Stories shape OUR LIVES and change our perspectives.
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**EVERYBODY’S A HERO**

Their stories change our perspectives. We help their stories shine.

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The stories we hear and see in healthcare are compelling and inspiring. At Intermountain, we have the privilege of being part of people’s stories, often in very intimate ways. This annual report shares a collection of stories and experiences we were honored to hear and, in most cases, be a part of last year.

**StoryCorps® Partnership**

During 2018, StoryCorps partnered with Intermountain Healthcare to record conversations—about experiences with health and healing—with people in the Intermountain community, including caregivers, clinics, patients, and others. Three of those stories, told through the participants’ own voices and illustrated through animation, are featured in this report. These interviews are provided courtesy of StoryCorps (storycorps.org). More are available at IntermountainHealthcare.org/storycorps.

StoryCorps is a national nonprofit whose mission is to preserve and share humanity’s stories to build connections between people and create a more just and compassionate world.

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*Cover: Chase and Genny Houston. Learn their story on page 15.*
Intermountain Healthcare has been committed to serving its communities and becoming a model health system since its establishment 44 years ago, and that dual commitment was as strong as ever in 2018. We made improvements in quality, safety, and patient experience. We improved our cost structure and continued our shift to value-based care. We innovated in medical science and health information technology, and expanded our reach across the region through TeleHealth.

Acting from a position of strength, we took important steps forward in 2018. We organized around how people prefer to access care instead of requiring them to engage in ways that don’t match their preferences or needs. We moved boldly to address unsustainable medication costs and understand upstream influences on health. We implemented new initiatives, entered into new partnerships, and launched new ventures. Our caregivers rose to the challenges as modern-day pioneers in healthcare. We came together, got better, and grew stronger. And we’re not finished. Our commitment to delivering the best-quality care at the lowest possible price not only serves our community but has the potential to reshape the healthcare industry.

For those who might ask why a highly successful health system continues to strive to be better and works to lead a revolution toward value, the answer is twofold: 1) because we can, and 2) because we must. We will provide the right care, the highest-quality care, and the most affordable care possible for those we serve, and we will show the way for others in healthcare to do the same.

This report highlights key results, initiatives, and achievements from 2018. It also features several stories about experiences that touched hearts and changed lives. While Intermountain has exciting opportunities ahead for growth and leadership in healthcare, these stories are important reminders of our core purpose: Helping people live the healthiest lives possible®.

Sincerely,

Gail Miller
Chair, Intermountain Healthcare Board of Trustees

Marc Harrison, MD
President and CEO, Intermountain Healthcare
He asked if I could teach him how to braid her hair.

Michelle Evans and Shannon Tripp, mother and daughter, are both caregivers at Intermountain Primary Children’s Hospital in Salt Lake City, Utah. In this animated illustration of their StoryCorps conversation, Shannon shares a touching story of her experience with a young patient’s father who was dealing with an unimaginable tragedy.

This interview is provided courtesy of StoryCorps (storycorps.org). More interviews available at IntermountainHealthcare.org/storycorps.
The most memorable and positive part of an experience is sometimes referred to as a “peak moment.” Such moments can happen as part of the healthcare experience, and we work to identify, capture, and spread them throughout our system.

Across Intermountain, empowered caregivers co-create a human experience that is personalized and caring, supports health, delivers value, and is free from harm.

“Something that mattered so much to him mattered to me.”

Intermountain surgeon Shane Lewis, MD, and his wife, Dixie, talk about recognizing the humanity in everyone, and Dr. Lewis shares memories of an elderly patient who was worried about his wife at home alone. By personally checking on the well-being of the spouse, Dr. Lewis helped put the patient at ease. That peace of mind allowed the patient to focus on his own healing process.

This interview is provided courtesy of StoryCorps (storycorps.org). More interviews available at IntermountainHealthcare.org/storycorps.
Every year, medical science and technology seem to advance at an ever more rapid pace, bringing hope for breakthroughs on serious illnesses and debilitating conditions. Intermountain has a long history of healthcare innovation, and we continue to build on that legacy.

