dedication is integral to the success of MIHS, and we are very proud of our staff.

We hope this brochure demonstrates the commitment of Maricopa Integrated Health Systems to the health of our community.

Sincerely,

*The Special Health Care District Board of Directors,
and Betsey Bayless, MIHS Chief Executive Officer*

About MIHS

Maricopa Integrated Health System (MIHS):

- ▶ Is a 679 licensed-bed medical center; **with more than 21,000 annual admissions**
- ▶ Is a Level 1 Trauma Center serving all of Maricopa county; **more than 54,000 annual patients treated in Emergency and Trauma**
- ▶ Includes the Arizona Burn Center; **2nd largest Burn Center in the U.S. and the only Burn Center in Arizona**
- ▶ Is a major teaching facility; **the largest teaching facility in Phoenix and trains more than 400 physicians a year to meet our growing community needs**
- ▶ Provides primary care through 11 Family Health Centers located throughout the Valley; **more than 150,000 annual patient visits**
- ▶ Provides specialty care through many clinics at the Comprehensive Health Care Center; **more than 118,000 annual patient visits**
- ▶ Provides significant services to women and children, including: **4,000 annual deliveries, more than 16,000 annual visits to the pediatric emergency room—an average of 37 babies per day in the neonatal intensive care unit**
- ▶ Is one of the largest providers of inpatient psychiatric services to Maricopa County, primarily through the Desert Vista campus; **there are approximately 150 inpatients per day receiving inpatient psychiatric care**
- ▶ Provides home-based services and care through our Complete Comfort Care program, enabling clients to stay in their homes; **more than 1 million hours of care per year**
- ▶ Provides managed care services to Medicaid-eligible clients through the Maricopa Health Plan: **more than 37,000 members strong in 2007**



MIHS trains more than 400 physicians a year in a dozen medical specialties

Points of Pride for 2007

When a local hospital with an emergency room closed its doors, MIHS responded to that community's concerns. An **Urgent Care Center** was opened in the neighborhood. The center sees an average of 1,300 patients per month. Depending on medical urgency, an onsite ambulance company will transfer patients to a hospital.

MIHS achieved designation as a children's center within a hospital: **Arizona Children's Center at Maricopa Medical Center**. Its pediatric services were recognized by the National Association of Children's Hospitals and Related Institutions (NACHRI). This is an important step in recognizing the significant contribution that MIHS makes to the care of children in Maricopa County.

In 2007, MIHS was able to make **significant investments in capital assets** and much needed equipment to support quality patient care. In particular, a new **Cardiac Cath Lab** was constructed and state-of-the-art equipment was acquired in the spring of 2007.

Research – In the last two years, the total number of clinical trials at MIHS has increased tenfold. Important areas of research include: Cardiology, Obstetrics/Gynecology, Trauma, Burn, Emergency Medicine, Emergency Infectious Disease, and Surgery. Research alliances have been developed with the Arizona State University, including the Center for Metabolic Disorders, the School of Social and Family Dynamics, the School of Computing and Informatics, and the School of Global Management and Leadership. MIHS also partners with the Translational Genomics Institute to explore the genetic aspects of Cancers.



History

Since Maricopa County became a county in 1871, provisions for the health of its citizens, including the indigent, have been mandated by law. Maricopa County built its first hospital in 1883, north of the city limits at 7th Avenue and Roosevelt. A later location at 35th Avenue and Durango Street served as the county hospital for the next 72 years. In that time the population of the county grew from 20,000 residents to more than a million.

In 1967, construction began on the current facility at 24th Street and Roosevelt. The hospital opened in 1970.

In early 2003, a Citizen's Task Force reviewed the old Maricopa County health care system and recommended that the system should continue as a public teaching hospital and health care system principally directed to the underserved, but that the governance structure should be changed to provide stronger leadership. They further recommended the development of a separate hospital district and the authorization of a property tax levy. This was authorized by the Arizona Legislature and approved by the voters in November of 2003.

The new hospital district (Maricopa County Special Health Care District) with a newly elected Board of Directors was created in 2004. Today, MIHS has 679 licensed beds and is the busiest hospital in Maricopa County.



Construction began on the current facility in 1967 and Maricopa Medical Center opened its doors in 1970.

