

Clinical Impact Report

April 2023



Envision Healthcare 2022 Clinical Impact Report



Welcome

Welcome to Envision Healthcare's 2022 Clinical Impact Report. Inside, you will find stories of clinicians caring deeply for patients and pursuing the extraordinary in their fields of practice, patients who inspire the joy of medicine in our clinicians and communities that have access to care when and where they need it most.

We hope this report provides a glimpse into the many ways Envision Healthcare teams make a difference in the lives of patients and their families. Join us as we continue our journey of improving healthcare for millions across the country.



Who We Are

Envision's **mission** is to deliver care when and where it's needed most.

Our **vision** is to be America's leading medical group.

Envision's **values** embody our shared purpose of caring for patients, clinicians and communities.



Envision By The Numbers



22K

Clinical and clinical support teammates

17K

Envision Physician Services clinicians

4.4K

AMSURG physicians*

** This includes AMSURG physician partners and credentialed physicians.*



1.4K

Clinical departments supported

250

Ambulatory surgery centers*

** This represents the number of ASCs AMSURG holds ownership in and operates. It does not include the many ASCs Envision clinicians support with patient care.*

830

Service locations



29M

Patient encounters

Providing Care When and Where It's Needed Most

Envision Physician Services partners with hospitals and health systems across the country to provide integrated, complex, high-quality care for patients throughout their care journey.

16M
Emergency department
and inpatient encounters*



8M
Radiology
reads

2.4M
Anesthesia
cases



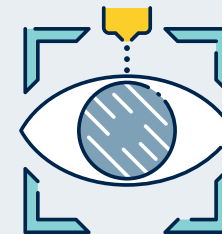
144K
Newborn
deliveries supported



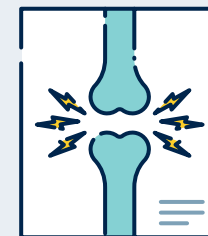
For more than 30 years, **AMSURG** has delivered high-quality, same-day outpatient surgical services with an exceptional patient experience.



