



2023 Report to the Greenville Health Authority

This annual report to the Greenville Health Authority provides information in support of Prisma Health–Upstate’s responsibilities contained in the Lease and Contribution Agreement that exists between the parties. Also noted in the content of this report is the relevant section pertinent to that lease agreement.

Table of contents

Increase accessible, affordable care	4
Advance population health	8
Improve quality and safety	13
Be responsible stewards of resources	19
Remain the area's employer of choice	21
Transform health care	25
Appendix	30
Overall Prisma Health FY 2023 Performance Scorecard	31
2022 Community Health Needs Assessment Report	32
General summary of Prisma Health–Upstate insurance coverages	33
2023 DHEC license renewals for Prisma Health–Upstate	34
Prisma Health–Upstate and subsidiaries FY 2023 finances	35
Greenville Health Authority FY 2023 finances	37
County-level distribution of Prisma Health's total economic impact (2022)	40
Memorandum of lease	45
Prisma Health–Upstate Board of Directors	50

NOTE: This report spans a primary time frame of Fiscal Year 2023 (October 2022–September 2023).

Increase accessible, affordable care

(Compliance with lease sections 3.11a, 3.11b, 3.11c, 3.11d, 3.11e)

Community benefit report

(3.11a, 3.11c, 3.11e)

Prisma Health uses guidelines set by the Catholic Health Association (CHA) allowing for equitable comparisons of community benefits among health care institutions. In recognizing the importance of community outreach in ensuring a high quality of life for all residents in the region, Prisma Health in the Upstate offered support in a variety of ways during Fiscal Year 2023 (October 2022–September 2023).

To help meet the medical needs of Upstate citizens who have no health care coverage and cannot afford to pay for medical services, we provided \$185.2 million in charity and government-sponsored health care (at cost) in Fiscal Year (FY) 2023.

Community benefit programs encompass community health services, education of health professionals, subsidized health services, research, and financial and in-kind contributions. In addition to offering health fairs, screenings and information sessions, our organization works with community groups and educational institutions to train health care workers and to ensure access to basic medical services for everyone.

Although the numbers below are for the Upstate only, it is important to note that the percentage of operating expense recognized as community benefit for our hospitals and medical group overall was 18.5%.

Prisma Health: Upstate only (FY 2023)

Net cost of charity and Medicaid services.....	\$185.2 million
Support to the community and community health partners	\$75.5 million
Benefits recognized by CHA (rounded).....	\$260.6 million

Medicare shortfall and bad debt (at cost) also are benefits that the health company provides. The Medicare shortfall represents \$355.8 million of unpaid costs when reimbursement falls short of the actual cost of care. Bad debt, which totaled \$69.5 million, occurs when patients are unwilling or unable to pay for services and do not seek charity care.

Medicare shortfall.....	\$355.8 million
Bad debt	\$69.5 million
Additional benefits recognized by American Hospital Association	\$425.3 million

TOTAL QUANTIFIABLE COMMUNITY BENEFIT (rounded).....	\$686.0 million
--	------------------------

These figures and amounts are reported based on information through Sept. 30, 2023 (as of Feb. 2, 2024), and are subject to change. Updated information or changes may be reflected differently in more current filings such as tax forms and cost reports. Figures may differ markedly from previous years due to COVID-19.

Medicare and Medicaid participation

(3.11b, 3.11c, 3.11e)

Our organization has long been committed to providing care for all Greenville County citizens. To fulfill this commitment, Prisma Health takes part in Medicare and Medicaid programs.

In FY 2023, Prisma Health in the Upstate provided \$706,857,447 in care for Medicaid patients and \$2,247,833,536 in care for Medicare patients who live in Greenville County. This care was received at our facilities and practices in the Upstate, including our five Greenville County hospitals: Greenville Memorial, Greer Memorial, Hillcrest, North Greenville and Patewood (see below).

FY 2023	Total charges	Payor mix by total charges
Private/Managed care insurance	\$1,856,197,682	35.8%
Medicaid	\$ 706,857,447	13.6%
Medicare	\$2,247,833,536	43.4%
Self-pay/Charity	\$ 372,308,038	7.2%
Grand total	\$5,183,196,702	100%

COVID-19 summary

(3.11a, 3.11e)

Since the start of the pandemic in early 2020 through September 2023, Prisma Health as a whole has responded to the greatest public health crisis in the last century by:

- Treating 28,616 hospitalized patients having COVID-19.
- Providing 596,759 vaccinations in our communities.
- Administering 974,466 COVID-19 tests.
- Answering 238,948 COVID-19 hotline calls.
- Connecting clinicians and patients via video, audio and automated online formats, leading to significantly more than a million virtual visits.

Increase access

(3.11a, 3.11e)

- Thanks to support from Greenville County, Prisma Health re-opened the ED at North Greenville Hospital, which had closed in 2020 when the facility became a COVID-19 unit. The ED features eight treatment rooms and is staffed by board-certified emergency medicine doctors, acute care nurses, respiratory therapists and paramedics. Also on that campus, Walk-in Care North Greenville opened in a new location at the very start of FY24, which offers same-day care for patients of all ages in the Travelers Rest community.
- Two new primary care practices have made care more accessible and convenient for patients in fast-growing areas of Greenville: Prisma Health Primary Care–Stone & Main and Prisma Health Pediatrics–Verdae.
- Patients can now self-schedule appointments at times and locations convenient for them. More than 12% of practice visits were booked online, with more than 50% of urgent care visits scheduled online.
- Prisma Health entered into a partnership with WellStreet Urgent Care, experts in overseeing urgent care operations, to operate the four Prisma Health Urgent Care centers in the Upstate. These centers remain branded as Prisma Health. Other centers are forthcoming in FY24.
- Across Prisma Health, virtual care visits totaled 210,000 (183,000 in the Upstate); nearly 16,900 interviews were completed for E-Visits. Although virtual visits have decreased, E-Visits have increased since FY22.
- A new pharmacy opened for the public at Prisma Health Primary Care–Stone & Main near downtown Greenville.

- Prisma Health extended tele-ICU services to Laurens County Hospital. The goal is to expand services and maintain coverage for high-acuity patients. This successful program already is in place at Baptist Easley and Oconee Memorial hospitals.
- Children’s Hospital expanded its B.K. Bryan NICU to enhance privacy and increase comfort for families, while keeping the developmental and medical needs of the premature or sick infant top of mind.
- Prisma Health and LifeNet 7 debuted the latest emergency helicopter, which is based in Clinton. Laurens County Hospital joins the LifeNet program based in Pickens, both of which expand access to emergency medical care in rural areas.
- Patients in Laurens County now have access to Home Recovery Care, an option that allows them to safely receive treatment for certain medical conditions at home instead of in the hospital. These services are also available to patients served by Baptist Easley, Greenville Memorial, Greer Memorial, Hillcrest and Oconee Memorial hospitals.
- Hillcrest Hospital added robotic surgery as a minimally invasive option for certain patients needing hernia repairs and bariatric procedures.
- With the recent expansion of hospice services in Greenville County, Prisma Health now has a hospice presence across its entire geographic footprint.
- A Greenville ambulatory surgery center is under construction that is slated to open in fall 2024. The center is located near Greenville Memorial campus.
- The new S.C. Opioid Recovery Fund Board tapped Prisma Health’s Managing Abstinence in Newborns Program, in partnership with Clemson University, to receive nearly \$950,000 to expand treatment services for opioid-affected families with newborns in Anderson and Pickens counties.
- To help combat the state’s critical nursing shortage, Prisma Health will invest \$5 million in a pilot nursing recruitment program at five S.C. educational institutions – Clemson University, University of South Carolina, University of South Carolina Upstate, Greenville Technical College and Midlands Technical College. The Prisma Health Nursing Scholars program will include scholarships, increased access to clinical experiences, and mentorship for students in their junior and senior years. Additionally, Greenville Technical College broke ground on the Prisma Health Center for Health and Life Sciences. The three-story facility is named for Prisma Health, thanks to the system’s \$1.5 million gift.
- Prisma Health established the first youth wheelchair basketball team in South Carolina in 2017: Roger C. Peace Rehabilitation Hospital’s Rollin’ Tigers. In 2023, that team won the Prep Division (up to age 13) of the National Wheelchair Basketball Association! The Rollin’ Tigers recently added a Varsity Division for anyone age 13–18 with a permanent lower limb disability.
- Other examples of increasing access include adding more on-site clinics in Upstate businesses and increasing the use of advanced practice clinicians.

New providers

(3.11a)

In addition to establishing or expanding patient access points, Prisma Health has added new providers to enhance accessibility of care. A marked gain occurred in the Upstate number of registered nurses (+166) over the previous year. Specialty areas of emergency medicine (+19) and hospital medicine (+17) saw substantial physician growth; pulmonology logged a notable increase in both the number of physicians (+4) and advanced practice clinicians (+6). Practice sites also experienced an increase of 54,622 patient visits over FY22. It is no surprise that as provider – and practice – numbers increase, so does patient accessibility to the services offered.

New services

(3.11a)

- Prisma Health is first in the state to use endoscopic ultrasound-guided radiofrequency ablation (EUSRA) for pancreatic tumors at Greenville Memorial Hospital. This treatment allows a gastroenterologist to place the EUSRA catheter directly into a pancreatic tumor as soon as the tumor is identified, destroy it by delivering radiofrequency energy through the needle and often avoid surgery.
- The system’s first Direct Primary Care practice opened in Greenville. In this model, employers pay a set fee to offer employees comprehensive primary care, including medications and lab tests, without added fees or copays. The goal is to ensure employees and dependents receive timely care.
- The new Prisma Health Reflux and Esophageal Disorders Center treats patients with gastroesophageal reflux disease (GERD), hiatal hernias or swallowing disorders. This Greenville center offers a comprehensive, multidisciplinary team focusing on benign diseases of the esophagus and stomach.
- Also new in Greenville is a children’s Aerodigestive Clinic, which consists of pediatric GI, pulmonology, ENT and speech therapy experts.
- Prisma Health is among the 5% of health systems using Epic to take part in an artificial intelligence (AI) pilot that drafts responses to medical advice requested via a patient’s message, in tandem with information from the patient’s record. Providers can revise the response – or ignore it and draft their own reply. Clinicians report that the drafts can save time and are often friendlier and more descriptive than what they might write.
- In another pilot program, which expands services and supports coverage for high-acuity patients, nurses at Greenville Memorial Hospital are providing virtual ICU services for Prisma Health Tuomey Hospital in Sumter. The program has proven so successful that the pilot has been extended.
- Oconee Memorial was one of 13 S.C. hospitals receiving grants to build specialized ED units for behavioral health crises, called crisis stabilization units. The S.C. Department of Health and Human Services awarded the grant as part of an overall total of \$45.5 million provided to those 13 hospitals.
- Camp Brave Blood – a family camp for patients of Prisma Health’s Comprehensive Bleeding Disorders Clinic in the Upstate – debuted in April. The camp was made possible through the S.C. Hemophilia Treatment Center– Upstate’s 340B Program and through the generosity of four community partners: Bleeding Disorders Association of South Carolina, Optum Infusion Company, Accredo Infusion Company and CVS Specialty Pharmacy.
- Community partners and Prisma Health are bringing adaptive sports and accessibility for all abilities to Unity Park in Greenville. The location, already under construction, will begin with adaptive health and wellness activities as well as bicycle rentals at reduced or no cost through the staff of our Roger C. Peace Rehabilitation Hospital.

Growth goal exceeded

(3.11a)

Across our enterprise, growth helps create a better experience for patients and their families, particularly in terms of access to facilities and timely appointments.

As reflected in the organization’s FY23 scorecard, Prisma Health exceeded its growth goal.

Growth goal: Improve volumes in specified categories from prior and to budget (total volume).

Target	Actual
8,523,820–8,545,129 visits	8,663,451 visits

For the complete performance scorecard for Prisma Health, refer to Appendix Page 31.

Advance population health

(Compliance with lease sections 3.11a, 3.11b, 3.11d)

Community Health Needs Assessment Report

(3.11b)

With input from individuals, focus groups, surveys and community leaders, Prisma Health conducted its triennial Community Health Needs Assessment in 2022. Feedback identified the **top three health concerns for residents:**

1. Mental health, 2. Overweight and obesity, and 3. Heart disease and stroke.

Prisma Health is now following through on its action plans – both pediatric and adult – to address these prioritized needs in our service area through 2025.

Refer to Page 32 to learn more about this report and to find a QR code to link to its contents.

inVio Health Network

(3.11b)

In spring 2014, our health company began partnering with independent doctors, hospitals and other health care providers across the Upstate to form a physician-led clinically integrated network. This created the infrastructure to operationalize clinical and cultural change to transform health care and improve patient outcomes.