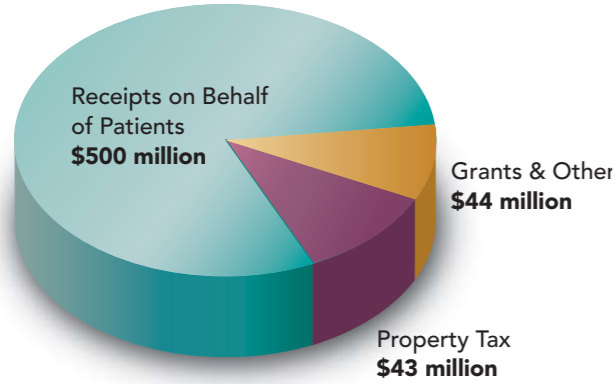


On 16 acres near 35th Avenue and Durango, Maricopa County built its first hospital in 1898, serving those who could not provide for their own care. It was the county hospital for 72 years, during which time the county's population grew from scarcely 20,000 to nearly a million.



The 1952 class of residents at the County Hospital.

In fiscal 2007, MIHS's payments for operating costs and capital expenditures was \$587 million. These costs were covered primarily from:



In support of Maricopa Integrated Health System's dual mission of treating the medically needy and training doctors, the charts below highlight expenditures for medical services provided by MIHS. In addition to medical services, health plan payments and Disproportionate Share (DSH) funds are included in chart B.

Chart A

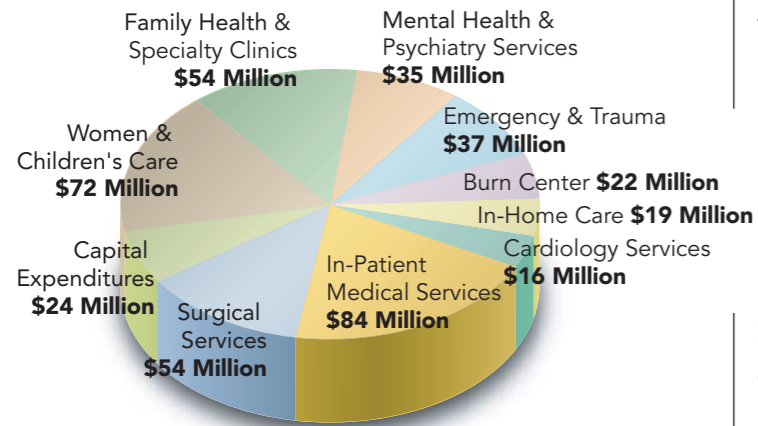
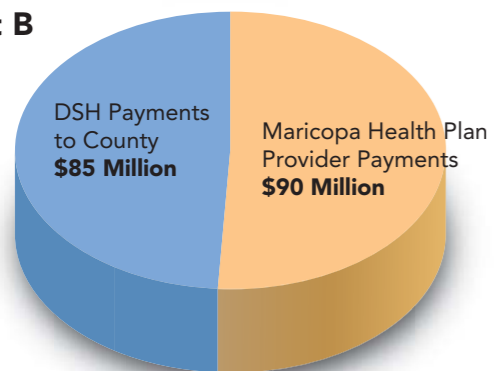


Chart B



A Community Asset

MIHS is one of the largest employers in Maricopa County, with more than 4,000 employees, residents, and other health care providers.

MIHS is the largest teaching hospital in the Valley and trains about 400 doctors a year. As most doctors that are trained in Arizona tend to stay in the state, these training programs help alleviate physician shortages. The specialty areas of training include: Emergency Medicine, Internal Medicine, Medicine/Pediatrics, Obstetrics/Gynecology, Pediatrics, Podiatric Medicine & Surgery, Psychiatry, Child Psychiatry, Radiology, Surgery. **The unreimbursed cost of the teaching programs is approximately \$10 million annually.**

Caring for MIHS's diverse patient population demands special knowledge and sensitivity. Many of our patients face major challenges, such as complex medical problems, a lack of health insurance, and difficult socioeconomic situations. MIHS is committed to giving culturally appropriate, sensitive medical care and helping our patients live healthier lives.

MIHS has developed a Financial Assistance Program for residents of Maricopa County. With this program, uninsured patients pay for health care services based on their "ability to pay." **In fiscal 2007, the unreimbursed cost of this program was \$40 million. Additionally, \$17 million in costs were absorbed related to other uncompensated care.**

The majority of MIHS patients are "covered" under the state's Medicaid program, Arizona Health Care Cost Containment System (AHCCCS). This public health program covers approximately 86 percent of the costs of the patient care provided. **The unreimbursed cost of services to AHCCCS patients was \$29 million in fiscal 2007.**

Through various grants and other programs, MIHS provides resources not readily available elsewhere. **The unreimbursed cost of these activities is \$6 million.**

Benefiting Our Community

MIHS provides a significant number of programs and educational tools to patients, others in public service and the community at large. The goal is wellness, prevention and self-sufficiency. This is part of the mission and is basic to all that is provided at MIHS.