1M
Colonoscopies



182K
Cataract surgeries

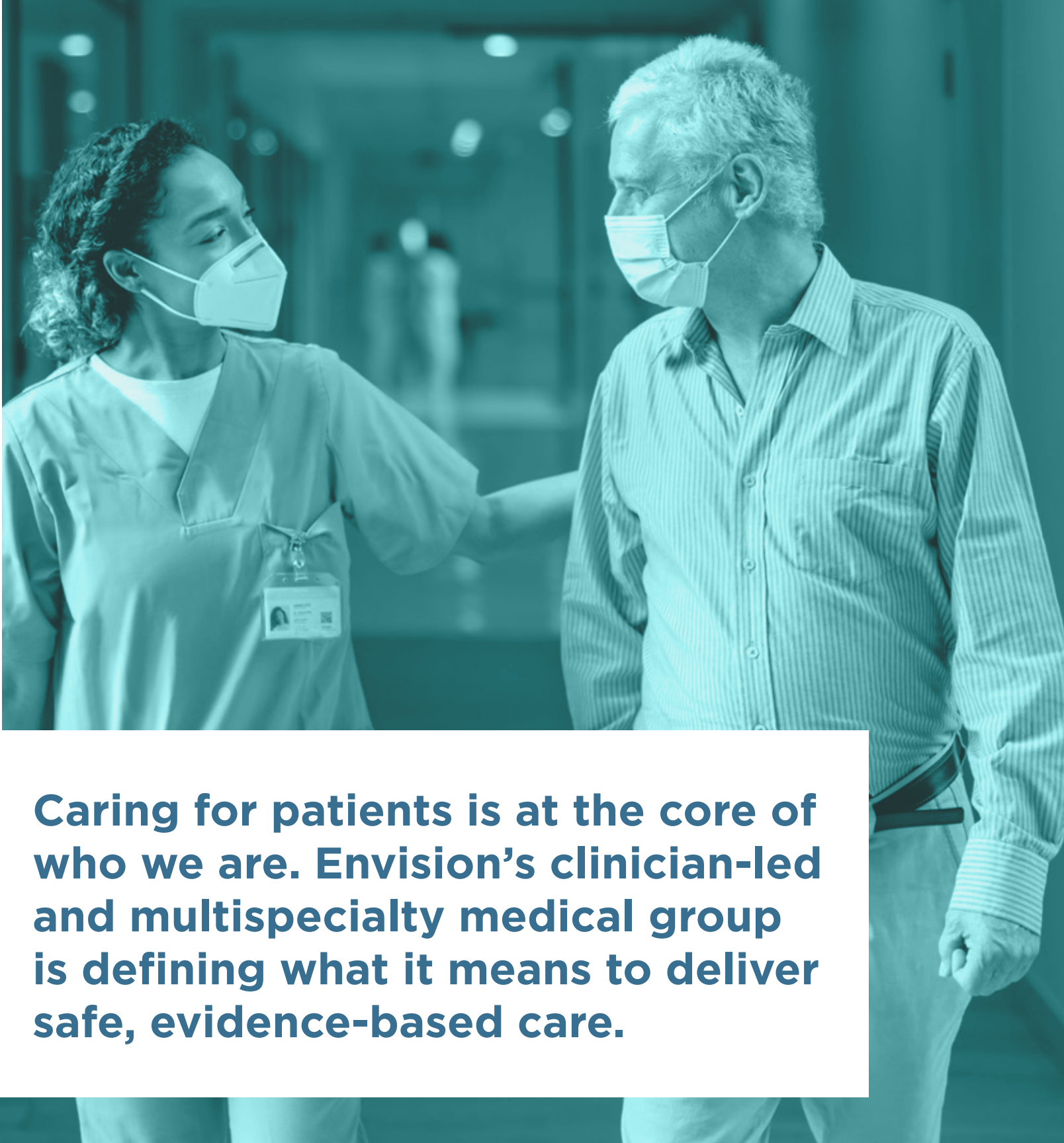


87K
Orthopedic surgeries

* Includes 12M emergency department and 4M inpatient encounters.

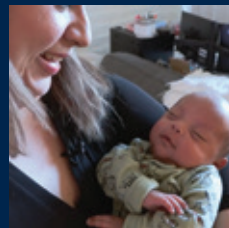


Care



Caring for patients is at the core of who we are. Envision's clinician-led and multispecialty medical group is defining what it means to deliver safe, evidence-based care.

Envision Physician Services



“When the doctor first came in and said we have to deliver today, the first thought was, ‘Is the baby going to be OK?’”

– Kristy Schwartz, an Arizona patient, delivered her baby, Tyler, 11 weeks early after a preeclampsia diagnosis.



“I was lucky that Envision Healthcare and Dr. Khan happened to be on duty and abundantly prepared for me.”

– Erik Stover, a New Jersey emergency medicine patient who experienced a massive heart attack while jogging.



Advancing Clinical Quality

As one of the largest submitters of acute health data to the Centers for Medicare & Medicaid Services’ MIPS program, Envision has authored four CMS-approved national clinical quality measures in the past two years, leading the charge to track and improve patient outcomes. While treating complex medical conditions along patients’ care journeys, Envision clinicians have outperformed national quality benchmarks and set new standards for care.

98.2% OF PATIENTS received **non-opioid pain management** prior to anesthesia

97.8% OF HOSPITALIZED PATIENTS received treatment to **prevent blood clots**

98.7% OF PATIENTS received **clinically appropriate imaging** in the ED

2 NEW MIPS MEASURES

developed by the quality team in 2022

99.9% OF PATIENTS who came to the ED with low back pain or migraine **received non-opioid pain therapy** as the first line of treatment

