

DEFINING Healthcare®



2018 Community Profile



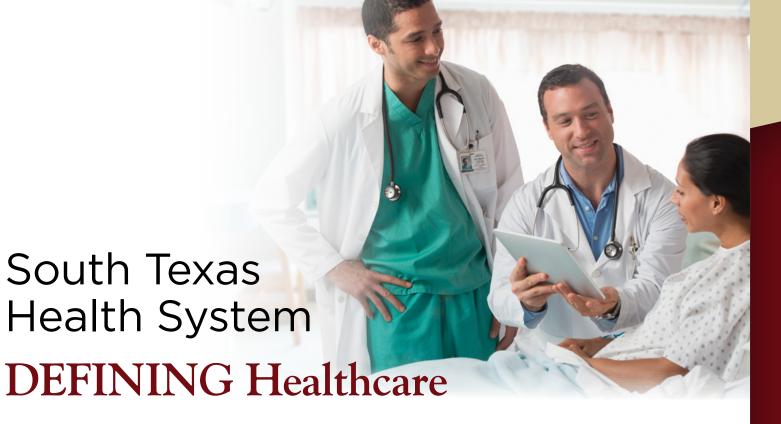
Welcome to South Texas Health System

South Texas Health System is an integrated system of care comprised of six hospitals, several freestanding emergency rooms, multiple physician practices and a broad variety of outpatient services. We are proud to serve our friends and neighbors in the South Texas region, whether it's helping to deliver a new addition to the family, performing a life-saving cardiovascular or neurosurgical procedure, or improving a patient's health through weight-loss surgery, outpatient therapy services or diabetes education.

We are committed to training the next generation of healthcare providers including physicians, nurses, therapists and others in the allied health science programs.

Our 2,400 employees are dedicated to providing a positive experience within the hospital. They also volunteer their time and expertise to support many non-profit agencies, and generously donate money to support causes such as the United Way of South Texas and other healthcare entities.

South Texas Health System is very proud of its employees and the care they provide to thousands of residents and tourists, and we invite you to take some time to discover us.



South Texas Health System (STHS) is a regional multi-facility system that has earned a reputation for excellence in providing quality healthcare to residents of the Rio Grande Valley. STHS offers a comprehensive array of medical services, including cardiovascular, maternity and women's health, emergency and surgical care, along with specialty programs in chest pain, pediatrics, diabetes, wound care, bariatric surgery, orthopedics, neurosurgery, rehabilitation and behavioral health services.

South Texas Health System has compiled a distinguished list of firsts:

- First to offer private behavioral health inpatient treatment in the Rio Grande Valley
- First neonatal surgery center in the Valley

South Texas

- First designated Level III Trauma Center in Hidalgo County
- First hospital in Texas to do robotic total knee replacement at Cornerstone Regional Hospital.
- First freestanding hospital for children in the Rio Grande Valley



Air ambulance services are stationed at McAllen Medical Center, an STHS facility. Air Evac Life Team is the largest independently owned air medical provider in the United States. McAllen Medical Center, McAllen Heart Hospital, Edinburg Regional Medical Center and Edinburg Children's Hospital are STHS facilities equipped with helipads.

South Texas Health System also provides community outreach programs. Call our South Texas Health System Reserve and Learn Center at 800-879-1033 for information on our health and wellness programs for individuals of all ages.

South Texas Health System is owned and operated by a subsidiary of Universal Health Services, Inc. (UHS). Headquartered in King of Prussia, Pennsylvania, UHS is one of the nation's largest hospital management companies.

South Texas Health System Boosts Local Economy

In addition to a significant impact on the healthcare of the community, STHS provides a boost to the local economy through a wide range of job opportunities. In 2017, the system continued to meet the needs of the community:

Patient Medical Care

Admissions:	26,6 88
Births:	1,665
Emergency Visits:	139,946
Total Surgeries:	16,278
Specific Procedures:	4,112

Bariatric Surgery:	201
Hip Replacement:	111
Knee Replacement:	475
Robotic-Assisted Surgery:	245



The System Family

Total Employees:	2,412
Total Physicians on Staff:	717
Total Volunteers:	458
Total Military Veterans on Staff	87



Financial Impact

Salaries and Benefits:	140.2	million
Uncompensated Care:	.\$655	million
Capital Investment:	\$20.6	million
Local/State Taxes Paid:	\$6.7	million