Years ago, we organized clinicians and medical experts into 10 Clinical Program teams covering most of the clinical conditions we treat. These teams continue to serve us today as they work together reviewing medical literature, evaluating processes and data, and developing evidence-based best practices that caregivers can apply to treat patients in a consistent and effective way.

This section highlights examples of medical science advancements and Clinical Program implementation in 2018.

“Every one of these babies that I take care of is a legacy.”

Neonatologist Erick Ridout, MD, at Intermountain Dixie Regional Medical Center, has helped care for hundreds of preemies needing critical care. His work to reduce needle draws in preemies has significantly improved care and outcomes while also reducing costs. In this animated illustration of his StoryCorps conversation, Dr. Ridout remembers Macy, one of the first babies for which he counted pokes.

This interview is provided courtesy of StoryCorps (storycorps.org).

More interviews available at IntermountainHealthcare.org/storycorps.

Safe Sleep Initiative in Mother-Baby Unit

To address the risk of newborns falling from the loosened grasp of an exhausted mother who unexpectedly falls asleep while holding or nursing her infant, the Mother-Baby Unit at Intermountain Logan Regional Hospital created a safe sleep initiative that has significantly improved results.

Nation’s First “One Stick” Hospitalization for Inpatient Blood Draws

In 2018, Intermountain became the first integrated health system in the U.S. to implement a new needle-free blood collection system across all its hospitals. Learn more at: IntermountainHealthcare.org/onestick.
EXCERPT OF A LETTER SENT BY A PATIENT WHO RECEIVED EMERGENCY CARE FOR A SERIOUS HEART CONDITION AT INTERMOUNTAIN LOGAN REGIONAL HOSPITAL:

“I am extremely fortunate because a team of highly prepared professionals worked together quickly and efficiently to restore normal blood flow to my heart in just under an hour. I was carried into the facility but walked out good as new less than 24 hours later.”

3D-Printed Model Helps Doctors Remove Complicated Brain Tumor

Faced with complex surgery to remove a large, precariously placed tumor behind Cheryl Leward’s left eye, doctors at Intermountain Medical Center collaborated and worked quickly with Intermountain Healthcare’s Transformation Lab to create and study a 3D-printed model of the tumor in intricate detail. Having the model before surgery helped doctors anticipate what they would find and better explain how the surgery would be done, which Cheryl says provided a surprising emotional lift.

Protocols for Treating and Reversing Effects of a Stroke

A caregiver team at Intermountain Utah Valley Hospital activated the Neurosciences Clinical Program’s stroke procedures for a patient thought to have experienced a seizure but, in fact, was suffering a stroke. The team’s timely activation of the well-understood and practiced steps made a major difference in the patient’s life.

Targeted Immunotherapy Gives Cancer Patient New Chance at Life

When a patient in southwestern Utah was diagnosed with stage IV kidney cancer, he was told he had only months to live. After having the kidney removed, he connected with Intermountain Precision Genomics for a personalized treatment process that landed on a targeted immunotherapy matching his DNA. His body responded quickly as tumors began shrinking and masses began disappearing.

WATCH FULL STORY HERE

WATCH FULL STORY HERE

WATCH FULL STORY HERE

WATCH FULL STORY HERE
Through TeleHealth services, we extend support to healthcare providers and hospitals, we facilitate teamwork among caregivers, we improve outcomes while driving down costs, and we give patients access to the care they need no matter where they are.

In 2018, we launched Intermountain Connect Care Pro®, one of the nation’s first and largest virtual hospital services. It partners with healthcare systems, rural hospitals, outpatient clinics, government entities, and large employers to ensure convenient access to more than 40 clinical services. The result: keeping patients close to home and out of the hospital when possible, and improving outcomes across the continuum of care.

FOLLOWING IS AN EXCERPT OF A REVIEW WRITTEN BY A RECENT USER OF INTERMOUNTAIN CONNECT CARE:

“...I have kids who are high risk for flu and the physician assistant with Connect Care was able to check the records and evaluate medical histories, and I was able to get my kids prophylactic coverage without having to drag the entire family into an urgent care. Love it.”