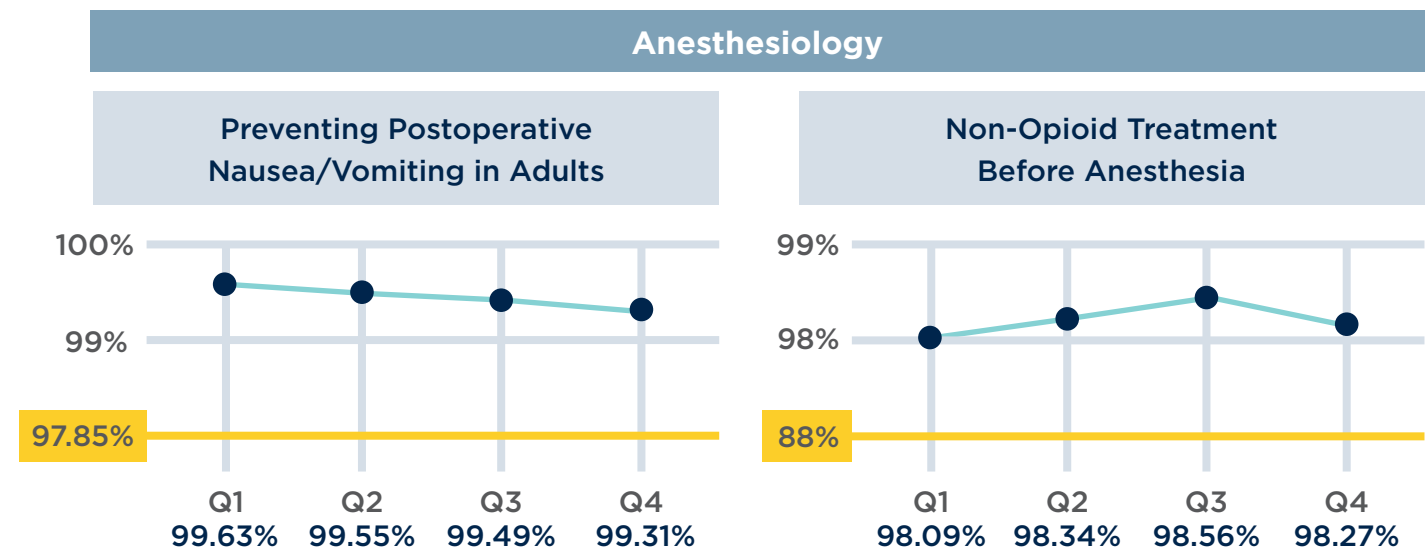
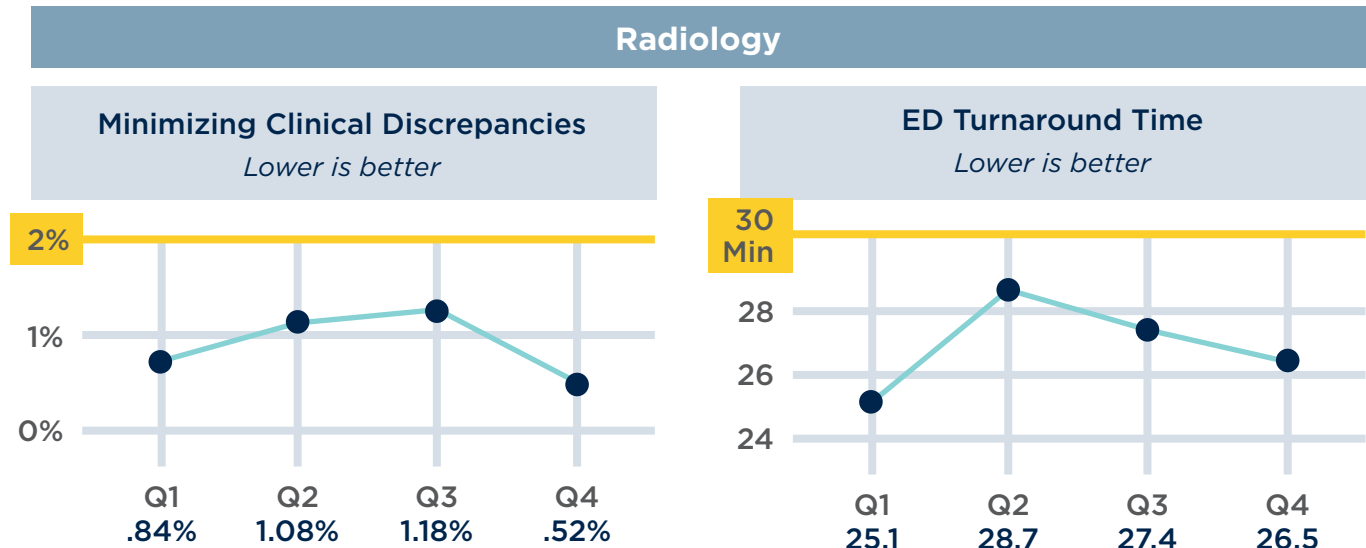
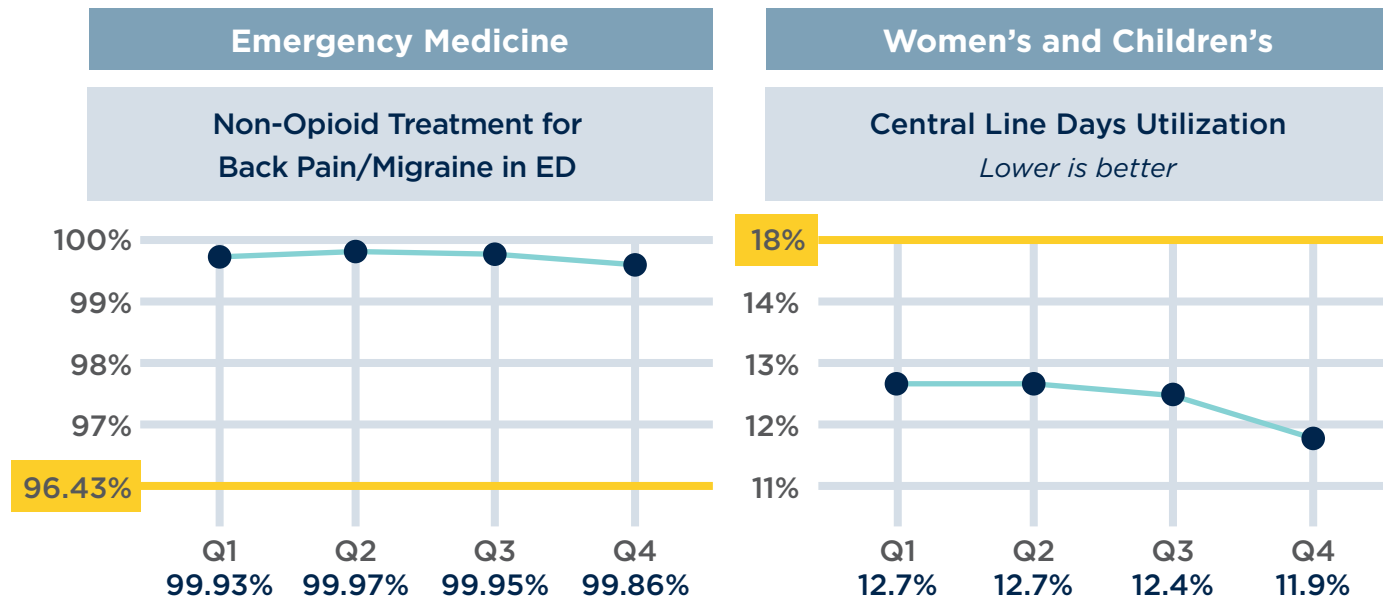
99.8% OF PATIENTS who came to the ED with sepsis received orders for **treatments shown to reduce mortality**

