

Principles for Building Healthy Communities

August 2022

Introduction

For more than 50 years, HCA Healthcare has shown an unwavering commitment to the care and improvement of human life. It's a commitment that extends beyond the walls of our hospitals and into the communities we serve.

By working together, collaborating with others in our communities, and engaging in the development and advocacy of public policy, we can address and tackle critical health and well-being issues affecting our nation and world.

In this document, please find more information about how we are working to create a positive impact and striving to transform the delivery of healthcare everywhere.

Delivering quality patient care

HCA Healthcare aims to deliver superior care to patients during every interaction. Our approach to ensuring high-quality care is rooted in our belief of always doing what is right for our patients. HCA Healthcare's ability to serve patients spans beyond our network of hospitals, surgery centers and freestanding ERs, and includes post-acute care services such as home health, hospice and outpatient therapy.

Investments in research

Our network of care enables us to conduct leading-edge research, share best practices and support services across our facilities. We continue to share our learnings from the ongoing pandemic with research institutions. That research leads to improved medical practices, and, ultimately, even better patient care.

Privacy and safety

We remain committed to the safety of everyone within our facilities by implementing precautionary measures and modifying visitor policies as needed. Caring for our patients also includes maintaining their privacy and protecting personal information. Each year, all HCA Healthcare colleagues complete trainings that cover privacy, information security, physical security and more.

Human trafficking intervention

HCA Healthcare partners with the National Human Trafficking Training and Technical Assistance Center (NHTTAC) to provide online curriculum to colleagues regarding human trafficking awareness and intervention. The Human Trafficking Awareness and Prevention Program is intended to have the greatest positive impact on the lives of potential and actual trafficking victims and survivors that are cared for by HCA Healthcare providers. In collaboration with community partners, the program focuses on key areas of awareness and intervention.

Combating opioid abuse

As a learning health system, HCA Healthcare captures and analyzes data to combat the opioid public health crisis and transform pain management, with initiatives in surgical, emergency and other care settings.

Our Enhanced Surgical Recovery (ESR) program helps improve surgical recovery, patient length of stay (LOS) and overall complications. The program focuses on acute care level interventions which are shown to have the most clinical validation. In addition, HCA Healthcare hosts an annual national opioid take back event, called "Crush the Crisis," to raise awareness about the dangers of opioid misuse and proper disposal of medications.



In 2021, our ESR program helped decrease complication rates by 20% compared to surgeries not using ESR.



In October 2021, "Crush the Crisis" events collected a record 15,566 pounds of unused and expired medications in support of the Drug Enforcement Administration's National Prescription Drug Take Back Day.

Delivering quality patient care

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Addressing health disparities

We believe excellence in healthcare starts with a foundation of inclusion, compassion and respect for our patients and each other. In January 2021, HCA Healthcare formed the Health Equity Council to help identify and address health disparities within and outside of our hospitals, and develop strategies to promote health equity.

More than 1,000 Equity of Care Coordinators (ECCs) across our organization help advance health equity for patients and their loved ones by ensuring equitable access to high-quality healthcare services for individuals who are deaf or hard of hearing, are blind or have low vision, utilize service animals or are limited English proficient (LEP).

Disaster preparedness

Whether facing a global pandemic or natural disasters, our Enterprise Emergency Operations Center (EEOC) is ready every day of the year to support our more than 2,300 sites of care and help colleagues obtain the resources they need to continue providing patient-centered care before, during and after any emergency.

Throughout the pandemic, the EEOC has partnered with HealthTrust and vendors to monitor oxygen levels and supply across our markets in real time. Access to personal protective equipment (PPE) continues to be vital for the safety of our colleagues and patients.

- To diversify our supply chain and expand access to PPE, HCA Healthcare announced a joint venture business with A Plus International Inc. to manufacture procedural and surgical masks in Asheville, North Carolina.

Increasing access to affordable care

We strongly support Americans having access to appropriate healthcare and health insurance options. For most, this means improving access to affordable, employer-sponsored health insurance. In addition, the Medicare program provides a critical source of coverage for American seniors; and the Medicaid program must be protected for our most vulnerable citizens. This public-private partnership is critical to ensuring Americans have the right coverage options for their families.

Cost assistance

At HCA Healthcare, we work to ease the stress that the healthcare insurance and billing process can bring. Serving both uninsured and underinsured patients, we apply a sliding scale discount on patient amounts due based on federal poverty guidelines (FPG) and household income.

We have developed several programs and resources designed to provide assistance when people may need it most, including pricing information, financial counseling, patient-friendly billing practices and generous financial assistance programs for uninsured and underinsured patients.

HCA Healthcare's patient benefit advisors help patients understand and access programs and discounts — which we believe are among the most generous and comprehensive — in order to significantly reduce their financial burden. These resources are available to any patient who needs assistance including those applying for Medicaid or other eligible coverage. We do not report to credit bureaus, and our U.S. providers do not pursue litigation activity that involves suing patients or filing liens on patient bad debt accounts.