Saving Alex

When a physician at Uintah Basin Healthcare in Roosevelt, Utah, first saw the X-ray of prematurely born Alex Massey, he knew something didn’t look right. He immediately engaged Intermountain’s neonatology TeleHealth services, and Life Flight was dispatched to transport the newborn to Intermountain Utah Valley Hospital, 124 miles to the west. But when neonatologist Stephen Minton, MD, recognized remotely via TeleHealth that the baby had a life-threatening condition that could have been made worse in the expanded air of a helicopter flight, he stopped the transport and instead went to the hospital in Roosevelt himself to care for Alex.
Intermountain’s New Mental Health Integration Platform

Alluceo®, a new Intermountain Healthcare company offering proven, team-based mental health integration services and technology, launched in 2018. It aims to simplify the process for connecting people in need of mental health services with a team of skilled caregivers. The digital platform makes the science of mental health integration accessible, powers team-based care protocols, and enables a patient’s full care team to communicate remotely and seamlessly, assess risk and complexity, and deliver high-quality connected care.

Helping Continue Chase’s Journey through TeleHealth

Chase Houston is a vibrant, active, and “perfect” boy, something that was far from a given three years ago. Born with a hole in his lung at Intermountain-operated Garfield Memorial Hospital in rural Panguitch, Utah, Chase needed specialized care not readily available in his small community. Intermountain’s TeleHealth services connected Chase’s care team with a NICU doctor in St. George, Utah, who provided expertise to repair Chase’s lung and offered the family a healing experience free of the anxiety, stress, and burden of having to travel 100+ miles each way.

Expanding Our Reach

- 600,000 TeleHealth interactions (since 2014)
- #1 Largest neonatology TeleHealth program in U.S.
- 40+ Different clinical services (across all hospitals, Homecare, and nine outreach hospitals)
- 24,000+ Connect Care interactions in 2018

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AlluceoHealth.com

Virtual Care
By working with service organizations of all sizes throughout the areas we serve, we’re able to identify the best ways to help meet community needs.

Foundational to vibrant, stable, and healthy communities is the presence of anchor institutions—major not-for-profit or public enterprises rooted in the area. As purchasers, employers, and investors in the community, these institutions are economic engines that drive growth, improve quality of life, and affect community health. Hospitals are generally considered anchors, and they often work to address challenges facing the communities they serve.

With hospitals spread across a large geographic area, Intermountain Healthcare is such an anchor institution and we have worked to positively influence the health and well-being of the communities we serve. Historically, we’ve done this through periodic community health needs assessments and community-based clinical interventions. This long-standing commitment aligns with and supports our mission, and we recently have been dedicating even greater resources to community health and collaboration with local community partners.

In fact, the restructuring we initiated in 2017 and completed in 2018—which organized our care services into specialty-based and community-based care groups—helps Intermountain focus more on “upstream” community health opportunities, including preventive care, wellness, and social determinants of health.

This section highlights several community health initiatives Intermountain launched or supported in 2018.

FOLLOWING IS AN EXCERPT OF A STATEMENT MADE BY THE GENERAL MANAGER OF A LOCAL SKI RESORT WHO APPRECIATES INTERMOUNTAIN’S ONGOING PARTNERSHIP TO PROMOTE SAFETY AMONG ITS GUESTS:

“Intermountain Healthcare is an innovative leader in care and we are thrilled to partner with them once again on safety and awareness, and we appreciate tremendously their free helmet giveaway.”
Partnering on Community-Wide Societal Issues to Improve Health

Addressing primary social determinants of health—key challenges such as housing instability, utility needs, food insecurity, interpersonal violence, transportation needs—can improve health and well-being, lower healthcare costs, and make healthcare more affordable to those we serve.

In 2018, with help from former Utah Governor Mike Leavitt, Intermountain joined with several community partners to form the Alliance for the Determinants of Health. The Alliance is implementing a three-year, $12 million demonstration project with SelectHealth Medicaid members in Utah’s Washington and Weber counties to address social needs. In future years, findings from the demonstration will be scaled within Intermountain’s communities, as well as nationally and globally.

Making Good Progress in Reducing Opioids

Intermountain made opioid reduction a top priority, with an aggressive target to reduce the number of tablets prescribed to patients with acute pain. By the end of the year, Intermountain had reduced opioid tablets by 3.8 million, an incredible reduction of approximately 30 percent. The dramatic drop was accomplished through a combination of techniques including better prescription volume controls, alternative forms of pain control, healthcare provider and public education, and safe prescription takeback programs.