Formerly Prisma Health Upstate Network (and in the Midlands, Prisma Health Midlands Network), inVio Health Network – the merger of these two networks in October 2021 – engages providers in a patient-centered performance improvement program that integrates quality initiatives across the care continuum. This collaboration fosters a high degree of coordination to enhance quality, improve the patient experience, create efficiencies in care and reduce health care costs.

Value-based care necessitates focusing on the patient's needs and the convenience to access health care in innovative ways. The key to success in any payment model is a well-poised clinical delivery system that can ensure high quality and exceptional patient experience. By partnering with physicians and other health care providers, the network can work together in new ways to ensure optimal care delivery within and across the continuum to meet the health care needs of our communities.

The network negotiates value-based contracts directly with employers, Medicare and commercial payors who hold providers accountable for quality performance in their patient populations, for instance, reducing A1c levels in those with diabetes. These value-based contracts shift payment from fee-for-service, volume-driven models to shared savings if quality performance and/or financial targets are met, or shared risk if quality performance and/or financial targets are not met.

The Upstate network's initial contract was with the Medicare Shared Savings Program (MSSP) in 2015, which then expanded into the direct-to-employer market.

In its eighth year of taking part in the MSSP in 2022, inVio Health Network in the Upstate generated more than \$5.6 million in shared savings, received a quality score of 90.07% and earned almost 75% of the shared savings pool, resulting in \$4.1 million to the network. Through the MSSP contract, inVio Health Network in the Upstate has cumulatively saved the Centers for Medicare & Medicaid Services more than \$70 million for the Medicare fee-for-service beneficiaries, earning \$30+ million in savings.

In 2020, the Upstate component of the network made great strides by adding three Medicare Advantage contracts, along with a large commercial agreement totaling more than 42,000 at-risk lives and growing. In 2021, the network

partnered with BlueCross BlueShield of South Carolina to offer a new product – Blue Exclusive Reedy – that doubled in membership, now engaging almost 8,000 individual exchange members across the Upstate.

In 2022, the network partnered with Aetna to extend a commercial health insurance offering to our network community provider practices with discounts for participating in our network. This product was also extended to community employers across the Upstate and Midlands. Additionally, the network partnered with Aetna to introduce a new Medicare Advantage HMO product, Aetna Medicare Prime plan; our physician leadership collaborated on designing the plan benefits to drive patient engagement and remove potential financial barriers to receiving care. In April 2023, the network entered into a new Humana Medicaid quality program to manage more than 4,700 adult and pediatric patients with the goal of delivering preventive care and chronic disease management. Prisma Health has continued the value-based, at-risk contract with Healthy Blue Medicaid that consistently improves clinical outcomes and reduces costs for this vulnerable patient population..

To support inVio Health Network’s independent community practices in providing ongoing coordinated, quality care, Prisma Health formed a management services organization (MSO). The MSO continues to support the network’s independent community providers by offering group purchasing, Epic community connect, and a robust suite of clinical solutions and services to support our network community primary care practices in maintaining high-quality care and increased practice efficiency. Services include coding resources; a partnership with HealthSnap to offer virtual chronic care management and remote patient monitoring for those with heart disease, hypertension, Type II diabetes, obesity or other chronic conditions; a pharmacy team who assists patients with medication education and reduces barriers in getting their prescribed medications; and a centralized care gaps closure team who helps patients schedule wellness exams, cancer screenings, and high blood pressure and diabetes care.

By putting management and decision-making in the hands of providers and patients, inVio Health Network can ensure that clinical quality priorities remain at the forefront of care.

Accountable Communities initiatives

(3.11a)

AccessHealth

Prisma Health AccessHealth programs collaborate with community partners, including free medical clinics, to enhance access to care and services for individuals facing challenges. Despite a slight rise in inpatient admissions in FY22, the Upstate AccessHealth programs successfully achieved a notable 32% reduction in Emergency Department (ED) use among enrolled patients. Since their establishment, Upstate AccessHealth programs have provided assistance to more than 11,000 uninsured patients.

AccessHealth Greenville and AccessHealth Mountain Lakes help any eligible uninsured person in Greenville, Laurens, Oconee and Pickens counties gain access to care. The multidisciplinary care team includes social workers, community health workers, community paramedics and program navigators. The team continues to explore ways to expand the breadth of its reach and impact by partnering with medical groups, local community partners, free clinics and federally qualified health centers.

AccessHealth is coordinating clinical and business operations with Prisma Health, with recent modifications expected to significantly enhance the program and its ability to support patients.

Summary

- 16% decrease in inpatient use in Oconee and Pickens counties from January–June 2023.
- 20% decrease in ED use in Greenville and Laurens counties from January–June 2023.

PASOs

PASOs, meaning “steps” in Spanish, facilitates collaboration between the Latinx community and local service providers to strengthen and support families in South Carolina. The organization offers culturally responsive education on family health, early childhood and access to care. Additionally, PASOs provides individualized guidance for participants requiring resources and partners with health care and social service providers to enhance the effectiveness of their services.

During FY23, the PASOs Program team in the Upstate provided 7,066 interventions to 5,474 individual patients.

Social determinants of health resources provided:

- Financial assistance (medical bills, utility and rent support).
- SNAP (Supplemental Nutrition Assistance Program).
- WIC (Special Supplemental Nutrition Program for Women, Infants and Children).
- Local food banks.
- Transportation to and from medical appointments.
- Legal referrals to family and immigration attorneys.
- School support.
- Language access.
- Patient advocacy.

Access to care provided:

- Primary care provider support.
- Specialty care support.
- Prenatal care support.
- S.C. Medicaid application.
- Education on appropriate use of hospital, ED and urgent care facilities.
- Medication assistance support.
- Hospitalization or surgery follow up.

Diabetes Prevention Program

The Diabetes Prevention Program has earned Full Plus recognition from the Centers for Disease Control and Prevention, marking the program’s highest level of achievement. This evidence-based, yearlong initiative plays a crucial role in preventing or delaying Type 2 diabetes. With a total enrollment of 170 participants (initiated by 142 and completed by 135), the program has recorded a substantial 6.3% average weight loss, totaling 1,098 pounds. Notably, 40% of participants come from under-resourced or distressed communities.

Mobile Health Clinics

The Prisma Health Mobile Health Clinic provides preventive health care for those facing barriers to accessing care by serving communities with high rates of preventable illnesses, hospitalizations, and ED and emergency medical services (EMS) use.

Upstate Mobile Health Clinic

- 1,801 patient visits completed (flu shots, urgent care visits).
- 90% of patient population is uninsured or underinsured.
- 250 community clinic sites visited.

Rural Go Mobile HRSA Grant with Clemson University

- Go-live date of January 2023.
- 176 patient engagements.
- 18 COVID-19 and/or flu immunizations given.
- 20 community clinic sites visited.

Mobile Mammography unit

Prisma Health's Mobile Mammography unit is making it more convenient to screen women across the Upstate with 1,777 mammograms provided in the 2023 calendar year. Out of the screening mammograms conducted, 6 returned positive results for breast cancer. The mammography service has collaborated with nearly 150 corporate and community sites, extending access to mammograms at diverse locations.

Nurse-Family Partnership

Nurse-Family Partnership empowers first-time at-risk moms to transform their lives and create better futures for themselves and their babies. With the help of a BSN-prepared registered nurse, the program provides home visits during pregnancy and up until the child's second birthday to eligible women in Greenville, Oconee, and Pickens counties. Focus areas include:

- Improving pregnancy outcomes by partnering with moms to engage in preventive health practices, including prenatal care from their health care providers, improving their diets and reducing any use of habit-forming substances.
- Improving child health and development by assisting families to provide responsible and competent care.
- Enhancing the financial independence of families by assisting parents in formulating a vision for their future, strategizing for additional pregnancies, pursuing ongoing education and securing employment.

Data for Jan. 1–Dec. 4, 2023

- 55 infants born in program.
- 48 clients graduated from program.
- 2,840 completed home visits.
- 296 families served.
- 1,638 referrals to services including:
 - TANF/Welfare
 - Medicaid
 - SNAP/Food stamps
 - Social Security Disability
 - WIC
 - Intimate partner violence assistance
 - Mental health treatment
 - Relationship counseling
 - Smoking cessation
 - Substance abuse treatment
 - Primary care provider
 - GED programs
 - Further education beyond high school
 - Subsidized child care
 - Job training
 - Housing
 - Transportation services/Medicaid van
 - Lactation
 - Food or other charitable services
 - Child support
 - Legal assistance
 - Early childhood intervention
 - Dental services

Healthy Start Program

The Prisma Health Healthy Start Department received a five-year grant in the amount of \$5.5 million from the Health Resources and Services Administration to expand care services in six counties: Lexington, Greenwood, Greenville, Anderson, Laurens and Cherokee. Funding will enable the creation of a multidisciplinary team of community health workers, health educators, nurse practitioners, social workers and fatherhood mentors to work with pregnant women in these counties – the aim is to reduce mother and infant morbidity and mortality. This new branch of community-centered care is appropriately named Upstate Healthy Start.

Community Paramedicine Program

Thanks in part to a grant targeting underserved patients, 10 Prisma Health community paramedics serving an average of 200 total patients across eight Upstate counties are working to eliminate barriers to care, such as transportation to appointments and medication compliance.

Bradshaw Institute for Community Child Health & Advocacy

The Bradshaw Institute for Community Child Health & Advocacy, part of Prisma Health Children's Hospital–Upstate, works to create healthy and safe communities, increase access to care for those experiencing vulnerabilities, provide evidence-based strategies to improve health literacy, and ultimately become a best practice leader. Made possible by a legacy gift in 2016, the institute's funding comes from various sources: grants, philanthropy and operational dollars.

What follows is a summary of the team's activities or statistics in the Upstate during FY23:

- Pediatric Support Services throughout Prisma Health's ambulatory pediatric practices made 1,481 referrals to mental and behavioral health services; 335 referrals were made to food and housing programs.
- 667 total visits occurred at the system's School-based Health Centers during the 2022–23 school year.
- 312 vaccinations were administered to Greenville County students through these School-based Health Centers.
- Health educators provided pediatric injury prevention education to 2,008 families at Greenville Memorial, Oconee Memorial and Patewood hospitals before a baby's discharge from Newborn Services. Also before discharge, 142 free car seats were distributed and staff performed 230 car seat inspections.
- The team maintained 33 permanent Child Passenger Safety Inspection Stations, including the on-site station at Greenville Memorial Hospital; 255 car seats were distributed in the community.
- 187,000 diapers were distributed via our Diaper Bank to 1,055 families in need; an additional 57,525 diapers were supplied to 13 internal and external partners.
- 1,854 elementary school students took part in the comprehensive Wheels to Wellness bike skills program; participating students were provided and fitted with helmets with funding provided by Molina Cares.
- 98 cribs were supplied to families through Cribs for Kids.
- 40 medical residents were trained in community health and advocacy.
- 308 faculty, staff and administrators from Greenville County Schools took part in Conscious Discipline trainings.
- Buddy's Health & Safety House was renovated to incorporate interactive exhibits that help children and families learn how to prevent common unintentional injuries in the home while also encouraging healthy habits.
- The institute took the lead in creating the system's first-ever pediatric action plan in response to the 2022 Community Health Needs Assessment.

Improve quality and safety

(Compliance with lease sections 3.11a, 3.11b, 3.11d)

International, national and state recognitions

(3.11a)

Top Hospital honors

U.S. News & World Report ranked Greenville Memorial Hospital among the Top 50 GYN hospitals in the nation.

'High Performer' ratings

U.S. News & World Report also recognized three of our hospitals as High Performing in these areas:

- ✓ Greenville Memorial: abdominal aortic aneurysm repair; colon cancer surgery; heart attack; leukemia, lymphoma, myeloma; prostate cancer surgery; stroke.
- ✓ Oconee Memorial: heart failure.
- ✓ Patewood: hip replacements, knee replacements.

Maternity care laurels

Greenville Memorial Hospital was recognized among the Best Hospitals for Maternity Care by Money magazine/The Leapfrog Group – one of two in the state.

Congratulations to these hospitals

Five Upstate hospitals were honored by the American Heart Association for high-quality stroke care:

- Baptist Easley: Get with the Guidelines® (GWTG)–Stroke, Gold Plus Award; Target: Type 2 Diabetes, Honor Roll.
- Greenville Memorial: GWTG–Stroke, Gold Plus Award; Target: Stroke, Honor Roll Elite Plus, Advanced Therapy; Target: Type 2 Diabetes, Honor Roll.
- Greer Memorial: GWTG–Stroke, Gold Plus Award; Target: Type 2 Diabetes, Honor Roll.
- Hillcrest: GWTG–Stroke, Gold Plus Award; Target: Type 2 Diabetes, Honor Roll.
- Oconee Memorial: GWTG–Stroke, Gold Plus Award; Target: Stroke, Honor Roll Elite; Target: Type 2 Diabetes, Honor Roll.

Additionally, the Prisma Health Ambulance Service received Mission Lifeline honors, garnering the Silver Award.