The following summarizes some of these activities:

NEONATAL HEALTH

- ▶ **Neonatal Intensive Care Program (NICP)**
 - Provides developmental and behavioral assessment, intervention, and follow-up for high-risk infants in the Neonatal Intensive Care Unit (NICU).
 - 561 infants were enrolled in the program.
- ▶ **Universal Newborn Hearing Screening Program**
 - Provides all newborns with an auditory screening prior to discharge.
- ▶ **Friends and Families Infant CPR**
 - Provides infant CPR class to families of NICU patients.

Professional Nursing Education

MIHS provides community nursing and allied health care schools with professional education on the following topics:

- Lactation Techniques
 - Newborn Assessment
 - Labor Management
 - Professional Communication Techniques
 - Perinatal Grief counseling
 - Neonatal Pain Management
 - Neonatal Emergencies
 - Neonatal Sensory Development
 - Infant Development Care
- ▶ **Bereavement Program** Helps families cope with the loss of a child.

WOMEN'S HEALTH

- ▶ **Phoenix Cancer Center**
 - MIHS partners with Maricopa Health Foundation to provide cancer care for low-income women.



- ▶ **Patient Navigator Program**
 - In partnership with the American Cancer Society, cancer survivor volunteers at the Breast Clinic in the Comprehensive Healthcare Center offer peer support, accompany patients to exam rooms, and are available for other types of support as needed.
- ▶ **Breastfeeding Support Program**
 - Provides counseling and support for breastfeeding women.
- ▶ **National Breast Cancer Awareness Month**
 - Informative exhibits are set up at all Family Health Centers (FHCs) with Spanish language materials designed to help staff answer questions and promote services.
- ▶ **Health Fair Outreach Programs**
 - Provides educational materials on women's health including mammography and bone density in English and Spanish.
- ▶ **Perinatal Education Classes**
 - Provides tools to women to promote healthy birthing outcomes for pregnant women.
- ▶ **Reproductive Health/Family Planning Program**
 - Provides women with resources to help make informed, healthy decisions on matters of child spacing and reproductive health.
 - From June to December 2007, served 139 clients (151 visits).



- ▶ **Well Woman Health Program**
 - Provides advanced screening and limited treatment to uninsured women with breast and cervical cancer.
 - From July to December 2007, served 63 patients (119 visits).

FAMILY HEALTH

- ▶ **Attendant/Respite Care**
 - Promotes independent living to maintain a quality lifestyle in the home environment.
- ▶ **Transportation Related Injury Prevention Program**
 - Provided 377 bike helmets to youths between 10-17 years in age.
 - Provided 682 car seats to children less than 8 years of age seen in the emergency department and pediatric care areas.

- Infant Car Seat Program sells infant car seats to expecting/new parents at a reduced cost of \$30. Nearly 30 families a month participate.

▶ Nutrition Counseling to Promote Healthy Eating Habits

- For hospital or community health fairs, dieticians disseminate nutrition information and answer questions. Healthy food samples are given when appropriate.
- Presentations and lectures are given on healthy eating habits.



▶ Vaccines for Children Program

- Public purchased vaccine is available at no charge to children who are uninsured, underinsured, eligible for AHCCCS, or Native American.

▶ STAGES (Screening, Tracking, Anticipatory Guidance, Evaluation and Support Services)

- Enhanced training and on-line curriculum for 87 medical residents and physicians to communicate with patients about child development.
- Individualized consultation and educational resources for parents about positive parenting skills and child development.

▶ Family Learning Center

- Our new Family Learning Center, which opened in October 2007, includes computer stations, a children's learning and reading area, computer-based and paper-based health education, and a group education area. The center averages nearly 80 visitors a day. For more information, call 602.344.1352, or visit www.mihs.org/flc.



▶ Arizona Primary Care Program

- MIHS collaborates with Arizona Department of Health Services to provide primary medical and dental services to those who would not otherwise have access.
- Served 9,895 individuals in Fiscal Year 2007, representing 21,645 office and diagnostic visits, 3,243 dental visits, and 40,871 medications dispensed to the community.