Empowering Children Through Reading

Dr. Neal Davis knows that reading to children changes lives. As a pediatrician and medical director for Intermountain Medical Group’s Central Salt Lake Region, he has made reading to and sharing books with patients a regular part of his practice. This video highlights the effect sharing books has on brothers La’Mont and Carter Jimenez. Many Intermountain clinics are participating in a program that helps families have access to children’s books and teaches parents and caregivers how to engage in nurturing activities with their children.

Helping to Clean Utah’s Air

Intermountain took additional steps in 2018 to transition fleet vehicles to clean fuel, promote idle-free campuses, and educate about the impacts of air quality on health. In 2018, we replaced vehicles with hybrid models. By 2025, 80 percent of all Intermountain vehicles will be hybrid, low-emission, or electric, including courier, Homecare, and pool vehicles. Intermountain also undertook an effort to replace all fluorescent lighting with LED lighting in our 23 hospitals. The result was a reduction in emissions equal to approximately 1,600 vehicles on the road.
Improving patient outcomes is vital. Ensuring people can afford to access these services is equally important. Helping people live the healthiest lives possible sometimes means creating partnerships that are woven through our communities and across our state to better meet the needs of those who seek financial assistance when accessing care. By supporting and working with community healthcare centers, we are able to help thousands of families in need receive the kind of care they might not be able to otherwise.

In 2001, a typical family of four in the U.S. with an employer-sponsored health plan spent an average of $3,200 for the year (8 percent of median household income at the time) on out-of-pocket healthcare expenses. Fast-forward to 2017, and that same family spent $12,400 for the year (20 percent of median household income in 2017). Obviously, such a rise is not sustainable. More and more people across the nation have been priced out of the healthcare market, and the communities Intermountain and SelectHealth serve are not immune.

As a not-for-profit health system, our focus is on making healthcare more affordable and providing quality care regardless of a patient’s ability to pay.
**Intermountain Financial Summary**

<table>
<thead>
<tr>
<th>FUNDS AVAILABLE</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PATIENT SERVICES AND NON-PATIENT ACTIVITIES:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net patient services, including inpatient and outpatient care, pharmaceuticals, and supplies, net of discounts provided for patients covered by Medicare, Medicaid, and other sources because these agencies have limited their level of payment</td>
<td>$4,984</td>
<td>$4,624</td>
</tr>
<tr>
<td>Charity services to qualifying patients unable to pay as part of our ongoing community commitment</td>
<td>(419)*</td>
<td>(398)*</td>
</tr>
<tr>
<td>Provision for bad debts for services provided to patients who were unwilling to pay</td>
<td>(300)</td>
<td>(277)</td>
</tr>
<tr>
<td>Non-patient activities, including health insurance premiums, contributions, and other resources</td>
<td>3,460</td>
<td>2,991</td>
</tr>
<tr>
<td>Non-operating income from investing activities</td>
<td>51</td>
<td>296</td>
</tr>
<tr>
<td><strong>TOTAL FUNDS AVAILABLE</strong></td>
<td>$7,776</td>
<td>$7,236</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FUNDS APPLIED</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries and benefits to our employees</td>
<td>$3,038</td>
<td>$2,968</td>
</tr>
<tr>
<td>Medical services and supplies</td>
<td>2,596</td>
<td>2,326</td>
</tr>
<tr>
<td>Business services, insurance, utilities, and cost of facility maintenance</td>
<td>1,162</td>
<td>958</td>
</tr>
<tr>
<td>Depreciation and amortization cost for this year’s use of buildings and equipment</td>
<td>319</td>
<td>281</td>
</tr>
<tr>
<td>Interest on borrowed funds</td>
<td>42</td>
<td>47</td>
</tr>
<tr>
<td>Increase in funds available for future needs to replace and improve health facilities, technology, and services</td>
<td>599</td>
<td>655</td>
</tr>
<tr>
<td><strong>TOTAL FUNDS APPLIED</strong></td>
<td>$7,776</td>
<td>$7,285</td>
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</tbody>
</table>

*This amount represents Intermountain’s unadjusted total. Based on Utah State Tax Commission standards, Intermountain provided adjusted charity care of approximately $216.7 million in 2018 and approximately $205.2 million in 2017.
Making Generic Drugs More Affordable

One of the boldest moves Intermountain made in 2018 was to initiate and help launch Civica Rx, a not-for-profit generic drug manufacturing company. The idea behind the company, which was formed by Intermountain and several other health systems representing approximately 800 U.S. hospitals, is to shake up the generic drug marketplace and challenge problematic pricing practices.