2 | South Texas Health System 2018 Community Profile | 3

South Texas Health System At A Glance

Facility	Beds:	Admissions:	Emergency Visits:	Surgeries:	Births:
South Texas Health System McAllen	441	11,085	33,890	6,562	870
South Texas Health System Heart	60	2,911	5,972	2,873	
South Texas Health System Edinburg	102	5,415**	21,422***	2,946***	798
Cornerstone Regional Hospital*	14	653	32	3,517	
South Texas Health System Children's	111	2,321	31,590	380	
South Texas Health System Behavioral	134	4,303			
Edinburg Regional Rehab Center	26	377			





South Texas Health System McAllen

As the Upper Valley's designated advanced Level III Trauma Center, McAllen Medical Center continues to work toward advancing its suite of emergency services to achieve advanced designation. The hospital is the base for Air Evac Lifeteam air ambulance, is a certified stroke center, has a Level III Neonatal Intensive Care Unit, opened a new endovascular suite to treat the most critical stroke cases, and provides elder care services in an ACE (Acute Care for the Elderly) unit.

www.mcallenmedicalcenter.com

South Texas Health System Heart

McAllen Heart Hospital continually invests in new technology to better serve patients with advanced cardiac needs. Physicians use threedimensional videoscopes to obtain a 360-degree view of the heart and vascular system during surgery. In addition, a new hybrid operating room can quickly convert from a catheterization lab to an operating room suite to meet patients' demands. The South Texas Advanced Cardiac Care Clinic is helping pave the way for the hospital to continue to offer new, advanced procedures for congestive heart failure.

www.mcallenhearthospital.com









South Texas Health System Edinburg

At Edinburg Regional Medical Center, The Women's Corner delivers family centered maternity care. The facility also boasts powerful 3T MRI imaging, robotic-assisted surgery and minimally invasive procedures. Edinburg Regional Medical Center is an accredited chest pain center, a certified stroke center and designated as a Level IV trauma center.

www.edinburgregional.com

Cornerstone Regional Hospital*

Cornerstone Regional Hospital is a leader in robotic full and partial knee replacement surgery. Minimally invasive robotic**** procedures help patients achieve a faster recovery with less pain. The hospital also uses advanced, secure patient monitoring systems to help reduce interruptions and to allow physicians to monitor vital signs remotely.

www.cornerstoneregional.com

South Texas Health System Children's

Edinburg Children's Hospital is the Rio Grande Valley's first pediatric hospital, offering the region's first dedicated emergency room. It features pediatric subspecialists who provide advanced care in surgery, endocrinology, neurology, cardiology, gastroenterology, infectious disease, otolaryngology and radiology.

www.edinburgchildrenshospital.com

South Texas Health System Behavioral

South Texas Behavioral Health Center serves the community with compassionate care and services tailored to children, teens, adults and seniors. Programs are designed to help treat a wide range of behavioral health conditions and addictive disorders. Staff members develop individualized treatment plans to lead patients on the path to recovery. Programs such as the intensive outpatient program can assist with an ongoing improvement of health (or help an individual through a specific crisis).

www.southtexasbehavioralhealthcenter.com

Edinburg Regional Rehab Center

Edinburg Regional Rehab Center offers the region's comprehensive rehabilitation care facility for adults and the first inpatient program in the Valley. Our efforts are coordinated to help patients reach their highest level of function and independence.

www.edinburgregional.com



Comprehensive Healthcare Services*

EP Studies

Acute Care for the Elderly **Acute Inpatient Services** Air Ambulance / Helipad Angioplasty Antepartum Asthma Center Bariatric Surgery** Behavioral Health Bi-ventricular Implants Cardiac Catheterization Cardiovascular Cardiovascular / Open-Heart Cardiovascular Surgery Case Management Chest Pain Centers Congestive Heart Failure Program CT Scan Dialysis Drug Alcohol Medical Stabilization Program **Emergency Care** Endocrinology **Endoscopy Services**

(Electrophysiology) **General Surgery** Gynecological Inpatient Occupational Therapy Inpatient Physical Therapy Inpatient Speech Therapy Intensive Care Units Intensive Outpatient Treatment /

Behavioral Health Intermediate Care Unit Intravascular Ultrasound Labor & Delivery Laboratory / Pathology Level I Newborn Nurserv Level II Neonatal ICU Level III Neonatal ICU Mammography-Digital Maternal Triage Services **Maternity Services**