ABCs of safety

Three Upstate hospitals earned "A" rankings in the fall (latest) 2023 Leapfrog Group report. These ratings were compiled using national data ranging from July 2019–March 2023, a time of high COVID-19 prevalence.

A: Laurens County Hospital

A: Oconee Memorial Hospital

A: Patewood Hospital

B: Greenville Memorial Hospital

B: Greer Memorial Hospital

B: Hillcrest Hospital

C: Baptist Easley Hospital

Most Wired award

Prisma Health received the Quality Award from the College of Healthcare Information Management Executives (CHIME), achieving elite Ambulatory Level 9 (of 10) certification through CHIME's "Digital Health Most Wired" program in three categories: Acute, Ambulatory and Long Term Post-Acute Care. The Most Wired program evaluates technology use to improve health care in multiple areas, including clinical quality and safety, interoperability, population health, patient engagement, and analytics and data management.

Outstanding Employer honors

Prisma Health was included in Fortune magazine's 2023 list of America's Most Innovative Companies – one of 58 U.S. health systems to make the list. Additionally, Prisma Health won gold in Aetna's Workplace Well-being Award for the second year in a row and achieved national gold-level recognition in the 2022 Workforce Well-being Scorecard from the American Heart Association (AHA). These two awards recognize Prisma Health's strong commitment to offer workplace well-being resources, programs and support for team members.

Making the health grade

Healthgrades lauded these three Upstate hospitals for superior clinical outcomes in the U.S. in 2023:

- Greenville Memorial: 50 Best Hospitals for Cardiac Surgery, 100 Best Hospitals for Coronary Intervention
- Oconee Memorial: Pulmonary Care Excellence
- Patewood: 100 Best Hospitals for Joint Replacement, Outpatient Joint Replacement Excellence

Among the best

Prisma Health Fertility Center of the Carolinas was part of Newsweek Magazine's top 100 list of "America's Best Fertility Clinics." Rankings are based on a survey, key performance indicators and accreditations.

Top plaudits

Oconee Memorial Hospital appeared in The Leapfrog Group's Top Rural Hospital list for quality, with Patewood Hospital named a Top Teaching Hospital. These awards highlight safety achievements and best practices that put patients first.

Patient safety and quality laurels

Patewood Hospital garnered Healthgrades' Patient Safety Excellence Award, which recognizes hospitals in the top 10% in the nation for safety. And Patewood was the system's sole hospital to earn a 5-Star Rating (highest mark) from the Centers for Medicare & Medicaid Services for high-quality performance.

Accolades for Greenville Memorial Hospital

The American College of Surgeons (ACS) National Surgical Quality Improvement Program identified Greenville Memorial Hospital among 78 hospitals that achieved meritorious outcomes for high-risk surgical patient care. Also at Greenville Memorial Hospital, the ECMO Program received a silver "Center on the Path to Excellence in Life Support" award from the Extracorporeal Life Support Organization.

Cancer kudos

Kudos to Prisma Health Cancer Institute for winning the Academy of Oncology and Patient Navigators (AONN+) Organizational Award. This award acknowledges employers that support nurse navigators who help guide cancer patients from diagnosis through treatment by connecting them to resources and information. In a separate honor, the institute's research program – NCORP of the Carolinas – was awarded top place nationwide for its enrollment of patients in clinical trials directed at cancer prevention, supportive care, quality of life and care delivery.

Marketing merits

Marketing, Communications & Consumerism at Prisma Health won a record 11 awards from the Carolinas Healthcare PR and Marketing Society. And through the efforts of that same department, Reputation.com named the system as one of 63 hospitals that effectively managed its online reputation.

Bradshaw Institute awards

The Bradshaw Institute received the Public Education Partners 2022 Partner of the Year Award. This award acknowledges Prisma Health's financial support and the critical role the institute plays in working with Greenville County Schools on Conscious Discipline and mental health programs. The institute also won the 2023 S.C. Immunization Champion Innovation Award from the S.C. Immunization Coalition.

Patient experience/Satisfaction score awards

(3.11a)

Pulse Program continues to boost system performance

The Pulse Program, which debuted in April 2022, serves as a dynamic learning and improvement system across Prisma Health. This internal program integrates quality, safety, experience, health disparities, value and population health improvement into one learning system. As a result, every team member can take part in meaningful improvement of the care we provide and in the systems we use regularly.

Here are the program's guiding principles:

- Deeply focused on serving patients and team members.
- Highly visible and transparent.
- Dynamic learning system – committed to action and impact.
- Well-structured and clear.
- Designed by our experts, our patients and our communities.
- Serves as prioritization of improvement resources.
- Crosses all care settings.

Pulling together a variety of best-in-class tools and resources into one system enables leaders and team members to better understand how Prisma Health is performing – and how to access resources that improve care delivery and services to our patients, families, teammates and community. See “Patient experience and clinical outcomes” below for examples of how the Pulse Program is making a difference for the communities we serve.

Patient experience and clinical outcomes

Within the past 12 months, Prisma Health has achieved breakthrough levels of clinical outcomes and patient experience across the system that has benefitted people in the communities we serve.

Prisma Health Medical Group has achieved **top-quartile performance for patient experience**, ranking #4 for large medical groups in the country according to NRC Health's analysis of U.S. health systems with medical groups having more than 200 physician practices! In FY23, **Prisma Health hospitals achieved top decile performance in overall mortality and sepsis mortality outcomes**. Also, the team is committed to fostering a culture of safety: In fact, overall safe care assessment increases have placed Prisma Health in the top 20th percentile nationally. These results are due to the tremendous efforts of team members who are unwavering in their commitment to provide the best patient care.

Women's Choice awards

The Women's Choice Award identifies the country's top 10% of health care institutions based on the most recent publicly available data from CMS and accreditation information that considers clinical excellence and the preferences of women when selecting a hospital. In 2023, four Prisma Health–Upstate hospitals received a total of eight awards for meeting high standards.

Hospital	Bariatric surgery	Mammogram imaging center	Obstetrics	Patient safety	Small hospitals comprehensive care	Stroke care
Greenville Memorial						✓
Greer Memorial			✓		✓	✓
Hillcrest	✓					
Patewood		✓	✓	✓		

As shown, Hillcrest Hospital earned an award in the category of Bariatric Surgery. Also commended: Greenville Memorial Hospital in Stroke Care. Greer Memorial Hospital received recognition for Obstetrics, Small Hospitals Comprehensive Care and Stroke Care. Patewood Hospital garnered honors for Obstetrics, Patient Safety and Best Mammogram Imaging Center (the latter includes a campus honor).

No place like home

Home Recovery Care, which recently cared for its 1,000th patient systemwide, allows patients to receive treatment for certain medical conditions at home instead of the hospital. Patient benefits include less stress, higher satisfaction due to being in a familiar setting, quicker recovery times, 24/7 access to a recovery care coordinator and monitoring for 30 days.

ED expansion enhances satisfaction

Phase I of the ED expansion at Oconee Memorial Hospital was finished, with high patient satisfaction scores being reported – among the highest in the system – despite record emergency visits. Phase II is scheduled for completion in 2024, which will more than double the number of exam rooms.

Prisma Health scorecard

Across our enterprise, a key measure of service quality is creating a better experience for patients and their families. This experience includes interactions that patients may have with Prisma Health as they seek and receive care, such as communication with providers and the support team, along with access to facilities and timely appointments.

Commitment to an excellent patient experience is reflected in the organization’s scorecard goals. Please see below for two impressive examples.

Prisma Health Patient Experience and Clinical Advancement performance Pillar goals

Experience determines trust and trust leads to better health outcomes. A key measure of building trust with those we serve is ensuring safe exceptional care for patients and their families.

Commitment to delivering trusted safe and exceptional care is reflected in the organization’s Pillar goals, particularly Patient Experience and Clinical Advancement. The Patient Experience Pillar goal was exceeded in all areas across the continuum of care. Prisma Health also performed well in Clinical Advancement.

These enterprise-wide goals are intended to drive long-term improvements in quality, safety and patient experience..

Patient Experience: Improve patient experience as measured by “likelihood to recommend” (acute care/Medical Group [ambulatory]/post-acute).

Measurement	Goal	Target	Actual
Patient experience composite score	Increase % “likely to recommend”	81.9%	84.2% overall

Clinical Advancement: Improve clinical excellence as measured by our Quality and Patient Safety Dashboard.

Measurement	Goal	Target	Actual
Clinical Advancement composite score	Improve quality of care	90%	100.1% overall

For the complete performance scorecard for Prisma Health, refer to Appendix Page 31.

Accreditations, certifications, designations

(3.11a)

Zero Harm accolades

All eight Prisma Health hospitals in the Upstate received a combined 53 Certified Zero Harm awards in the latest 2023 announcement from the S.C. Hospital Association. The awards, given semiannually, recognize hospitals when no preventable hospital-acquired infections of a specific nature are recorded during the reporting period. One award was given to Marshall I. Pickens Hospital for Drive to Zero Suicide and seven hospitals garnered awards for Drive to Zero Workplace Violence.

ANCC designations

Greenville Memorial Hospital earned Magnet® redesignation from the American Nurses Credentialing Center (ANCC). Magnet designation is the gold standard for nursing excellence in providing high-quality patient care. Greer Memorial Hospital has also received Magnet recognition.

Laurens County Hospital attained Pathway to Excellence® designation from the ANCC. In addition, Oconee Memorial Hospital received its first redesignation and Patewood Hospital its second redesignation from the ANCC. This global credential recognizes the commitment to creating a healthy work environment where nurses feel empowered and valued. Hillcrest is also a Pathway-designated hospital.

Care accreditation

Prisma Health's Care Management program earned accreditation by the National Committee for Quality Assurance for providing excellent clinical quality and consistent patient satisfaction. Care Management services include a comprehensive needs assessment, coordination of care and access to community resources.

Positive image

The Radiology Department at North Greenville Hospital was designated a Lung Cancer Screening Center through the American College of Radiology (ACR), joining Greer Memorial and Baptist Easley hospitals as well as Greenville Outpatient Radiology and Patewood Outpatient Center. Designation criteria include meeting rigorous screening and personnel qualifications.

Donor excellence

Prisma Health became a member of the Living Donor Circle of Excellence. This program, an initiative of the American Society of Transplantation, celebrates employers who offer salary support to team members who become living organ donors.

Bronze honor

Greenville Memorial Hospital received Bronze Milestone Recognition for its long-term commitment to maintain echocardiography accreditation for 20 years.

Blue Distinction Centers

BlueCross BlueShield of South Carolina designated these Prisma Health Upstate hospitals as a Blue Distinction Center+ (BDC+) for maternity care: Greer Memorial, Oconee Memorial and Patewood. Blue Distinction Centers are nationally designated hospitals with expertise in specialty care. A Blue Distinction Center+ demonstrates enhanced cost efficiency in delivering such care. (Baptist Easley and Laurens had also been honored for maternity care, but are not offering maternity services at this time).

Hillcrest Hospital was deemed a BDC for bariatric surgery. Oconee Memorial Hospital earned knee and hip replacement designation. And BDC honors for cardiac care, maternity care, spine surgery and adult bone marrow/stem cell transplants went to Greenville Memorial Hospital.

Blue Distinction Centers	Bariatric surgery	Cardiac care	Hip/Knee replacement	Maternity care	Spine surgery	Transplant: Adult bone marrow/Stem cell
Greenville Memorial Hospital		✓		✓	✓	✓
Greer Memorial Hospital				✓ +		
Hillcrest Hospital	✓					
Oconee Memorial Hospital			✓	✓ +		
Patewood Hospital				✓ +		

Be responsible stewards of resources

(Compliance with lease sections 1.8 and 3.11d, 3.11e)

Annual commitment to Greenville County and its municipalities

(3.11d)

Pursuant to the Lease, Prisma Health is pleased to provide funding to the GHA for an annual commitment of \$1 million to Greenville County and \$1 million divided among the incorporated municipalities within Greenville County. The annual commitments were provided to the county and its municipalities in February 2023 to support programs and services that enhance the health and well-being of Upstate communities.

Municipality/County	Population based on 2020 census	FY23 GHA award based on census data
Fountain Inn	10,416	\$ 60,449.19
Greenville	70,720	\$ 410,423.07
Greer	35,308	\$ 204,909.76
Mauldin	24,724	\$ 143,485.58
Simpsonville	23,354	\$ 135,534.79
Travelers Rest	7,788	\$ 45,197.61
Greenville County	569,475	\$ 1,000,000.00

This annual commitment continues for the life of the Lease between Prisma Health–Upstate and GHA.

Healthy Greenville and Healthy Greenville, Too! grants

(3.11d)

Pursuant to the same Lease, Prisma Health is pleased to provide funding in the amount of \$4 million annually to the GHA so that it may award grants to improve the health of the Greenville County community. This funding has enabled the GHA to pledge more than \$30 million in yearlong and multiyear grants through FY23.