▶ **Family Health Center Outreach**

- Eligibility counseling
- Community health fairs and educational exhibits
- Pregnancy testing

PUBLIC HEALTH/TEACHING/TRAUMA

▶ **Trauma/Burn Outreach (Injury Prevention Task Force)**

MIHS hosts a series of talks for the community on health issues with accompanying fact sheets and resources. Recent talks covered:

- Burn prevention
- Child abuse prevention
- Water safety
- Domestic violence
- Fall prevention for seniors
- Firearm safety
- Transportation safety (bikes, cars and pedestrians)
- Poisonings/Envenomation
- Substance abuse resources
- Participation in community health fairs



▶ **Arizona Diabetes Program**

- MIHS collaborated with Arizona Department of Health Services to develop a Web site that helps kids and families learn how to prevent type 2 diabetes through healthy eating habits and regular exercise. For more information, visit www.mihs.org/consumerinfo/diabetes

▶ **Spanish Bilingual Assistant Program**

- A certification program, developed at MIHS, which has become Arizona's standard for certification of Medical Interpreters. The class is open to staff and interested community members and comprises 60 hours of instruction over four months.

▶ **Disaster Preparedness and First Responders**

- MIHS staff prepares to be "first receivers" in public health emergencies through system-wide drills and participation in exercises with area fire and police departments and county, state and federal emergency first responders.
- Protects the health of Maricopa County residents through: radiological detection devices to protect clinical staff, patients and visitors; advanced staff training in chemical and radiation exposure and treatment; ongoing medical education and drills in caring for patients exposed to biological threats.

▶ **Training For Community Response**

- MIHS assists in providing training for nursing students, medical students, paramedics, Phoenix Fire Department, the military, physicians and others.

▶ **HIV-Related Activities**

- MIHS maintains one of the largest primary medical and dental care clinics for people with HIV in Arizona. In 2007, MIHS provided approximately 13,500 outpatient visits to more than 1,600 HIV-positive patients.
- MIHS assists approximately 1,200 HIV-positive women and their families to experience improved health and achieve greater independence through targeted medical care, case management, child watch, and other services.
- MIHS pioneered an innovative intervention to prevent mother-to-child transmission of HIV during birth by offering rapid HIV testing to pregnant women in Labor and Delivery. By partnering with Phoenix Children's Hospital, the Centers for Disease Control and Prevention, and the University Of Arizona College Of Medicine, MIHS has actively engaged 9 other hospitals throughout Maricopa County to follow suit.
- MIHS values our collaboration with a coalition of more than 75 community and government organizations providing HIV-focused care and services.



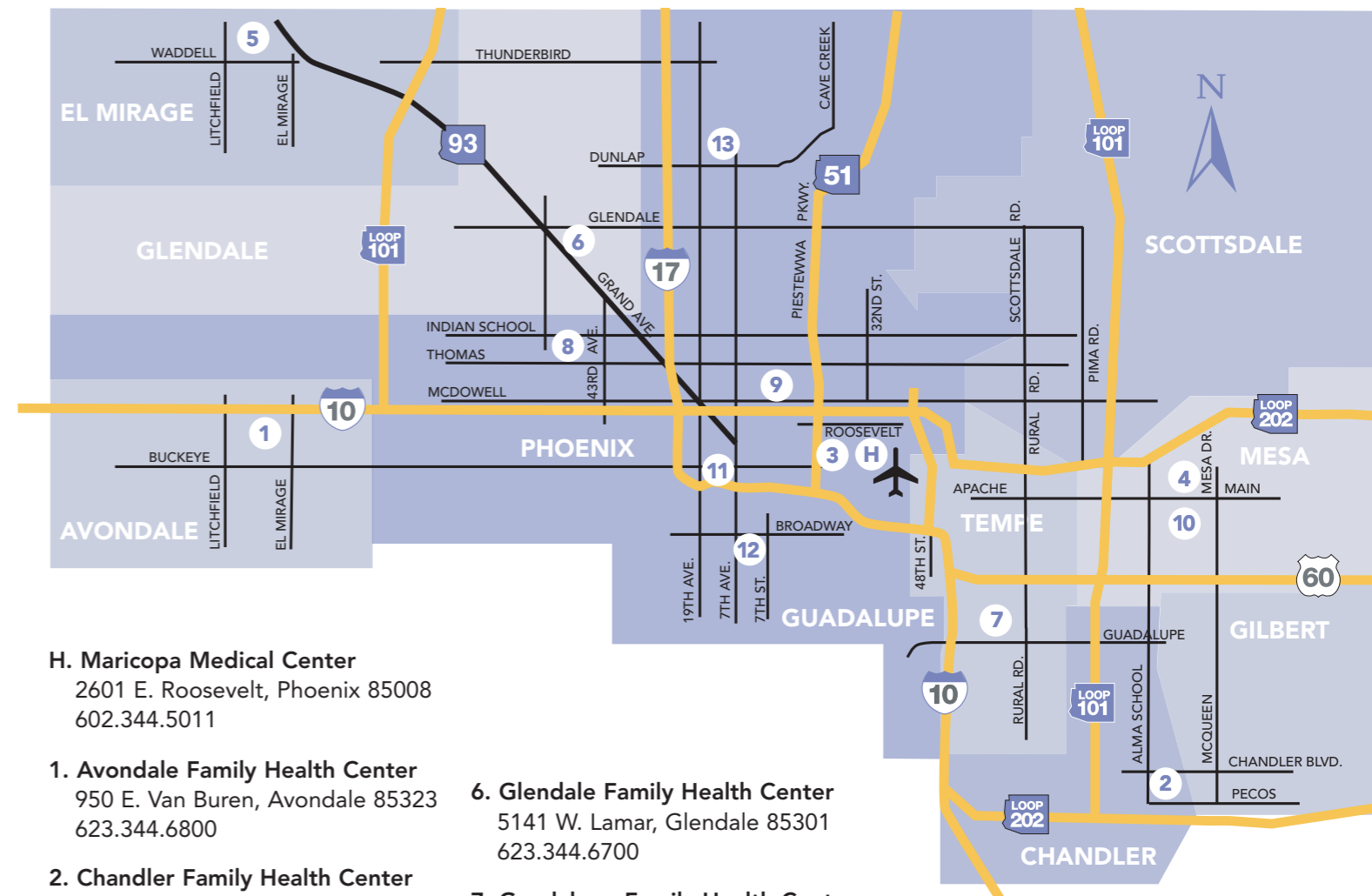
For more information about the program, visit www.mihs.org/ryanwhite.