Medical ICU

Neurosurgery

Nuclear Medicine

MRI

Oncology Oncology Surgery Orthopedic **Outpatient Pediatric** Surgery Outpatient Rehabilitation **Outpatient Surgery** Pacemaker / Defibrillator Pediatric Comprehensive Care Services Pediatric Ear, Nose and Throat Pediatric Endocrinology Pediatric ER Pediatric ICU Pediatric Sedation / **Imaging Services** Pediatric Surgery Pediatrics Peripheral Artery Disease

Peripheral Vascular

Pharmacy Podiatry Postpartum Pregnancy Resource Centers Pulmonary Care Radiology Rehabilitation Residency Program Respiratory Robotic Surgery*** Sleep Study Services Stroke Centers Surgical ICU Telemetry **Thoracic Surgery** Urology Vascular Women's Services Wound Care & **Hyperbarics** Diagnosis / Intervention X-Ray / Fluoroscopy

**Individual results may vary. There are risks associated with any surgical procedure Talk with your doctor about these risks to find out if bariatric surgery is right for you **Individual results may vary. There are risks associated with any surgical procedure

Talk with your doctor about these risks to find out if robotic surgery is right for you

Specialty Services

Continued on next page...

Outpatient Rehabilitation Center of McAllen Medical Center

Patients recovering from severe injury or illness can receive individualized care from the dedicated staff at the Outpatient Rehabilitation Center. Whether you were injured at work, playing sports, or during your everyday routine, the Outpatient Rehabilitation Center can help you reach your optimal level of function and independence.

For more information, please call 956-971-5640.

Pregnancy Resources for Women

South Texas Health System offers a wide range of maternity and women's health services throughout the Valley. The STHS Women's Center in San Juan, where women of any age have access to free pregnancy tests, literature and information for expecting mothers. In recognition and support of the importance for pregnant mothers to get essential prenatal care for themselves and their baby, the centers help with appointment scheduling for mothers, and assist with applying for financial options such as Medicaid.

For more information, please call the STHS Women's Center 956-702-6867.



The Wound Healing Center at Edinburg Regional Medical Center

Patients suffering from non-healing wounds can now receive the high-quality care they need at the Wound Healing Center. The Wound Healing Center offers advanced treatment options, including hyperbaric medicine, to treat slow or non-healing wounds.

To schedule an appointment, please call 956-388-2700.

South Texas Diabetic and Metabolic Institute of Edinburg Regional Medical Center

The South Texas Diabetic and Metabolic Institute serves individuals who are overweight, obese, diabetic and those with metabolic disorders. The Institute's goal is to help patients achieve weight loss and a healthier lifestyle. These changes may help avoid, or even reverse, diabetes and metabolic disorders. Each person receives a full assessment that defines an individualized treatment plan incorporating the various specialty physicians and programs available. These include nutrition, sports medicine, behavioral health, hormone therapy, sleep medicine and bariatric medicine.

To schedule an appointment, please call 956-213-0400.

Ear. Nose and Throat

Specialty Services

Veteran's Program

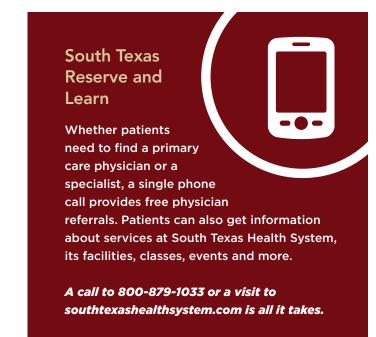
South Texas Health System has a rich history as a VA-contracted hospital in Hidalgo County, proudly providing emergency, behavioral health and inpatient services to veterans since 2009. We consider it a privilege to offer high quality healthcare services to our military veterans close to home.

Military veterans can get the healthcare they need, including:

- Acute inpatient medical and surgical care
- Behavioral health
- Emergency services

All veterans enrolled in the VA Health Care System are eligible for care under the contract.

South Texas Health System also proudly supports veterans as valued employees, with 87 individuals currently working at our facilities.



The Wound Care and Hyperbaric Services at McAllen Medical Center

A multidisciplinary team of physicians – including internal medicine, podiatrists and cardiologists – uses comprehensive wound care and individualized treatment plans that incorporate some of the most advanced wound care therapies available today.

To schedule an appointment, please call 956-632-4460.



South Texas Advanced Cardiac Care Program (STACC)

For patients with Congestive Heart Failure, STACC is dedicated to helping patients by providing specialized, evidence-based care. The program offers multidisciplinary care that focuses on improving the quality of life for patients and their families through acute intervention, education and follow-up care for congestive heart failure patients.

For more information, please call 956-926-4317.