This \$4 million in annual funding continues for the life of the Lease between Prisma Health–Upstate and the GHA.

Insurance coverage and licensures

(3.11d)

The ability to maintain insurance coverage and the appropriate licenses for our facilities and services highlights Prisma Health’s dedication to quality as well as our commitment to protecting and maintaining our resources.

Please refer to Appendix Page 33 for a summary of insurance coverages.

Before FY17, our facilities did not have a common license renewal date with the S.C. Department of Health and Environmental Control. However, Prisma Health has now moved all licensure renewals to Oct. 31.

Please refer to Appendix on Page 34 for a list of licensures expiring in the next year.

Supply chain challenges

(3.11e)

As the state's largest, most comprehensive integrated health care organization, Prisma Health possesses the breadth and depth of resources to rapidly respond to supply chain challenges across the health care spectrum – many resulting from the pandemic – such as securing critical medical supplies to ensure our patients and team members have the medicines and equipment they need, no matter what the illness. Thanks to our size, we can go directly to manufacturers around the globe to obtain supplies in bulk at a reduced cost. We can then quickly, conveniently and cost efficiently store and ship these items from our central distribution center.

Flu vaccinations

(3.11e)

Each year, Prisma Health administers hundreds of flu vaccinations at multiple drive-thru and walk-in sites, including Greenville, Greer, Simpsonville and Travelers Rest. Vaccinations are free to the public and available on a first-come, first-served basis. In addition, our Business Health Solutions (since renamed Employer Health Services) department provided 2,931 flu vaccinations to area businesses throughout the Midlands and Upstate in FY23. In underserved and rural areas, mobile clinics dispensed 276 flu shots.

Internally, Prisma Health dispenses influenza vaccinations for free to team members as a way to keep the community healthy. During last year's flu season (September 2022–March 2023), 13,974 vaccinations were administered internally to Upstate team members.

COVID-19 vaccines/boosters

(3.11e)

Internally in FY23, Employee Health and Wellness administered 293 vaccine doses and 1,419 boosters to Upstate team members as a way to keep the community healthy. Externally in underserved and rural areas, mobile clinics also dispensed a limited number of COVID-19 shots.

Prisma Health–Upstate and GHA financial statements

(3.11e)

Please refer to Appendix Page 35–39 for these FY23 financial statements.

Note that Prisma Health exceeded its three finance goals in the FY23 Performance Scorecard:

- Improve labor (salary) cost per adjusted discharge – target goal of \$9,975 with actual of \$9,364.
- Operating margin – target goal of \$60,000 with actual of \$67,075.
- Operating margin percentage – target goal of 1% with actual of 1.1%.

For a complete scorecard listing, see Page 31.

Remain the area's employer of choice

(Compliance with lease section 3.11e)

Prisma Health's impact on the state's economy

(3.11e)

With approximately 10,300 employed team members in Greenville County alone as of Sept. 30, 2023, Prisma Health ranks as the county's largest employer. As such, it is an economic driver for the region.

In fact, in 2022 Prisma Health was responsible for 8.2% of all jobs (directly and indirectly) in the four-county Upstate primary service area (Greenville, Laurens, Oconee, Pickens). Add the Midlands market and Prisma Health's total economic footprint was \$9.1 billion a year, including 57,714 jobs (directly and indirectly).

Despite being the state's largest health care organization, size is not all that matters. For many, Prisma Health is considered the employer of choice, as illustrated in the entries below.

See Pages 40–44 to learn more about Prisma Health's economic impact.

Market wage adjustments

(3.11e)

When Mark O'Halla arrived as Prisma Health's President and CEO in 2019, he challenged the management team to bring all job categories up to market-competitive levels by the end of FY20. These market wage adjustments were successfully made and represented an annual investment of nearly \$140 million across the system. An additional \$65 million in adjustments was distributed in FY21 for a total of \$205 million committed to attracting and retaining a high-caliber workforce. Market wage adjustments continued to be made in FY22, with \$128 million being added.

Effective Jan. 1, 2023, most team members received a 3% wage increase. Later that year, pay range and wage adjustments were made for nine acute care job categories, affecting about 40% of the system's workforce. Also, the system's minimum wage was increased to \$15 per hour. These (and other) ongoing adjustments helped Prisma Health remain competitive in area labor markets in FY23.

Survey of Prisma Health team member engagement

(3.11e)

Late in FY23, Prisma Health conducted an organization-wide team member engagement survey. This annual process allows respondents to provide valuable input to executive management on various organizational dimensions. This input is used to gauge perceptions on organizational and managerial effectiveness, and it serves as a basis for action planning of initiatives to increase engagement.

Prisma Health results appear below:

- Response rate: 84.2% of team members.
- Engagement index: 82.8%, which exceeded the "people" organizational scorecard goal of 82%.

Positive trends included feeling good about efforts regarding diversity, value of the work performed, relationship with peers and immediate-level manager, and involvement in decision making. Respondents were proud to say they worked at Prisma Health and would recommend the organization to others.

For the complete performance scorecard, refer to Appendix Page 31.

Pilot program boosts retention rate

(3.11e)

The well-being and safety of our team members is of paramount importance, which is why we implemented a pilot program in fall 2022 at Laurens County and Oconee Memorial hospitals called Strongline. Strongline features a badge with a small button that team members can press to send a silent distress signal with their name and location to nearby security personnel or team members trained in de-escalation tactics in the event they are in a concerning situation with a patient or visitor.

The successful launch saw an overall decrease in team member turnover related to workplace safety concerns. The alert badges have since been phased in at all Prisma Health hospitals in the Upstate. Rollout to ambulatory facilities is underway for FY24.

UPLIFT-ing news systemwide

(3.11e)

One way Prisma Health enhances the workplace is through UPLIFT, which stands for Use Portable Lifts in Facilitating Transfers. Since launching in 2008, this initiative to prevent patient-handling and lifting injuries has saved thousands of dollars in costs incurred for compensation and missed work related to patient-handling injuries.

In 2022, data revealed that many of these incidents involved in-bed positioning. In response, more air pumps were purchased. Also, air protocol training was expanded to include several inpatient and outpatient service areas and physician practices. Since implementation, a marked decrease in patient-handling injuries has occurred.

Additionally, the Safe Patient Handling Tool within Epic was found to need updating so that team members could appropriately determine which piece of equipment to use with different patients. UPLIFT facilitators worked with the System Falls and the Service Line committees to help create a new mobility assessment. This new tool promotes early mobility and safe patient handling when selecting equipment.

While shadowing with Radiology and the Transport Team, the UPLIFT facilitator saw that ancillary team members have limited knowledge of patients' mobility status and conditions. With the new mobility tool in Epic, Radiology team members can now see mobility status and equipment needs on their screen; this information also will show on the Rover screen for the Transport Team.

During 2024, UPLIFT coaches will receive a reminder to register for their required coaching class.

Employee benefits enhance workplace culture

(3.11e)

Prisma Health is committed to being an employer of choice. As such, Prisma Health seeks to provide a culture that respects all individuals and the role they play in serving the organization's purpose, offer competitive salary and benefits, support work/life balance, and actively listen and respond to team members' suggestions or concerns.

To help remain an employer of choice, Prisma Health offers a plethora of services and benefits (see next page as they relate to Prisma Health as a whole). Some offerings are targeted to health plan members only; some extend to family members; others are focused on all members of the health team.

Here are some ways the system continued to attract and retain its valued workforce in Calendar Year 2023:

- Enhanced the Military Leave policy to support Prisma Health's military members.
- Maintained no increase in medical plan premiums from Calendar Year 2022 to 2023.
- Contributed \$67 million to retirement savings plans for team members.
- Offered health plan participants \$0 copay on certain prescription medications if they have one or more of these chronic conditions: asthma, congestive heart failure, COPD, diabetes, coronary artery disease.
- Paid \$4.4 million to team members to offset student loans.
- Contributed \$2.1 million for tuition assistance.
- Offered student loan debt program to assist team members with loan forgiveness, refinancing and consolidation.
- Provided leadership and professional development opportunities through internal offerings, Upstate Area Health Education Center consortium and free LinkedIn Learning.
- Offered discounts on monthly dues for membership at Greenville-area YMCAs and the system's Life Center® Health & Conditioning Club members.
- Offered full coverage for diabetes education and nutrition counseling.
- Provided free Team Member Care Centers on-site to conveniently treat common medical conditions; services are available for team members and dependents over age 16.
- Afforded prompt, low-cost treatment for neck, back, shoulder, hip and knee pain through our MSK (Musculoskeletal) Program.
- Expanded health care access through virtual care services.
- Delivered financial wellness opportunities through online and in-person education; dedicated April as Financial Wellness Month with on-site or virtual events accessible at all locations.
- Hosted an on-site event bringing more than 20 internal and external partners together to give team members an opportunity to learn more about services available to them.
- Offered a wellness resources toolkit through the system's online benefits website.
- Provided free Greenlink public transit benefits.
- Continued to offer Employee Assistance Program powered by Telus.
- Continued growing family support through BenefitBump to provide benefit plan education and navigation for any path to parenthood, including emotional support for the whole family.
- Continued technology for team members to take part in well-being activities that earn points for a medical plan premium discount or to spend in a rewards mall.
- Held annual paid time off cash-in opportunity for team members.
- Provided childcare resources through an on-site facility, back-up care and online education assistance.
- Implemented new leaves of absence resources page to assist leaders and team members.
- Enhanced www.BenefitsForMyWorld.com benefit page to include life journeys, making it easier for team members to find all resources available to them based on current needs, such as marriage, retirement, etc.
- Migrated to Empower from Prudential Retirement because it offers more tools and resources.
- Hosted many virtual and in-person events to highlight programs available.
- Added free, nationally recognized financial coaching benefit for all team members with Your Money Line.
- Launched Benefits & Pay Hub in Workday to improve visibility and control.
- Began a weekly column to improve benefits awareness.
- Introduced LiveWell@Prisma Health Resource Guide to help team members understand and access well-being benefits.
- Increased mental health support benefits, programs, learning and access, including expanding Headspace and Lifeworks for all team members and their families, regardless of benefits status; for team members and their dependents on a Prisma Health health insurance plan, expanded therapy via AbleTo and Meru Health, as well as behavioral and emotional health for children ages 18 months to 17 years through Brightline.
- Initiated "Inspire" platform to promote recognition and feedback improvements across Prisma Health.
- Provided CARE Fund emergency assistance to 2,500+ team members.
- Added Donor Leave policy to support organ and tissue donors.

Fast facts for the Upstate

Facilities

Medical campuses 8
Total hospitals (including specialty) 11
Physician practice sites 207
Licensed beds 1,475
Licensed NICU/Special Care bassinets 85

Prisma Health team

Total employed team members 17,830
Employed physicians (included in team members) 1,354
 Physician assistants 159
 Registered nurses 5,045
 Nurse practitioners 427
 Nurse midwives 11
Affiliated/Medical Staff physicians (including employed) 1,875
Volunteers 630

Clinical statistics

Inpatient surgical procedures 14,227
Outpatient surgical procedures 46,809
Adult and pediatric patient days 370,342
Average inpatient daily census 1,008
Average length of stay (in days) 5.5
Hospital discharges 67,831 (10,204 pediatric, excluding newborns)
Outpatient facility visits (includes clinic, ER and home health visits) 1,706,322
 Clinic/facility visits 1,118,640
 Rural health clinic visits 215,489
 Emergency services visits 311,537 (32,190 pediatric)
 Home health visits 60,656
Hospice admissions 1,342
Physician practice visits (includes Prisma Health virtual visits) 3,846,594
Urgent care visits 101,543
Babies birthed 9,213

Clinically integrated network members

In October 2021, Prisma Health Upstate Network combined with our Prisma Health Midlands counterpart to form the inVio Health Network. Network members in the Upstate number 1,661 physicians and 1,482 advanced practice clinicians, for a combined total of 3,143 in FY23.

Transform health care

(Compliance with lease sections 3.11a, 3.11d, 3.11e)

Moving the needle in community health

(3.11a)

South Carolina's overall health ranking improved from #44 in the nation in 2017 (when Prisma Health was formed) to #38 in 2023, according to America's Health Rankings 2023 Annual Report of states and their health outcomes status. That progress indicates Prisma Health is building trust with patients in both outpatient and inpatient settings. In fact, inpatient performance is in the top quartile, with inpatient market share ranking #1 in the Upstate and Midlands.

Academics and research

(3.11a)

The Prisma Health Education and Research Institute (formerly Health Sciences Center) is the system's academic health center with strong, strategic relationships among three universities: Clemson University, Furman University and the University of South Carolina. Additionally, Prisma Health has numerous affiliation agreements with colleges and universities across the Palmetto State. The institute's greatest asset is the Prisma Health clinical learning environment, which touches approximately 7,500 students a year in clinical training, research, exploratory opportunities, shadowing and pipeline programs (more than 3,500 of those students are in the Upstate). In addition, the strength of the institute is deeply embedded in clinically relevant research partnerships with faculty, scholars and students that improve care.