▶ **Scald Burn Prevention and Home Fire Safety Education Campaign**

- 85 percent of pediatric burn patients are scalded in the kitchen, according to burn case review.
- Provides family-friendly early literacy material on preventing scald burns and residential fires.
- Integrates burn prevention curriculum into Head Start programs across Maricopa County.

- ▶ **Domestic Violence Identification, Intervention and Training**
 - Assessment and screening protocols may identify domestic violence incidents. Law enforcement or Child Protective Services are contacted when appropriate.
 - Offer legal service referrals and discuss safety precautions.
 - Trained employees provided support and education to more than 500 victims in 2007.
- ▶ **State, County and City Services**
 - Provides a safe and secure court room for proceedings including court ordered evaluation and treatment of psychiatric patients.
 - Provides a safe and secure hospital ward for correctional patients.

MIHS FAMILY HEALTH CENTERS AND MARICOPA MEDICAL CENTER



H. Maricopa Medical Center
2601 E. Roosevelt, Phoenix 85008
602.344.5011

1. Avondale Family Health Center
950 E. Van Buren, Avondale 85323
623.344.6800

2. Chandler Family Health Center
811 S. Hamilton, Chandler 85225
480.344.6100

3. Comprehensive Healthcare Center
2525 E. Roosevelt, Phoenix 85008
602.344.1015

4. Desert Vista Behavioral Health Center
570 W. Brown Rd., Mesa 85201
480.344.2000

5. El Mirage Family Health Center
12428 W. Thunderbird
El Mirage 85335
623.344.6500

6. Glendale Family Health Center
5141 W. Lamar, Glendale 85301
623.344.6700

7. Guadalupe Family Health Center
5825 E. Calle Guadalupe
Guadalupe 85283
480.344.6000

8. Maryvale Family Health Center
4011 N. 51st Ave., Phoenix 85031
623.344.6900

9. McDowell Family Health Center
1144 E McDowell Rd, #300
Phoenix 85006
602.344.6550

10. Mesa Family Health Center
59 S. Hibbert, Mesa 85210
480.344.6200

**11. 7th Ave Family Health Center/
MIHS Urgent Care Center**
1201 S. 7th Ave., Phoenix 85007
602.344.6600 / 602.344.6655

12. South Central Family Health Center
33 W. Tamarisk, Phoenix 85041
602.344.6400

13. Sunnyslope Family Health Center
934 W. Hatcher, Phoenix 85021
602.344.6300





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2601 EAST ROOSEVELT
PHOENIX, ARIZONA 85008

(602) 344-5011

www.mihs.org