Civica Rx will operate as a public asset whose mission is to ensure essential generic medications are accessible and affordable to everyone. It will be on drugs that have emerged from the patent-protection period and are in the public domain, initially focusing on 14 critical hospital drugs.

The program helps with bills for care received at Intermountain Healthcare hospitals, clinics, and healthcare providers employed by Intermountain. Assistance is available based on a sliding scale depending on household income, household size, and other personal circumstances, and is typically available to individuals and families coming up to 500 percent of the federal poverty level. Assistance decreases as income levels increase.

Additional information about the Intermountain Financial Assistance Program and application forms are available online.

Intermountain Financial Assistance Program
The Intermountain Financial Assistance Program is offered to qualifying area residents to help us continue to provide medically necessary care.

Financial assistance provided to people unable to pay. Intermountain Financial Assistance Program and application forms are available online.

Charity Care & Contributions 2018

$57,000 +
Clinic visits (community and school clinics)

$246 million
Financial assistance provided (does not include bad debts)

$36 million
Total value for education provided (for medical residents and college-level clinic training)

$10 million
Total value for support of medical research

Intermountain Healthcare 2018 Charity Care
Financial assistance provided to people unable to pay.

<table>
<thead>
<tr>
<th>Name of Hospital</th>
<th>Location</th>
<th>Licensed Beds</th>
<th>Staffed Beds</th>
<th>2018 Charity Cases</th>
<th>2018 Charity Care (does not include bad debts)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Alta View Hospital</td>
<td>Sandy, Utah</td>
<td>71</td>
<td>58</td>
<td>6,328,227</td>
<td>$2,250</td>
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<tr>
<td>2. American Fork Hospital</td>
<td>American Fork, Utah</td>
<td>68</td>
<td>70</td>
<td>4,953,279</td>
<td>5,427</td>
</tr>
<tr>
<td>3. Bear Lake Valley Hospital</td>
<td>Tremonton, Utah</td>
<td>16</td>
<td>12</td>
<td>749,391</td>
<td>1,240</td>
</tr>
<tr>
<td>4. Delta Regional Medical Center</td>
<td>St. George, Utah</td>
<td>268</td>
<td>281</td>
<td>23,084,649</td>
<td>29,962</td>
</tr>
<tr>
<td>5. Intermountain Medical Center</td>
<td>Murray, Utah</td>
<td>518</td>
<td>592</td>
<td>62,411,536</td>
<td>43,325</td>
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<tr>
<td>6. Layton Hospital</td>
<td>Layton, Utah</td>
<td>43</td>
<td>43</td>
<td>1,712</td>
<td>5</td>
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<tr>
<td>7. LDS Hospital</td>
<td>Salt Lake City, Utah</td>
<td>262</td>
<td>256</td>
<td>26,639,750</td>
<td>15,510</td>
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<td>8. Logan Regional Hospital</td>
<td>Logan, Utah</td>
<td>196</td>
<td>177</td>
<td>9,988,677</td>
<td>9,772</td>
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<tr>
<td>9. McKay-Dee Hospital</td>
<td>Ogden, Utah</td>
<td>321</td>
<td>310</td>
<td>33,003,352</td>
<td>25,377</td>
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<tr>
<td>10. Green Community Hospital</td>
<td>Green River, Utah</td>
<td>24</td>
<td>24</td>
<td>1,054,450</td>
<td>2,702</td>
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<tr>
<td>11. Primary Children’s Hospital</td>
<td>Salt Lake City, Utah</td>
<td>366</td>
<td>325</td>
<td>15,118,831</td>
<td>15,907</td>
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<tr>
<td>12. Richfield Hospital</td>
<td>Richfield, Utah</td>
<td>97</td>
<td>97</td>
<td>3,269,272</td>
<td>4,054</td>
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<tr>
<td>13. The Orthopedic Specialty Hospital</td>
<td>Murray, Utah</td>
<td>40</td>
<td>40</td>