Prisma Health Academics consists of a research, teaching and innovation platform focused on advancing healthcare delivery, formulating new care models and developing our future workforce. The vibrant clinical learning environment fosters teaching and learning, creates space for innovation and ultimately presents opportunities to improve patient outcomes through research.

The bottom line? These academic programs, research innovations and other opportunities mentioned above enhance our ability to create the future healthcare workforce through enhanced access, advances in medical care and focused recruitment during a time of national shortages.

Snapshots for FY23

Academics (Upstate)

- Residents: 329 in 13 residencies.
- Fellows: 35 in 12 fellowships.
- Medical school students: 437.
- Student learners: 3,671 (high school, undergraduate, graduate or professional students not listed above who rotate at Prisma Health).
- Student placement at Prisma Health: 69 departments in 144 facilities.
- Pipeline programs to ignite interest in healthcare: 4, with approximately 200 participants.
- 1 of only 120 academic health centers in the nation.
- Affiliated on-campus medical school: University of South Carolina School of Medicine Greenville; affiliated on-campus nursing school: Clemson University.
- Prisma Health as a whole trains more primary care residents than all other graduate medical education programs combined in South Carolina.

Research (systemwide data only available)

- Number of submitted proposals requesting external funding: 234* valued at \$116.7 million.
- Number of submitted proposals awarded external funding: 175** valued at \$51.7 million.
- Average active studies: 1,219.

- Average total number of patients enrolled in clinical trials: 4,961.
- Average research studies across all Prisma Health: 1,219, including 542 clinical trials.

**A sponsored program is a project, normally in the form of a grant or contract or cooperative agreement, funded from external sources including federal, state and local governments or private corporations/foundations.*

***The award of a contract or grant creates a legal relationship to achieve a purpose or objective under specified conditions.*

Unique program nears end of fifth year

Prevent Cancer–Greenville is a unique Prisma Health program that strives to prevent cancer two ways: Help individuals identify and reduce their risk through recommended screenings and lifestyle changes, and conduct research to better identify cancers in the future. A yearly visit for those age 18+ includes a complete health risk analysis (with body composition measurements), education and referrals. The initial and ongoing annual visits are free, thanks to philanthropic support.

The program launched November 2018, with 281 people enrolling through FY19. Despite the pandemic, FY20 saw 191 new enrollees sign up and 159 patients return for their second visit, for a total of 350 visits. In FY21, 304 patients returned for follow-up visits and 190 enrolled in the program, totaling 494 visits. And even though COVID-19 remained active in FY22, 410 participants returned for follow-up visits and 219 joined the program, for a total of 629 visits. In FY23, 154 participants enrolled and 534 return visits were logged.

Screening success

(3.11e)

Despite a downturn in nationwide health screenings due to COVID-19, Prisma Health in the Upstate completed 57,271 screening mammograms in FY23 – a marked increase over the 51,988 screenings performed in FY22.

Business Health Solutions update

(3.11e)

Each year, our Business Health Solutions team expands our client relationships by offering additional services and broadens our reach by providing services for new business partners. Nearly 620 Upstate businesses, including occupational health and wellness/prevention clients, have partnered with Prisma Health to help improve employee health and wellness.

Diversity and inclusion

(3.11e)

Diversity and Inclusion Training Curriculum

This training suite includes a unique collection of learning modules to increase care teams' knowledge, awareness and understanding of diversity, including sensitive racial, cultural and physical differences as well as similarities. Modules also provide effective interpersonal and communication strategies to reduce health inequities and advance culturally responsive care during patient encounters and in the workplace.

Training topics include:

- Implicit bias
- Bystander intervention
- Micro-aggressive behaviors
- Communication about culturally sensitive issues
- LGBTQ+ in health care

At the completion of the learning modules, team members, clinicians and leaders will:

- Develop a shared language around terms related to unconscious (implicit) bias, microaggressions, cultural sensitivity, and upstander and bystander intervention.
- Learn practical techniques to reduce biases, disparities and inequities.
- Use skills to hold oneself and team members accountable for an inclusive culture.
- Identify subtle intentional and unintentional behaviors impacting historically disenfranchised, marginalized groups.
- Build effective techniques to communicate with workplace teams and patients with sensitivity, empathy, respect and healing.

Health equity/Equity of Care Pledge

Prisma Health is committed to advancing health equity and ensuring that quality and equitable health care is delivered to everyone regardless of income, race, ethnicity, language preference, gender or age. To demonstrate this commitment, Prisma Health has signed and endorsed the American Hospital Association Equity of Care Pledge to build on the national call to action to eliminate preventable racial and ethnic health care disparities and address gaps in care.

The pledge includes four key elements:

- Increase the collection, stratification and use of race, ethnicity, language preference and other sociodemographic data to improve quality and safety.
- Increase cultural competency training to ensure culturally responsive care.
- Advance diversity in leadership and governance to reflect the communities served.
- Improve and strengthen community partnerships.

All Prisma Health hospital CEOs affirmed the Equity of Care Pledge and have established an action plan to address at least one key element.

Business Resource Groups

Business Resource Groups (BRGs) is a human resources best practice that fosters a culture of inclusion and belonging through community and networking. These groups are team member led, team member focused and open to all team members. Currently, Prisma Health has 14 Business Resource Groups aligned with system goals and initiatives.

- ABLE: Abilities Beyond Limits and Expectations
- African American Network
- GENTS (Gentlemen Engaging in Networking and Transforming Success)
- Hispanic Medical Society
- HOLA (Hispanic Organization Latino Administration) Network
- Interfaith
- Pride Alliance
- Levi S. Kirkland Society of African American Physicians
- Mindful and Emotional Intelligence
- Veterans' Network
- Virtual Team Members
- Wholeself/Wellness – NEW
- Women's Alliance Network
- Young Professionals

Supplier Diversity Program

Supplier Diversity initiatives continue to expand both the Prisma Health footprint and outreach with the diverse supplier community as well as provide education and accountability within the system. Semimonthly one-on-one meetings with diverse suppliers continues to build and strengthen relationships and create opportunities for possible future partnerships.

Other items of note include:

- Featured in Diversity Plus Magazine as among the “Top 25 Diversity Change Leaders Making Waves.”
- Received the inaugural Supplier Diversity Advocate of the Year award from the Upstate LGBTQ Chamber of Commerce.
- Featured in Journal of Healthcare Contracting titled “Prisma Health’s Commitment to Supplier Diversity.”
- Featured as panelists at conferences or as podcast presenters.

As always, the organization remains committed to proactively seeking minority, women, veteran and LGBTQ suppliers to serve the needs of our patients.

Language Services

Prisma Health Language Services is committed to bridging communication and cultures compassionately and innovatively for the patients, families and communities we serve. That’s why Language Services offers free in-house video interpreting options in multiple languages, interpretation, and document translation to team members and patients who need them. The department also provides an audio option with the use of Vocera for clinicians and patients, and it partners with three vendors to ensure all interpretation needs are covered in a timely fashion.

The unit of trained, qualified, and certified team members includes translators, interpreters, a bilingual employee program and a trilingual team. Medical interpreters work on-site at several hospitals, outpatient facilities and physician practices. They deliver services in person, over the phone or by video – totaling 280,375 encounters in FY23 (up markedly from last year’s 165,011).

This fiscal year, interpreters:

- Facilitated 22,001 in-person interpreting encounters (up markedly from last year’s 13,726).
- Were involved in 143,174 phone interpretations (up markedly from last year’s 101,271).
- Participated in 115,200 video interpretations (more than double from last year’s 50,014).

Prisma Health is one of the select health organizations in the nation with a group of internal translators. Members translate a variety of Prisma Health documents to ensure that patients with limited or no English proficiency have access to print materials. In FY23, this group translated 750,795 words across the Upstate and Midlands markets.

Language Services provides access to more than 200 languages. In addition to Spanish, the most commonly requested languages in the Upstate are Russian, American Sign Language, Vietnamese, Arabic and Ukrainian.

Upstate philanthropy

(3.11e)

In FY23, Prisma Health’s South Carolina-based nonprofit organization housed two affiliated 501(c)(3) foundations in the Upstate, along with the Prisma Health Office of Philanthropy. Collective philanthropic efforts in FY23 exceeded \$13 million, thanks to generous donors contributing cash, pledges, planned gifts and in-kind donations to enhance local patient care. Contributions also supported research, education and training, and community wellness initiatives.

Office of Philanthropy

Of that monetary amount, approximately \$11.6 million in private support was contributed by 3,245 generous donors, including individuals, foundations, corporations and community partners. Six FY23 highlights are summarized below:

- Prisma Health announced the creation of the W. Larry Gluck, MD, Endowed Chair in Translational and Molecular Oncology Research. This \$3 million endowment – funded by numerous community members and Prisma Health team members – honors Dr. Gluck’s 38-year legacy and supports research breakthroughs and advances in cancer treatments that will translate to better patient outcomes.

- Children’s Hospital in the Upstate was the beneficiary of a \$1 million naming commitment from Hogs for the Cause, a new partner organization that brings together the barbeque community to raise funds for pediatric cancer. The gift will support the \$6 million Inspire Courage campaign for the Pediatric Hematology/Oncology Unit renovation project at the hospital.
- Run4Life celebrated 16 years of coming together to honor the memory of Caine Halter and to support community members affected by cancer. This annual event, held in partnership with the YMCA of Greenville County and the Neighborhood Cancer Connection (formerly Cancer Society of Greenville County), raised \$126,105 from sponsors and participants. The 5K race map now includes a route through Cancer Survivors Park.
- The Bradshaw Institute for Community Child Health & Advocacy’s Diaper Bank – now in its third year – distributed more than 180,000 diapers to 3,000 children through six events across Upstate campuses. Corporate donors include RE/MAX, S.C. Federal Credit Union and Spinx, along with a \$40,000 sponsorship from Healthy Blue of S.C.
- Prisma Health launched the Black Doula Pilot Program with a \$125,000 grant from TD Charitable Foundation. The program aims to improve maternal and birth outcomes for Black mothers by pairing them with doulas for support before, during and immediately after the birthing process.
- The endowment campaign for Prisma Health’s Medical Experience (MedEx) Academy was completed and the endowment named to honor long-time Prisma Health team member and program champion Brenda Thames, EdD. This \$1 million endowment ensures continued support for curious high school and college students exploring health care careers through the MedEx Academy.

Prisma Health’s Baptist Easley Hospital Foundation

In FY23, Baptist Easley Foundation focused on special events – including its Legacy Society event – to strengthen relationships with existing donors and to engage new donors with Baptist Easley Hospital.

- The foundation raised \$60,000 from the Summer Gala at the Poinsett Club in Greenville.
- The Legacy Society added two families who are leaving a gift in their estate plans for Baptist Easley Hospital.
- The Festival of Lights fundraiser in December 2022 raised \$67,000 for the Patient Care Fund at the hospital.
- The foundation provided \$100,000 toward new bedside tables for the hospital, \$35,000 for departmental needs and \$5,000 toward cancer care items.

Prisma Health’s Oconee Memorial Hospital Foundation

Strong community support continues in the Mountain Lakes region through generous donations to the Oconee Memorial Hospital Foundation. Highlights from FY23 include:

- Community members contributed nearly \$1.25 million to support patient care in and around Oconee campus.
- The foundation’s Christmas Tree Festival in December 2022 raised a net profit of \$202,000 for Prisma Health Hospice of the Foothills and its Crippen Endowment.
- The 16th Annual Golf Classic (tournament and ball drop) generated \$67,600 to benefit services on Oconee campus, including The Family Birthplace, HeartLife® Cardiac Rehab, robotic technology (orthopedic) and the Dental Clinic.
- The foundation held its Pass the Purse event in the spring, raising \$115,000 for the Cancer Institute on campus. Funds will support local survivorship programs and patient needs.
- Team members around campus contributed \$87,570 through the foundation’s annual Miracle Team campaign.
- The Foundation inducted 15 new members into its top cumulative giving societies. And Women in Philanthropy, formed four years ago, has grown to 71 members from Oconee and Pickens counties; the collective giving circle has gifted a total of \$234,000 to enhance patient care services.
- The hospital opened Phase 1 of the ED expansion in August, thanks to generous community support totaling more than \$1 million. Phase II is scheduled to open in 2024.