In addition, our Uninsured Discount Policy offers patients with no insurance, or exhausted insurance benefits, a discount (averaging 90% of the total bill) for emergency services.



In 2021, HCA Healthcare provided an estimated \$3.3B+ for the delivery of charity care, uninsured discounts and other uncompensated care.

HCA Healthcare cares for more Medicaid inpatients than any other health system in the U.S.

Advancing research, technology and care transformation

From our more than 35 million annual patient encounters, we develop and share best practices and innovations that help advance patient care and support our clinicians.

Harnessing data to improve outcomes

HCA Healthcare's NATE (Next-Gen Analytics for Treatment and Efficiency) analytics platform is one of the many ways we harness data and technology to improve care. NATE provides a real-time visual of what is happening in a hospital to facilitate patient throughput, real-time evacuation planning, integrated machine monitoring, and numerous other surveillance and planning activities.

Since the beginning of the pandemic, HCA Healthcare has conducted various research projects and worked to spearhead literature to accelerate understanding and treatment of the coronavirus. In 2021, we launched the COVID-19 Consortium of HCA Healthcare and Academia for Research Generation (CHARGE) to harness our data to improve patient outcomes and increase public knowledge.

Care transformation

We also launched a new strategic pillar dedicated to Care Transformation and Innovation (CT&I) in 2021. Through the clinically led integration of technology into care delivery, CT&I aims to accelerate the organization into the future of healthcare through bold innovations that address current and anticipated challenges facing caregivers.



Strategic partnerships

Google Cloud: In May 2021, HCA Healthcare and Google Cloud announced a multi-year strategic partnership to create a secure and dynamic data analytics platform and enable the development of next generation operational models focused on actionable insights and improved workflows. Google Cloud does not have access to patient identifiable data.

Sarah Cannon and McKesson: In June 2022, McKesson Corporation and HCA Healthcare announced an agreement to form a joint venture combining McKesson's US Oncology Research and HCA Healthcare's Sarah Cannon Research Institute. Together, the two organizations will create a fully integrated oncology research organization aimed at expanding clinical research, accelerating drug development and increasing availability and access to clinical trials for community oncology providers and patients, including those in underserved communities.

Johnson & Johnson: In August 2022, HCA Healthcare and Johnson & Johnson announced a partnership to address key healthcare clinical and industry challenges. The initial focuses of the partnership will include improving health equity, enhancing nursing support and improving patient outcomes.

Supporting and investing in our workforce

HCA Healthcare is proud to offer a variety of programs and benefits to support our colleagues. The resources available to our colleagues provide a firm foundation for professional development, financial stability, future preparedness and overall well-being.

Tuition and student loan assistance

One of the ways we support the educational goals of our colleagues and their family members is through our student loan and tuition assistance programs. In 2021, HCA Healthcare provided approximately \$40 million in tuition reimbursement to colleagues.

Partnering with Medicare to train physicians

As the largest sponsor of residency and fellowship programs across the nation, HCA Healthcare's graduate medical education (GME) programs seek to inspire tomorrow's physicians to focus on patient-centered approaches to practicing the latest evidence-based medicine.

Nursing education and development

While there are significant challenges in filling nursing roles given the national nursing shortage; we are laser-focused on recruiting, training and promoting our nursing teams. Through our partnership with Galen College of Nursing, one of the largest private nursing colleges in the U.S., nursing colleagues have access to increased education and career development opportunities.

Strengthening workforce diversity

We remain focused on helping advance diversity in healthcare, strengthening the diversity of our colleagues and leadership pipeline. In 2021, HCA Healthcare announced a \$10 million investment over the next three years to Historically Black Colleges and Universities (HBCUs) and

Hispanic-Serving Institutions (HSIs) in communities near our hospitals. To date, we've donated \$1.5 million each to Florida A&M University (FAMU) and Florida International University (FIU), and \$750,000 to The University of Texas at El Paso (UTEP). We continue to deepen our existing partnerships with Tennessee State University and Fisk University.

Wellness investments

In addition to helping our colleagues develop and grow, we have increased essential access to mental wellness resources and support for our colleagues through a variety of programs. Now more than ever, healthcare workers are under tremendous pressures to care for their communities in the midst of greater demands and fewer care providers. We're here to support our physicians, nurses and other colleagues so they can continue to provide the high-quality, patient-centered care our communities deserve.

The HCA Healthcare Hope Fund, a colleague-run, colleague-supported 501(c)(3) charity, helps colleagues and their immediate families when faced with financial hardship due to natural disaster, illness/injury, domestic violence, death of a loved one or other difficult situations.

Since its inception in 2005, the Hope Fund has provided more than **\$83 million** in assistance to colleagues.