<td>1,615,883</td>
<td>2,396</td>
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<tr>
<td>15. Castle Regional Hospital</td>
<td>Buhl, Idaho</td>
<td>25</td>
<td>25</td>
<td>2,713,848</td>
<td>5,763</td>
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<tr>
<td>16. Cedar City Hospital</td>
<td>Cedar City, Utah</td>
<td>48</td>
<td>48</td>
<td>5,086,884</td>
<td>7,151</td>
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<tr>
<td>17. Delta Community Hospital</td>
<td>Delta, Utah</td>
<td>15</td>
<td>15</td>
<td>624,177</td>
<td>891</td>
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<tr>
<td>18. Filer Community Hospital</td>
<td>Filer, Idaho</td>
<td>19</td>
<td>19</td>
<td>238,150</td>
<td>589</td>
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<tr>
<td>19. Garfield Memorial Hospital &amp; Clinic</td>
<td>Page, Arizona</td>
<td>19</td>
<td>19</td>
<td>1,041,047</td>
<td>1,750</td>
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<tr>
<td>20. Heber Valley Hospital</td>
<td>Heber City, Utah</td>
<td>19</td>
<td>19</td>
<td>1,041,047</td>
<td>1,750</td>
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<tr>
<td>21. Park City Hospital</td>
<td>Park City, Utah</td>
<td>37</td>
<td>37</td>
<td>2,584,541</td>
<td>2,196</td>
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<tr>
<td>22. Sanpete Valley Hospital</td>
<td>Mount Pleasant, Utah</td>
<td>18</td>
<td>18</td>
<td>1,868,444</td>
<td>2,208</td>
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<tr>
<td>23. Sevier Valley Hospital</td>
<td>Richfield, Utah</td>
<td>29</td>
<td>29</td>
<td>2,548,519</td>
<td>3,675</td>
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<tr>
<td>23 Hospitals</td>
<td>2,864</td>
<td>2,716</td>
<td>230,132,216</td>
<td>195,100</td>
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<tr>
<td>Total Charity Care</td>
<td></td>
<td>2,810,684,709</td>
<td>286,106</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(1) Urban and Rural designations reflect the location of hospitals relative to U.S. Census Bureau Metropolitan Statistical Areas.
(2) In 2018, Garfield Memorial Hospital & Clinic (Garfield Memorial) provided 1,119 cases of charity care totaling $380,304 (adjusted). As Garfield Memorial is a managed entity of Intermountain, the charity care provided has not been incorporated into Intermountain’s financial accounting.
(3) “Other” includes charity for other operations such as the Avenues Surgical Center, the McKay-Dee Surgical Center, and Intermountain Rehabilitation Services.
(4) In 2018, Intermountain provided approximately $418.8 million in charity care to people unable to pay. The charity care totals listed in this table have been unadjusted based on standards established by the Utah State Tax Commission.
As a not-for-profit health system, Intermountain is accountable to and counts on the communities it serves. More than 400 community representatives serve voluntarily on 19 governing boards and 13 charitable foundation boards. These volunteer trustees provide highly valued oversight and leadership, serving the overall Intermountain system, hospitals, homes, and hospice, our medical group, and SelectHealth in important governance roles. They also help guide strategies that generate philanthropic gifts, donating their time and expertise to our charitable foundation boards. This service helps drive improvements in patient care, supports research and community health initiatives, and enables Intermountain to help people live the healthiest lives possible.¹⁰

The Inspiring Generosity of Donors

From one-time capital contributions, to annual cash donations, to gifts given through an estate, every dollar entrusted to the Intermountain Foundation works to protect and improve the health of our communities.

Learn what inspires donors to give and see how generous gifts are making a real difference for people in our communities.