APPENDIX

Overall Prisma Health FY 2023 Performance Scorecard..... 31

2022 Community Health Needs Assessment Report..... 32

General summary of Prisma Health–Upstate insurance coverages 33

2023 DHEC license renewals for Prisma Health–Upstate 34

Prisma Health–Upstate and subsidiaries FY 2023 finances 35

Greenville Health Authority FY 2023 finances 37

County-level distribution of Prisma Health’s total economic impact (2022) 40

Memorandum of lease..... 45

Prisma Health–Upstate Board of Directors..... 50

Prisma Health FY 2023 Performance Scorecard

(3.11e)

	Goal	Measurement
Service	Improve Patient Experience as measured by Likelihood to Recommend – Acute Care/Med Group/Post-Acute Composite FY23 Performance: 84.2%	1. Less than 81.86% 2. 81.86% 3. 81.9% 4. 82.5% 5. 83.2%
People	Improve Employee Engagement Index FY23 Performance: 82.7%	1. Less than 81% 2. 81% 3. 82% 4. 83% 5. 83.5%
Quality	Improve Clinical Excellence as measured by Quality and Patient Safety Dashboard FY23 Performance: 100.1	1. 80 2. 85 3. 90 4. 95 5. 100
Growth	Improve volumes in the following categories from prior and to budget (total volume): FY23 Performance: 8,663,451 Adjusted to add ED visits and COVID-19/Labcorp adjustments	1. <8,502,510 visits 2. 8,502,510–8,523,819 visits 3. 8,523,820–8,545,129 visits 4. 8,545,130–8,566,488 visits 5. 8,566,439 and above
Finance	Improve Labor (Salary) Cost per Adjusted Discharge FY23 Performance: \$9,364	1. Greater than \$10,174 2. \$10,174 3. \$9,975 4. \$9,775 5. \$9,580
	Operating Margin (in millions) FY23 Performance: \$67.075M	1. – 2. – 3. \$60M 4. \$63M 5. \$66M
	Operating Margin % FY23 Performance: 1.1%	1. – 2. – 3. 1.0% 4. 1.05% 5. 1.1%

2022 Community Health Needs Assessment Report

(3.11d, 3.13a)

Prisma Health's commitment to transforming community health and wellness is driven by our purpose: *Inspire health. Serve with compassion. Be the difference.* To effectively and efficiently transform health, we must first be aware of the top health issues facing our residents, especially the health of underserved and vulnerable populations. A Community Health Needs Assessment is an invaluable tool for identifying and prioritizing a community's health needs, in this case, the areas served by Prisma Health.

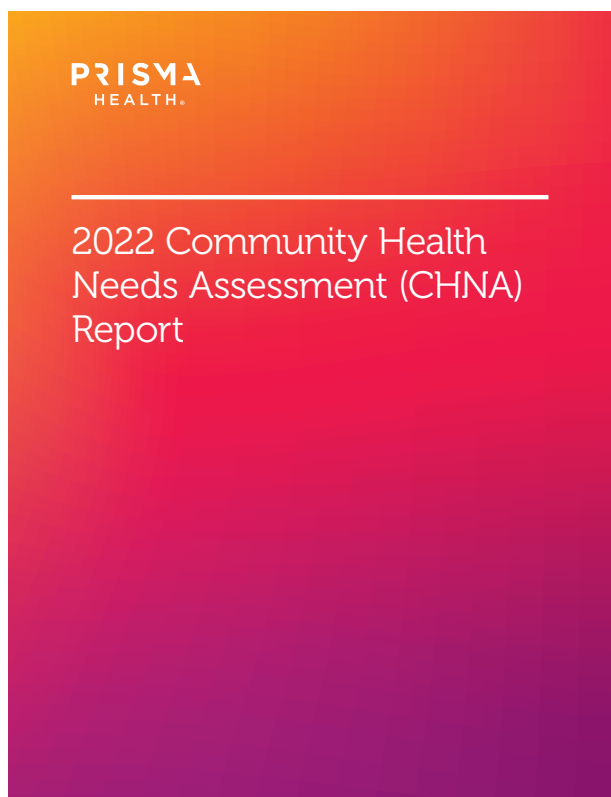
This report includes input from individuals representing the broad interests of our service area counties. Input was collected from surveys, focus groups and community leaders. With this feedback, along with support from community stakeholders and a thorough analysis of relevant data (and in accordance with regulations put forth by the Internal Revenue Service pursuant to the 2010 Patient Protection and Affordable Care Act), Prisma Health has identified three health priorities (ranked) to focus on over the next three years:

These priorities are listed in rank order:

1. **Mental health**
2. **Overweight and obesity**
3. **Heart disease and stroke**

Coincidentally, the top three health priorities ranked the same in both the Midlands and the Upstate.

Strategies have since been crafted – both adult and pediatric – to address these prioritized needs through 2025, with an end goal of improving community health. Through concerted efforts and strong engagement with our patients, guests and families; area leaders; health care advocates and goodwill ambassadors; academic, business, legislative and community partners; and team members acting as one Prisma Health, our communities can become stronger and healthier – both physically and emotionally. The 2022 Community Health Needs Assessment Report will help guide this transformation.



<https://www.PrismaHealth.org/services/other-services/community-health-hub/community-health-needs-assessment>

General summary of Prisma Health–Upstate insurance coverages

(3.11e)

Summary of Insurance Policies for FY 2023

Line of Insurance Coverage	Term
Comprehensive Property	10/1/2022 - 10/01/2023
Pollution/Environmental Legal Liability	10/01/2022 - 10/01/2025
General & Professional Liability Umbrella (Malpractice)	10/1/2022 - 10/01/2023
Directors & Officers Liability and Employment Practices Liability (D&O/EPL)	10/1/2022 - 10/01/2023
Fiduciary Liability	10/1/2022 - 10/01/2023
Cyber Liability	10/1/2022 - 10/15/2023
Crime	10/1/2022 - 10/01/2023
Employed Lawyers	10/1/2022 - 10/01/2024
Managed Care E & O	10/1/2022 - 10/01/2023
Kidnap & Ransom (Special Crime)	10/01/2020 - 10/01/2023
Workers' Compensation (In-state)	1/1/2023 - 1/1/2024
Workers' Compensation (Out of State)	1/1/2023 - 1/1/2024
Business Automobile	10/1/2022 - 10/01/2023
Emergency Vehicles	10/1/2022 - 10/01/2023
Business Travel & Accident	10/01/2022 - 10/01/2023
Non-owned Aviation Liability	10/1/2022 - 10/01/2023
Police Liability (Greenville Health Authority)	10/1/2022 - 10/01/2023
D&O/EPL (Greenville Health Authority)	10/1/2022 - 10/01/2023

Further details regarding the insurance coverages available to GHA Trustees upon request.

2023 DHEC license renewals for Prisma Health–Upstate

(3.11e)

Prisma Health–Upstate Licensed bed list

LICENSED APPLICATION PROCESSING/APPLIED FOR/RENEWED			
FACILITY/PROGRAM	# Beds	License Number	Expiration Date
Prisma Health Greenville Memorial Hospital	864	HTL- 0936	10/31/24
Greenville Memorial Hospital	746		
NICU (not included in the 846 count)	80		
Roger C. Peace Rehabilitation Hospital	53		
Marshall I. Pickens Hospital	65		
Prisma Health Patewood Hospital	72	HTL-0933	10/31/24
General Hospital			
NICU (not included in the 72 count)	4		
Prisma Health Laurens County Hospital	76	HTL-0932	10/31/24
General Hospital			
Prisma Health Greer Memorial Hospital	82	HTL-0934	10/31/24
General Hospital			
NICU (not included in the 82 count)	1		
Prisma Health Hillcrest Hospital	43	HTL-0931	10/31/24
General Hospital			
Prisma Health Oconee Memorial Hospital	169	HTL-0937	10/31/24
General Hospital			
Prisma Health Baptist Easley Hospital	109	HTL-0945	10/31/24
General Hospital			
Prisma Health Cross Creek Surgery Center	4 Ors	ASF-0132	10/31/24
Ambulatory Surgery Facility			
Prisma Health Surgery Center-Spartanburg	2 Ors	ASF-0134	10/31/24
Ambulatory Surgery Facility			
Prisma Health Patewood Outpatient Surgery Center	6 Gen ORs/2 GI Rms	ASF-0133	10/31/24
Ambulatory Surgery Facility			
Prisma Health North Greenville LTACH	45	HTL-0935	10/31/24
Specialized Hospital			
Prisma Health Cottingham Hospice House	15	HPF-0030	10/31/24
Inpatient Hospice Facility			
Prisma Health Hospice of the Foothills	NA	HPC-0212	10/31/24
Hospice Program			
Prisma Health SeniorCare PACE-Upstate	140 Participants	ADC-0431	8/31/24
Adult Day Care Program			
Prisma Health Home Health-Upstate	NA	HHA-0323	10/31/24
FY2024	1,475		

Prisma Health–Upstate and subsidiaries FY 2023 finances

(3.11e)

Balance Sheet Information

(Dollars in Thousands)

As of September 30, 2023

	Prisma Health–Upstate and subsidiaries
Assets	
Current assets:	
Cash and cash equivalents	\$ 99
Patient accounts receivable, net	554,974
Inventories of drugs and supplies	78,130
Other current assets	24,511
Due from related parties, net	10,382
Estimated third-party payor settlements	16,331
Total current assets	<u>684,427</u>
Property and equipment, net	730,639
Right-of-use assets	221,595
Investments in joint ventures	6,461
Investments	33,956
Other assets	50,709
Total assets	<u><u>\$ 1,727,787</u></u>
Liabilities and net assets	
Current liabilities:	
Accounts payable	\$ 65,889
Accrued liabilities	170,183
Current portion of operating lease obligations	31,438
Current portion of finance lease obligations	659
Current portion of long-term debt	6,785
Total current liabilities	<u>274,954</u>
Long-term operating lease obligations, net	205,076
Long-term finance lease obligations, net	33,343
Long-term debt, net	92,016
Other long-term liabilities	96,525
Total liabilities	<u>701,914</u>
Net assets:	
Without donor restrictions	943,297
With donor restrictions	82,576
Total net assets	<u><u>1,025,873</u></u>
Total liabilities and net assets	<u><u>\$ 1,727,787</u></u>

Prisma Health–Upstate and subsidiaries FY 2023 finances

Statement of Operations and Changes in Net Assets Information (Dollars in Thousands)

For the Year Ended September 30, 2023

	Prisma Health–Upstate and subsidiaries
Revenue, gains and other support:	
Net patient service revenue	\$ 3,467,596
Other revenue	373,243
Gain on sale of business	7,761
Total revenue, gains and other support	<u>3,848,600</u>
Expenses:	
Salaries, wages, benefits and contracted labor	1,875,999
Supplies and other expenses	1,771,944
Depreciation	80,816
Interest and amortization	567
Total expenses	<u>3,729,326</u>
Operating income	<u>119,274</u>
Nonoperating income (expense):	
Investment income, net	4,104
Net change in value of derivative financial instruments	1,799
Other	(750)
Total nonoperating income	<u>5,153</u>
Revenues and gains greater than expenses and losses	124,427
Parent/subsidiary equity transaction	(208,283)
Increase in interest in affiliated foundations	761
Net assets released from restrictions used for capital	2,120
Other	(10,166)
Decrease in net assets without donor restrictions	<u>(91,141)</u>
Net assets with donor restrictions:	
Increase in interest in affiliated foundations	921
Investment income, net	9,837
Contributions, net	7,514
Capital contributions	2,120
Net assets released from restrictions used for capital	(2,120)
Increase in net assets with donor restrictions	<u>18,272</u>
Decrease in net assets	(72,869)
Net assets at beginning of year	<u>1,098,742</u>
Net assets at end of year	<u>\$ 1,025,873</u>

Greenville Health Authority FY 2023 finances

Statements of Net Position (In Thousands)

	As of September 30	
	2023	2022
Assets		
Current assets:		
Cash and cash equivalents	\$ 3,382	\$ 45,364
Other current assets – restricted	6,000	6,000
Total current assets	9,382	51,364
Assets with limited use – donor restricted	926	219
Other assets – restricted	91,251	92,739
Total assets	<u>\$ 101,559</u>	<u>\$ 144,322</u>
Liabilities and net position		
Current liabilities:		
Accrued liabilities	\$ 2,267	\$ 2,317
Due to affiliates	2,116	28,242
Estimated third-party settlements	–	15,806
Total current liabilities	4,383	46,365
Other long-term liabilities	30,417	30,913
Total liabilities	<u>34,800</u>	<u>77,278</u>
Net position:		
Unrestricted	1,000	1,000
Restricted for specific operating purposes	65,759	66,044
Total net position	66,759	67,044
Total liabilities and net position	<u>\$ 101,559</u>	<u>\$ 144,322</u>

Greenville Health Authority FY 2023 finances

Statements of Revenues, Expenses and Changes in Net Position (In Thousands)