Freestanding Emergency Departments

STHS ER Monte Cristo (opened in January 2018), STHS ER Weslaco and STHS ER Mission are open 24 hours per day, 365 days per year, unlike most urgent care centers and clinics that are open just eight to 16 hours per day. STHS freestanding emergency departments are staffed with the same medical personnel and equipped with the same diagnostic technology available in South Texas Health System's larger facility emergency rooms.

Emergency medical conditions include heart attacks, strokes, respiratory distress, head injuries, abdominal pain and orthopedic injuries. These conditions are beyond the scope of treatment for most urgent care centers or night clinics.

Treatment services for emergency medical conditions include, but are not limited to:

- Chest pain
- Broken bones
- Minor lacerations
- Flu and other ailments

STHS freestanding emergency rooms are staffed with credentialed emergency room physicians. These neighborhood centers can provide stabilizing treatment equivalent to any hospital-based Emergency Department. In addition, the facilities offer a comprehensive range of outpatient diagnostic and laboratory services available. Outpatient services include digital x-rays, computer tomography scanning, and bone density, digital mammography and laboratory tests. Diagnostic, imaging and lab

appointments are available on a same-day, walkin basis, so test results are provided more quickly. Discounted rates are available for cash payments.

Growth and An Eye Toward the Future

South Texas Health System continues to expand its freestanding emergency services with the opening of three new locations in the coming year. STHS ER McColl will open in July in southwest Edinburg. STHS ER Ware Rd will open in the Fall. STHS ER Alamo is expected to open in the Winter becoming the sixth free standing emergency room for South Texas Health System.

ER Just Got Easier

South Texas Health System provides residents of the Valley with online ER wait times and ER Reserve capabilities for non-life-threatening illnesses or injuries.

To find out what the ER wait time is in every STHS ER, visit southtexashealthsystem.com. With ER RESERVE, request a time up to 12 hours in advance at southtexashealthsystem.com, and then wait in the comfort of your home.















ER Wait Time is an average provided for informational purposes only. ER Reserve should be used only if you decide your care can wait until the time you select. Do not wait if your symptoms or conditions worsen or if you need immediate care since delays may complicate your condition. If you are unsure of your condition or if your condition worsens, then please go to the nearest emergency room or call 9-1-1. Some insurance plans may not cover an ER visit if it is deemed urgent care or may apply a different copay. Please check your covered benefits with your insurance provider for details.

★ COMING SOON ★

8 | South Texas Health System 2018 Community Profile | 9



Recognition: Accreditations and Awards

South Texas Health System & Its Leadership

Accredited by The Joint Commission, the leading accreditor of healthcare organizations in the United States.

Licensed by the State of Texas.



- McAllen Medical Center is designated for its Advanced Level III Trauma Services
- Both McAllen Heart Hospital and Edinburg Regional Medical Center are designated as Level IV Trauma Centers (Texas Department of State Health Services)

Orthopedics

The Total Knee Joint Replacement Center at McAllen Medical Center is dually certified by The Joint Commission:

- Certified Total Knee Replacement Program

Cardiac Care

- McAllen Heart Hospital earned the American Heart Association® 2017 Mission: Lifeline® Silver Receiving Quality Achievement Award for heart attack care
- McAllen Heart Hospital received Chest Pain Center with PCI Accreditation by the American College of Cardiology





- Edinburg Regional Medical Center received Chest Pain Center Accreditation by the Society of Cardiovascular Patient Care Healthgrades, a U.S. company that evaluates healthcare quality, has named McAllen Heart Hospital

- America's 100 Best in Coronary Intervention
- America's 100 Best in Overall Cardiac Care
- America's 50 Best in Cardiac Surgery

Only 19 hospitals in the nation received all three awards. McAllen Heart Hospital is the only hospital in the Valley to be recognized for cardiac services.









Laboratory Services

All South Texas Health System laboratories are accredited by the College of American Pathologists for meeting or exceeding the most scientifically rigorous customized checklist requirements.

Behavioral Health

- At McAllen Medical Center, the McAllen Family Medicine Residency Center is in its third year of participating in Si Texas, an initiative of the Social Innovations Fund, Methodist Health Ministries and Valley Baptist Legacy Foundation. The program is focused on offering patient service to incorporate integrated behavioral health and comprehensive care in the primary care setting.
- South Texas Behavioral Health Center received the Reader's Choice Award for Best Behavioral Hospital for seven consecutive years.

Stroke Center

Both McAllen Medical Center and Edinburg Regional Medical Center are certified by The Joint Commission as Level II Primary Stroke facilities.