WATCH FULL STORY HERE

¹⁰

Intermountain Healthcare
Board of Trustees
Gail Miller* Chair, Intermountain Healthcare Board
A. Scott Anderson* Chair Emeritus, Intermountain Healthcare Board
S. Neal Berube* President and CEO, Associated Food Stores
Clayton M. Christensen Professor, Harvard Business School
R. Neal Davis, MD Pediatrician, Intermountain Medical Group
Spencer F. Eccles Chairman Emeritus, Wells Fargo, Intermountain Banking Region
Karen W. Faubanks Principal, Faubanks, Inc.
Daniel G. Gomme President, Gomme Group, Financial Advisors & Insurance
Karen Hale* Civic leader
A. Marc Harrison, MD* President and CEO, Intermountain Healthcare Puerto Rico
Steven D. Huebner* KPMG, Retired
Anne M. Pendo, MD Senior Medical Director, Clinical Integration, Intermountain Medical Group
Patricia K. Ravert, PhD, RN* Dean of the College of Nursing, Brigham Young University
Karyn Springer, MD Chair, Intermountain Medical Group Board
Janice Ugaki CEO and CoFounder, Firmseek
James N. Weinstein, MD Senior Vice President, Microsoft Health Care

* Asterisks indicate Executive Committee members. This list of trustees includes members as of April 8, 2019.

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Following are highlights of key events and recognition Intermountain received in 2018:

**January**
Intermountain and other leading health systems announce Civica Rx, a not-for-profit generic drug manufacturer.

**February**
- Intermountain and other leading health systems announce Civica Rx, a not-for-profit generic drug manufacturer.
- Utah Valley Clinic opens in new Sorenson Legacy Tower at Intermountain Utah Valley Hospital.
- Intermountain Foundation declared a “High Performer” by the Association for Healthcare Philanthropy.
- Intermountain Healthcare gifts $15 million to the University of Utah for a new medical education building.
- Intermountain launches Connect Care Pro®, a new virtual hospital model built on TeleHealth technologies.

**March**
- Intermountain launches Alusser®, a new company dedicated to expanding access to mental health services and teams of skilled caregivers.
- Intermountain Medical Center Heart Institute announces plans to create a new global DNA registry.
- Intermountain Medical Center celebrates 25 years with patient reunion.

**April**
- Pioneering artificial heart program at Intermountain Medical Center announces plans to create a new global DNA registry.
- SelectHealth reduces annual premium increases for existing SelectHealth Share clients to a guaranteed 2% for three years.
- Intermountain Healthcare Board of Trustees names Gail Miller as new Board Chair.

**May**
- Intermountain partners with Lifesprk to launch Homespire, a new life care model for seniors.
- Hospital Brand Equity Study finds Intermountain among top health systems nationally for innovation.
May
Modern Healthcare names Intermountain Chief Operating Officer Rob Allen to its list of Top 25 COOs in Healthcare

June
Intermountain announces formation of the Alliance for the Determinants of Health, with pilot projects in Ogden and St. George, Utah

July
Intermountain launches Cultivation, a company dedicated to facilitating advancements in genomic research and precision health

August
Pediatric ICU opens at Intermountain Utah Valley Hospital

September
Intermountain celebrates grand opening of the Intermountain Kent C. Gardner Transformation Center

October
The ribbon is cut and the doors are opened on the new Intermountain Layton Hospital

November
Intermountain Healthcare named National Provider of the Year by Healthcare Dive

December
Intermountain Healthcare receives $1 million grant from the National Institutes of Health to study ventilation support for patients with acute respiratory distress syndrome

Intermountain’s Supply Chain Organization receives Master Level recognition by Gartner

SelectHealth CEO Pat Richards named one of Utah Business magazine’s Utah Women of the Year

Intermountain Utah Valley Hospital unveils the Pedersen Tower, a new patient-centric facility designed to help meet growing healthcare needs in Utah County

June
Intermountain breaks ground on new hospital in Spanish Fork, Utah

July
Intermountain introduces Zero Suicide initiative partnership with state of Utah and community groups

August
Intermountain President and CEO Marc Harrison, MD, comes in at No. 2 on Modern Healthcare’s list of 100 Most Influential People in Healthcare

August
Intermountain Life Flight honored by Utah governor for 40 years of lifesaving service

September
Intermountain Dixie Regional Medical Center reveals the new Intermountain Cancer Center of St. George and the Women & Newborn Center

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