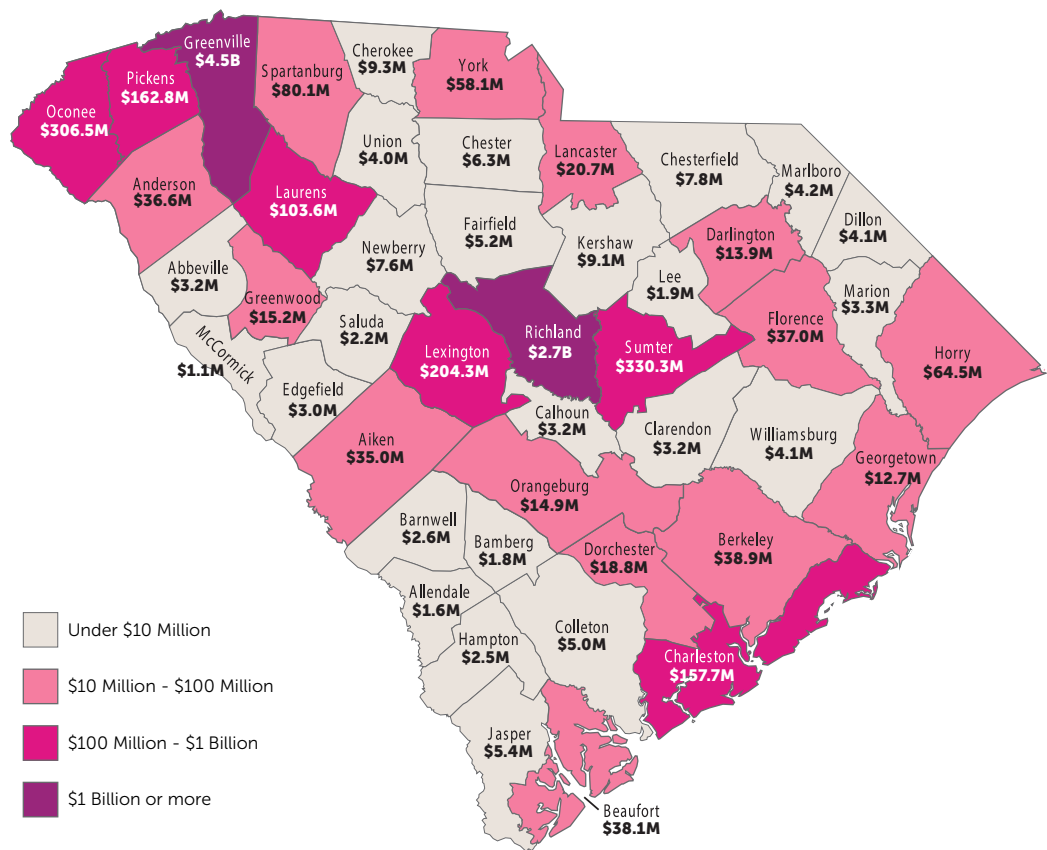
	Year Ended September 30	
	2023	2022
Revenues		
Recoveries of accounts previously deemed uncollectible	\$ 2,647	\$ 5,388
Third-party settlements	15,806	—
Total operating revenues	18,453	5,388
Expenses		
Supplies and other costs	118	18
Total operating expenses	118	18
Operating income	18,335	5,370
Nonoperating activities:		
Investment income, net	862	375
Transactions with Prisma Health-Upstate and Subsidiaries, net	(19,197)	(2,913)
Present value adjustment to contribution from Prisma Health-Upstate, Healthy Greenville	4,512	4,583
Present value adjustment to contribution to Greenville County and municipalities	(1,504)	(1,528)
Other	(3,293)	(3,884)
Total nonoperating activities	(18,620)	(3,367)
Excess of revenues (under) over expenses	(285)	2,003
Net position, beginning of year	67,044	65,041
Net position, end of year	\$ 66,759	\$ 67,044

Greenville Health Authority FY 2023 finances

Statements of Cash Flows (In Thousands)

	Year Ended September 30	
	2023	2022
Operating activities		
Cash receipts from recovery of bad debt	\$ 2,647	\$ 5,388
Cash payments to vendors and affiliated entities, net	(45,491)	(380)
Net cash (used in) provided by operating activities	(42,844)	5,008
Noncapital financing activities		
Noncapital contribution from Prisma Health-Upstate	6,000	6,000
Net cash provided by noncapital financing activities	6,000	6,000
Investing activities		
Investment income realized	862	375
Payments to Greenville County and municipalities	(2,000)	(2,000)
Payments for Healthy Greenville	(3,293)	(3,884)
Net cash used in investing activities	(4,431)	(5,509)
Net (decrease) increase in cash and cash equivalents	(41,275)	5,499
Cash and cash equivalents, beginning of year	45,583	40,084
Cash and cash equivalents, end of year	\$ 4,308	\$ 45,583
Reconciliation of cash and cash equivalents		
Cash and cash equivalents in current assets	\$ 3,382	\$ 45,364
Cash and cash equivalents in assets with limited use – donor restricted	926	219
	\$ 4,308	\$ 45,583
Reconciliation of operating income to net cash (used in) provided by operating activities		
Operating income	\$ 18,335	\$ 5,370
Adjustment to reconcile operating income to net cash (used in) provided by operating activities:		
Change in operating assets and liabilities:		
Other liabilities	(61,179)	(362)
Net cash (used in) provided by operating activities	\$ (42,844)	\$ 5,008

County-level distribution of Prisma Health's total economic impact (2022)

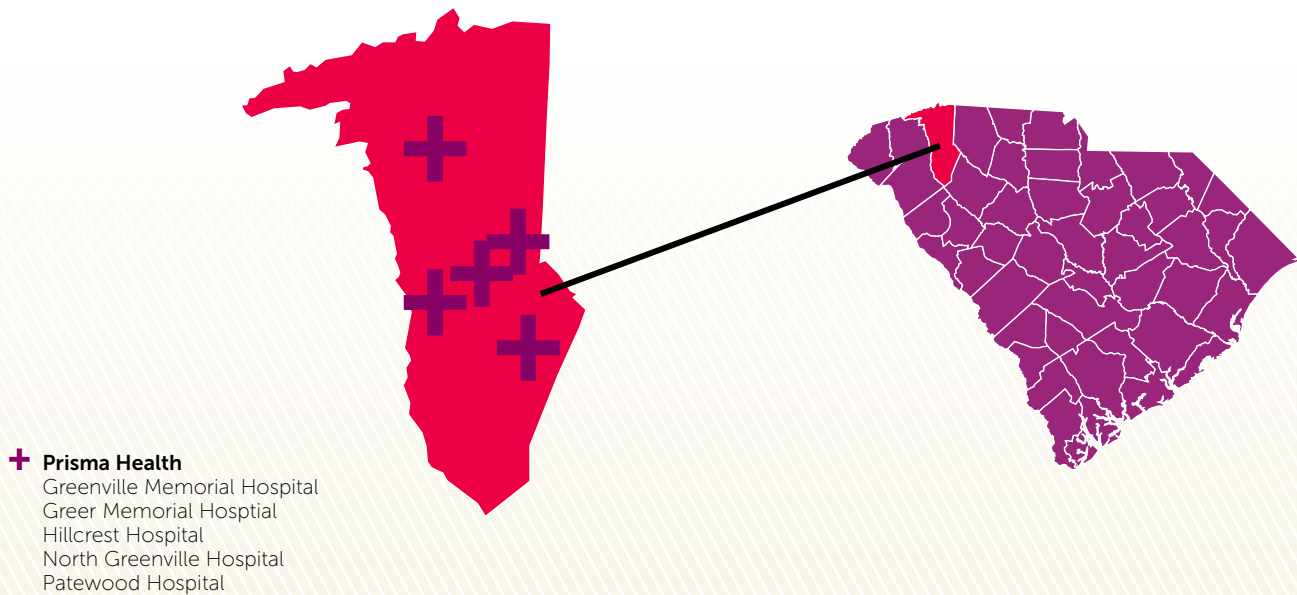


Source for Pages 40–44: The Economic Impact of Prisma Health on South Carolina, produced by the Division of Research at the University of South Carolina Darla Moore School of Business

To see the entire economic impact study, go to: <https://prismahealth.org/pdfs/economic-impact-study>

The Economic Impact in Greenville County

PRISMA HEALTH



Total Economic Impact
\$4.5 Billion

Total Employment: **26,824***
Pct. of Total County
Employment: **10.6%**

1.9 Employment
Multiplier

For every **10 jobs** that are
supported directly by
Prisma Health in **Greenville County**,
an additional **9 jobs** are
created elsewhere in the county
(for a total of **19 jobs**)

Total Number of Unique
Patients Served Each Year

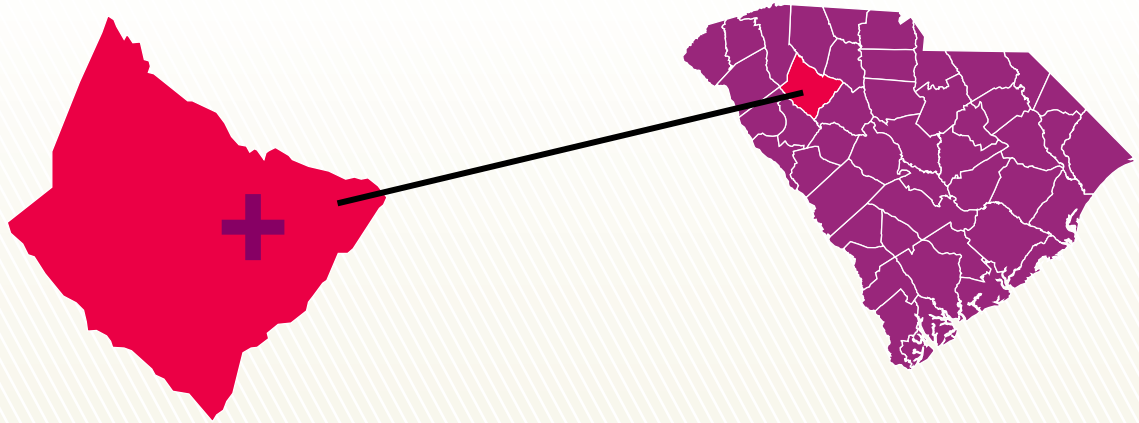
292,147



54.9% of Total County
Population

*Note that this estimate includes both direct and all secondary (indirect) employment effects.

Laurens County



+ Prisma Health
Laurens County Hospital

Total Economic Impact
\$103.6 Million

Total Employment: **616***
Pct. of Total County
Employment: **2.1%**

1.4 Employment
Multiplier

For every **10 jobs** that are
supported directly by
Prisma Health in **Laurens County**,
an additional **4 jobs** are
created elsewhere in the county
(for a total of **14 jobs**)

Total Number of Unique
Patients Served Each Year

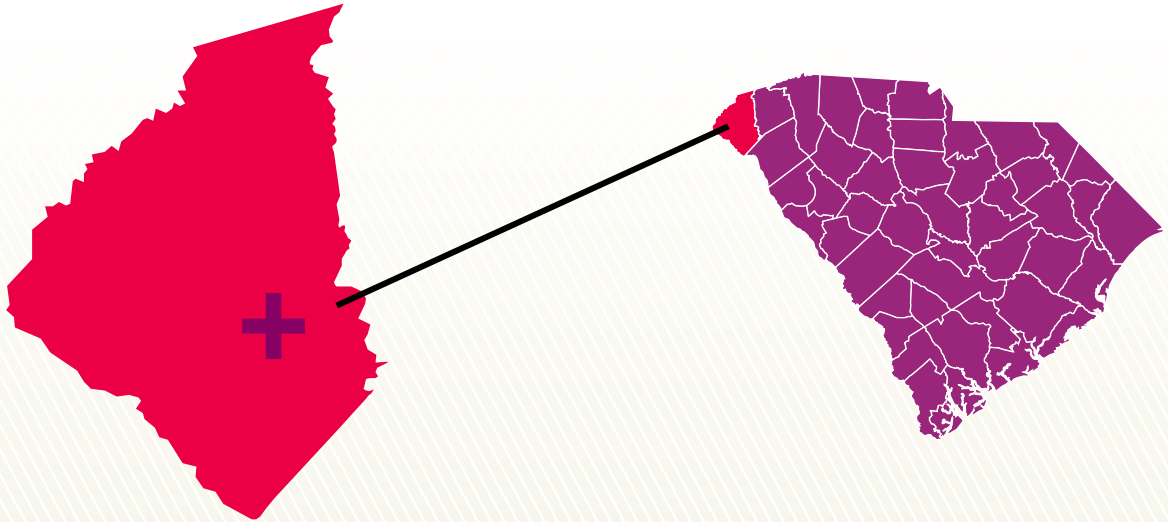
25,412



37.4% of Total County
Population

*Note that this estimate includes both direct and all secondary (indirect) employment effects.