Pediatric Asthma

The Asthma Program at Edinburg Children's Hospital is certified by The Joint Commission for providing quality care, treatment and services. It was the first in Texas and second in the nation to be designated as a Center of Excellence.

Bariatric/Weight-Loss Surgery Center

- McAllen Heart Hospital is designated as a fully accredited Bariatric Center by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) and also received the
- Blue Cross/Blue Shield Blue Distinction Plus for Bariatric Surgery
- Aetna Institute of Quality for Bariatric Surgery
- · OptumHealth Bariatric Center of **Excellence for Bariatric Surgery**

Radiology Services

McAllen Medical Center received accreditation in MRI and nuclear medicine from the American College of Radiology (ACR). Edinburg Regional Medical Center is recognized by the American College of Radiology for meeting strict certification standards.



Maternity Care

McAllen Medical Center and Edinburg Regional Medical Center participate in the Texas Ten Step program. The Department of State Health Services (DSHS) in collaboration with the Texas Hospital Association developed the program as a method to improve maternity care practices in birthing facilities. Policy development, education of staff, and provision of discharge resources for breastfeeding mothers are key initiatives of the program. McAllen Medical Center and Edinburg Regional Medical Center were recognized by Healthgrades for women's services three years in a row.







Community Impact Summary

Education

South Texas Health System maintains affiliation agreements with multiple institutions of higher learning, serving as a site for clinical rotations for students of nursing, medicine, therapy, pharmacy and other allied health sciences. Current affiliation agreements in place include the University of Texas Rio Grande Valley, South Texas College, Texas State Technical College, University of Texas at Austin, University of Texas at Houston, University of Texas Health Science Center at San Antonio, Texas A&M, Texas Women University, Abilene Christian University, and Loma Linda University along with other colleges and universities nationwide.



South Texas Health System supports future healthcare professionals through these agreements and it collaboration with area universities and colleges as a clinical site for students studying nursing, physical therapy, pharmacy, nutrition, respiratory, radiology and emergency medical services.

McAllen Family Medicine **Residency Program**

Over the past 41 years, the McAllen Family Medicine Residency Program has trained and educated over 240 family medicine physicians at McAllen Medical Center. Established back in 1977, the program was sponsored by the University of Texas Health Science Center San Antonio and in 2015, it became part of a new sponsoring institution, the UTRGV Family Medicine Residency Program.

Dedicated to the Community

South Texas Health System generously donates time and resources to multiple and varied organization in the South Texas area including:

- Ronald McDonald House Charities of the Rio Grande Valley / Wild Game Feast
- Edinburg Rotary Club / Cajun Fest
- Edinburg Chamber of Commerce / Fiesta Edinburg
- Children's Advocacy Center / VINOS
- Edinburg Boys and Girls Club
- South Texas Juvenile Diabetes Association / Camp Freedom
- Counter Terrorism Conference
- LUPE
- The Greater Mission Chamber of Commerce / All Fore the Kids
- The Greater Mission Chamber of Commerce / Chef's BBQ
- Rio Grande City Rotary Club
- Border Health Caucus
- Rio Grande Valley Diabetes Association
- Comfort House / Casino Night
- South Texas Trauma Symposium
- Capable Kids Organization
- Valley Partnership / 27th Annual Valley Proud Scholarship Program
- McAllen Rotary Clubs
- Rio Grande Valley Hispanic Chamber of Commerce
- McAllen Breast Cancer Awareness Walk, Run and Ride
- McAllen Chamber of Commerce
- Hidalgo County 4H Clubs
- Weslaco Chamber of Commerce / Onion Fest
- RGV Youth Preparedness Camp with the Weslaco Fire Department
- Weslaco Chamber of Commerce / Annual Banquet
- American Cancer Society®/Relay for Life®
- Elite Productions Scholarship Programs
- Future Business Leaders of America
- Museum of South Texas History
- South Texas Agricultural Roundup
- UTRGV Presidents Circle

South Texas Health System 2017 Milestones

Edinburg Regional Rehabilitation Center

In January 2017, the Edinburg Regional Rehabilitation Center opened on the fourth floor of Edinburg Children's Hospital. The Center is the first inpatient rehabilitation program in the Rio Grande Valley. It provides a wide range of specialized programs for adults, children and adolescents.

Adding More Freestanding Emergency Rooms

South Texas Health System broke ground on two new freestanding ERs in 2017-STHS ER Monte Cristo and STHS ER McColl. In January 2018, the Monte Cristo location opened its doors and began serving patients. The McColl location is slated to open later in 2018.