Oconee County



+ Prisma Health
Oconee Memorial Hospital

Total Economic Impact
\$306.5 Million

Total Employment: **2,092***

Pct. of Total County
Employment: **6.2%**

1.5 Employment
Multiplier

For every **10 jobs** that are
supported directly by
Prisma Health in **Oconee County**,
an additional **5 jobs** are
created elsewhere in the county
(for a total of **15 jobs**)

Total Number of Unique
Patients Served Each Year

43,259

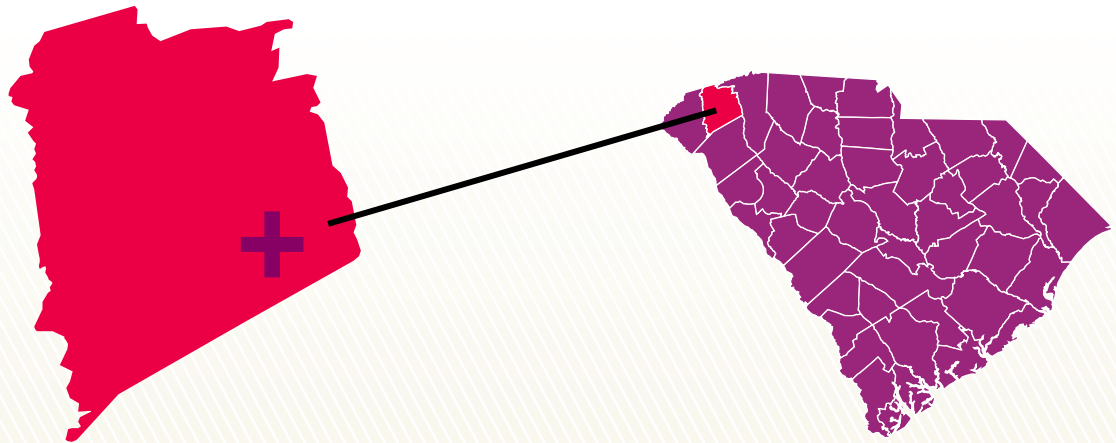


54.1% of Total County
Population

*Note that this estimate includes both direct and all secondary (indirect) employment effects.

The Economic Impact in Pickens County

PRISMA HEALTH



+ Prisma Health
Baptist Easley Hospital

Total Economic Impact
\$162.8 Million

Total Employment: **1,113***
Pct. of Total County
Employment: **2.0%**

1.5 Employment
Multiplier

For every **10 jobs** that are
supported directly by
Prisma Health in **Pickens County**,
an additional **5 jobs** are
created elsewhere in the county
(for a total of **15 jobs**)

Total Number of Unique
Patients Served Each Year

72,362



56.5% of Total County
Population

*Note that this estimate includes both direct and all secondary (indirect) employment effects.

Memorandum of lease



2018077579

MEM/LEASE Book: DE 2549 Page: 4656 - 4661

6 Pgs

October 10, 2018 04:40:41 PM

Rec: \$12.00

E-FILED IN GREENVILLE COUNTY, SC

Timothy J. Haney

STATE OF SOUTH CAROLINA)
COUNTY OF GREENVILLE)
MEMORANDUM OF AMENDED AND
RESTATED LEASE AND
CONTRIBUTION AGREEMENT

THIS MEMORANDUM OF AMENDED AND RESTATED LEASE AND CONTRIBUTION AGREEMENT ("*Memorandum*") is made and entered into as of the 1st day of October, 2018, by and between Greenville Health Authority f/k/a Greenville Health System, a political subdivision of the state of South Carolina ("*Lessor*"), and Upstate Affiliate Organization, a South Carolina nonprofit corporation ("*Lessee*").

RECITALS:

- A. Greenville Health System (n/k/a Greenville Health Authority) and Lessee entered into the Lease and Contribution Agreement dated March 9, 2016 (as amended by the First Amendment to Lease and Contribution Agreement dated September 27, 2016, the Second Amendment to Lease and Contribution Agreement dated July 1, 2017, and the Third Amendment to Lease and Contribution Agreement dated April 1, 2018) (the "*Predecessor Lease*").
- B. Greenville Health System (n/k/a Greenville Health Authority) and Lessee recorded in a Memorandum of Lease and Contribution Agreement in the Office of the Register of Deeds, Greenville County, South Carolina on February 27, 2017 in Book 2507 at Pages 1383-1387.
- C. Lessor and Lessee have entered into that certain Amended and Restated Lease and Contribution Agreement dated October 1, 2018 (the "*Agreement*") whereby Lessor has leased to Lessee, and Lessee has leased from Lessor, certain assets, including the real estate and any improvements now or hereafter located thereon situated in Greenville County and Spartanburg County, South Carolina, more particularly described in Exhibit A (the "*Leased Facilities*").
- D. It is the intent of the parties that the Agreement replace the Predecessor Lease in its entirety.
- E. The parties desire to place this Memorandum of record to provide notice to third parties of the existence of the Agreement.

NOW, THEREFORE, the parties hereby agree and state as follows:

1. In consideration of the rent and upon the terms and conditions set forth in the Agreement, Lessor hereby leases to Lessee and Lessee hereby leases from Lessor the Leased Facilities.

TO HAVE AND TO HOLD, the Leased Facilities subject to the terms, conditions, and covenants expressed and declared in the Agreement unto Lessee, its successor and assigns,

Memorandum of lease

for a term of thirty-four (34) years commencing at 12:01 a.m. on October 1, 2018 and ending at the close of business in September 30, 2052.

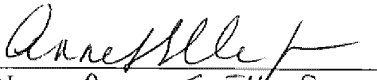
2. Reference is made to the Agreement for a complete statement of the rights and obligations of Lessor and Lessee thereunder.

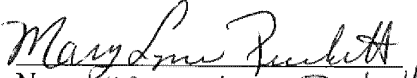
IN WITNESS WHEREOF, Lessor and Lessee have executed this Memorandum as of the day, month, and year first above written.


WITNESSES:

LESSOR:

Greenville Health Authority f/k/a Greenville Health System, a political subdivision of the state of South Carolina


Name: Anne S. Elfson



Name: Mary Lynn Puckett

By: 
Name: Michael Hildebrand
Title: President

STATE OF SOUTH CAROLINA)
)
COUNTY OF GREENVILLE)

ACKNOWLEDGMENT

The foregoing instrument was acknowledged before me this 9th day of October, 2018 by Michael Hildebrand, the President of Greenville Health Authority, a political subdivision of the State of South Carolina, on behalf of Greenville Health Authority.


Notary Public, State of South Carolina
Name: Mary Lynn Puckett
My Commission Expires: 12/10/2025

Memorandum of lease

IN WITNESS WHEREOF, Lessor and Lessee have executed this Memorandum as of the day, month, and year first above written.

WITNESSES:

Heather N. Donahue
Name: Heather N. Donahue

Anne S. Ellefson
Name: Anne S. Ellefson

WITNESSES:

Anne S. Ellefson
Name: Anne S. Ellefson

Mary Lynn Puckett
Name: Mary Lynn Puckett

LESSEE:

Upstate Affiliate Organization, a South Carolina nonprofit corporation

By: Spence M Taylor MD
Name: Spence M Taylor MD
Title: President

LESSEE:

Upstate Affiliate Organization, a South Carolina nonprofit corporation

By: Joseph J. Blake, Jr.
Name: Joseph J. Blake, Jr.
Title: Secretary

STATE OF SOUTH CAROLINA)
COUNTY OF GREENVILLE)

ACKNOWLEDGMENT

The foregoing instrument was acknowledged before me this 9th day of October, 2018 by Spence M. Taylor MD, the President of Upstate Affiliate Organization, a South Carolina non-profit corporation, on behalf of Upstate Affiliate Organization.

Ann W. Lewis
Notary Public, State of South Carolina
Name: Ann W. Lewis
My Commission Expires: 6-30-2025

STATE OF SOUTH CAROLINA)
COUNTY OF GREENVILLE)

ACKNOWLEDGMENT

The foregoing instrument was acknowledged before me this 10th day of October, 2018 by Joseph J. Blake, Jr., the Secretary of Upstate Affiliate Organization, a South Carolina non-profit corporation, on behalf of Upstate Affiliate Organization.

Mary Lynn Puckett
Notary Public, State of South Carolina
Name: Mary Lynn Puckett
My Commission Expires: 12/10/2025

Memorandum of lease

EXHIBIT A

All those parcels of land, with improvements thereon, owned in fee simple by Lessor and situate in the County of Greenville and County of Spartanburg, State of South Carolina, including, but not limited to, those described generally by location set forth below, together with all easements, rights, appurtenances and privileges and all strips, gores, alleys, or ways which may be related to or associated with the land. It is the intention of the parties that this lease cover and include all land and improvements owned by Lessor on the date hereof whether or not specifically listed below. Should it be determined that any parcel or tract has been inadvertently omitted from this list such parcel shall nevertheless be deemed to have been a part of this lease from its inception.

OWNED LOCATIONS:

- Greenville Memorial Medical Campus, 701 Grove Road (Grove Road & West Faris Road addresses), Greenville, SC 29605
 - Greenville Memorial Hospital
 - Roger C. Peace Hospital – Rehabilitation
 - Marshall I. Pickens Hospital – Behavioral Health
 - Employee Services Center
 - Health Sciences Education Building I USC School of Medicine Greenville
 - Central Energy Plant
 - Medical Center Clinics
 - Facilities Development and Campus Planning Building
 - Child Care Center, 872 West Faris Road
 - Institute for Translational Oncology Research (ITOR), 900-B West Faris Road
 - 515 Grove Road (Vacant-previously The Blood Connection)
 - School of Nursing, 605 Grove Road
 - Greenville Memorial Campus Parking Decks
 - Land Associated with Greenville Memorial Campus
- Greer Medical Campus, South Buncombe Road, Greer, SC 29650
 - Greer Memorial Hospital, 830 South Buncombe Road
 - Central Energy Plant, 298 Village Green Circle
 - Greer Medical Office Building-330 Medical Parkway
 - Greer Cancer Centers Building (Linear Accelerator)-340 Medical Parkway
 - Land Associated with Greer Medical Campus
- North Greenville Medical Campus, 807 N. Main Street, Hwy 276, Travelers Rest, SC 29690
 - North Greenville Hospital – Long Term Acute Care
 - EMS Building (Note: Occupied by GHS)
 - Land Associated with North Greenville Medical Campus
- Patewood Medical Campus, Patewood Drive and Enterprise Blvd., Greenville, SC 29615
 - Patewood Outpatient Center, 200 Patewood Drive
 - Patewood Memorial Hospital, 175 Patewood Drive
 - Patewood Central Energy Plant

Memorandum of lease

- Patewood Campus Parking Garage
 - Land Associated with Patewood Medical Campus
- Simpsonville Medical Campus, 729, 727, 733 & 741 SE Main Street, Simpsonville, SC 29681
 - Hillcrest Memorial Hospital, 729 SE Main Street
 - Hillcrest Medical Office Building, 727 SE Main Street
 - Hillcrest Central Energy Plant
 - EMS Building
 - Hillcrest Sleep Lab, 741 SE Main Street
 - Land Associated with Simpsonville Medical Campus
- Greenville OB/GYN Associates, 2 Memorial Medical Drive, Greenville, SC 29605
- Cancer Institute of GHS, 131 Lila Doyle Drive, Seneca, SC 29672
- Eye Clinic, Spartanburg-Eastside, 735 E. Main Street, Spartanburg, SC 29302 (Currently Vacant)
- Eye Clinic/Spartanburg Ambulatory Surgery Center – Westside – 1413 John B. White Sr. Blvd., Spartanburg, SC 29306
- 70 Lightning Bug Trail, Glenville, NC 28736
- Vacant land – 2.995 acres on International Drive, Greenville, SC 29615
- Stoney Point Land, (18.9 acres) Grove Road
- GHS Various Offices – 712 Grove Road, Greenville, SC 29605

Off-Campus Ground-Leased Land to Landlords (GHS as Ground Lessor):

- Center for Family Medicine Land, 877 W. Faris Road, Greenville, SC 29605
- Children's Center Duncan Chapel Land 415 Duncan Chapel Road, Greenville, SC 29617
- Children's Hospital Outpatient Ctr. Land, 249 N Grove Medical Park Dr., Spartanburg, SC 29303
- Eye Institute Land, 104 Simpson Street, Greenville, SC 29605
- Life Center Land, 875 W. Faris Road, Greenville, SC 29605
- Maxwell Pointe Land, 3907-3917 S. Hwy. 14, Greenville, SC 29615
- MD 360 Greer Land, 1305 South Suber Road, Greer, SC 29650
- GHS Senior Care (PACE Center) Land, 32 Centennial Drive, Greenville, SC 29605
- GHS Medical Center – Boiling Springs Land, 2400 Boiling Springs Road, Boiling Springs, SC 29316

Prisma Health–Upstate Board of Directors



Michael Cumby
Chair



Annmarie Higgins
Vice Chair



Tee Hooper



Joe Salgado Jr.



Nancy P. Whitworth



Robert Dye



Tracy Lamb



Jack Ellenberg



Beverly Ward



Adela Mendoza



PrismaHealth.org