Hurricane Harvey Disaster Relief

When Hurricane Harvey hit Texas on August 25, 2017, South Texas Health System sprang into action. The System raised money for those affected, as well as donations of groceries, clothing, bedding, toiletries, blood and more.

McAllen Medical Center Renovation Continues

The hospital exterior has a fresh new look as the renovations move forward. McAllen Medical Center transformed patient rooms, nurses' stations, lobbies and dining areas. New elevators were installed, along with wayfinding and signage.

Advanced Neurosurgery Technology at McAllen Medical Center

In 2017, McAllen Medical Center became the Rio Grande Valley's first hospital to invest in the O-arm® 1000 and StealthStation® S7® intraoperative surgical navigation and imaging system. The advanced technology provides neurosurgeons with real time 2D and 3D images of patient anatomy right at the operating table. This helps improve precision and may also save crucial time for critical patients.



Facilities and Freestanding Emergency Departments:

★ McAllen Heart Hospital

1900 S. D Street • McAllen, TX 78503

Phone: 956-994-2000 mcallenhearthospital.com

★ McAllen Medical Center

301 W. Expressway 83 • McAllen, TX 78503

Phone: 956-632-4000 mcallenmedicalcenter.com

* Edinburg Regional Medical Center

1102 W. Trenton Rd. • Edinburg, TX 78539

Phone: 956-388-6000 edinburgregional.com

★ Edinburg Children's Hospital

1102 W. Trenton Rd. • Edinburg, TX 78539

Phone: 956-388-6800 edinburgchildrenshospital.com

★ South Texas Behavioral Health Center

2101 W. Trenton Rd. • Edinburg, TX 78539

Phone: 956-388-1300

southtexasbehavioralhealthcenter.com

★ Edinburg Regional Rehab Center

1102 W. Trenton Rd., Edinburg, TX 78539

Phone: 956-388-6000

★ STHS ER Mission

900 E. Expressway 83 • Mission, TX 78572

Phone: 956-271-1200 sthsermission.com

★ STHS ER Monte Cristo

3505 N. Interstate 69C • Edinburg, TX 78541

Phone: 956-259-2100 sthsermontecristo.com

★ STHS ER Weslaco

330 W. Expressway 83 • Weslaco, TX 78599

Phone: 956-975-2300 sthserweslaco.com

* COMING SOON:

STHS ER McColl

4702 S. McColl • Edinburg, TX 78539 sthsermccoll.com

STHS ER Ware Rd.

3700 Nolana Ave. • McAllen, TX 78504 sthserwareroad.com

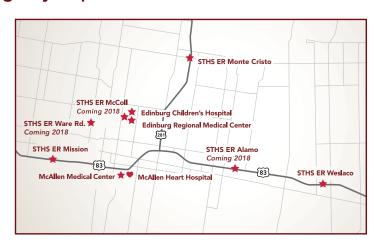
STHS ER Alamo

140 E. Frontage Rd. • Alamo, TX 78516 sthseralamo.com

★ Cornerstone Regional Hospital

2302 Cornerstone Blvd. • Edinburg, TX 78539

Phone: 956-618-4444 cornerstoneregional.com



Outpatient Clinics:

 McAllen Family Medicine **Residency Center**

205 E. Toronto Ave., McAllen, TX 78503 Phone: 956-687-6155

 Outpatient **Rehabilitation Center**

1800 S. 5th Street, McAllen, TX 78503 Phone: 956-971-5640

· STHS Women's Center

1110 S. Steward Rd., San Juan, TX 78589 Phone: 956-702-6867

· Wound Healing Center

4302 S. Sugar Rd., Suite 101, Edinburg, TX 78539 Phone: 956-388-2700

 ECH Pediatric **Endocrinology and Diabetes Institute**

> 4302 S. Sugar Rd., Suite 205,

Edinburg, TX 78539 Phone: 956-287-0459

 ECH Pediatric **Comprehensive Care Clinic**

4302 S. Sugar Rd., Suite 205,

Edinburg, TX 78539 Phone: 956-381-0932

· South Texas Diabetic and **Metabolic Institute**

5420 S. Jackson Rd., Edinburg, TX 78539 Phone: 956-213-0400



DEFINING Healthcare®

For more information about our commitment to the South Texas community, please call the Marketing Department at 956-388-2020 or visit our website at www.southtexashealthsystem.com

Get social with us