Delivering Safe, High-Quality Care

Envision’s hospital-based multispecialty teams care for patients with complicated medical and surgical needs. Their safety and health is our top priority. Envision teammates understand the unique needs of their diverse patients and communities. As such, we empower clinicians to make decisions based on best evidence and clinical judgment.

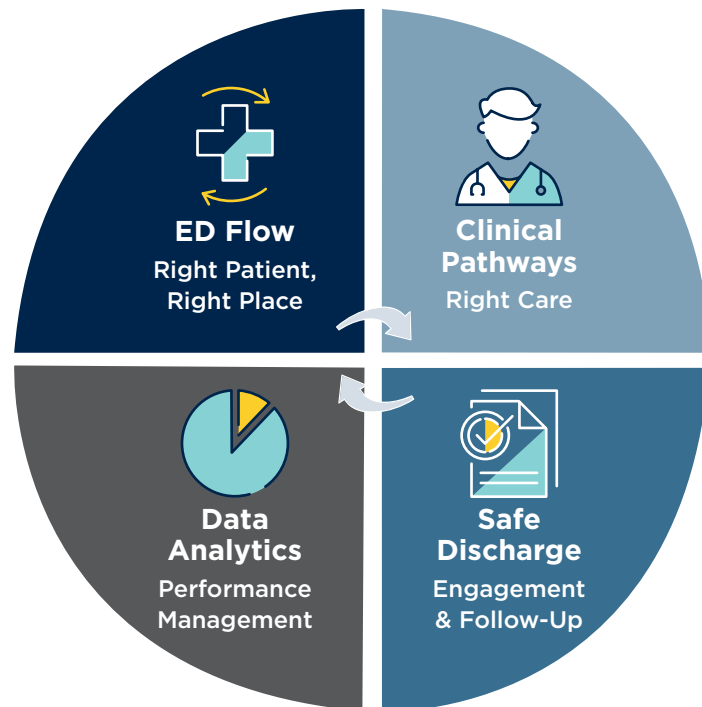
Throughout 2022, Envision clinicians provided safe, reliable and quality care. Our physicians and advanced practice providers continually strive to improve care quality, patient outcomes and the health of their communities.

2022 Medical Group Safety Metrics



Optimizing Sites of Care and Care Coordination to Serve Patients

A pilot program spearheaded by Envision clinicians in Florida is exploring innovative ways to ensure patients who present in the emergency department (ED) receive the right care at the right time in the right place. The two key components of the program implement clinician-led clinical pathways and a safe ED discharge checklist, followed by post-discharge virtual care access and ongoing clinical support, reducing avoidable 72-hour ED returns.



“ This is the first time I received a phone call after being discharged from the emergency room. Thank you.”

“ Thank you for taking the time to listen and answer my questions.”

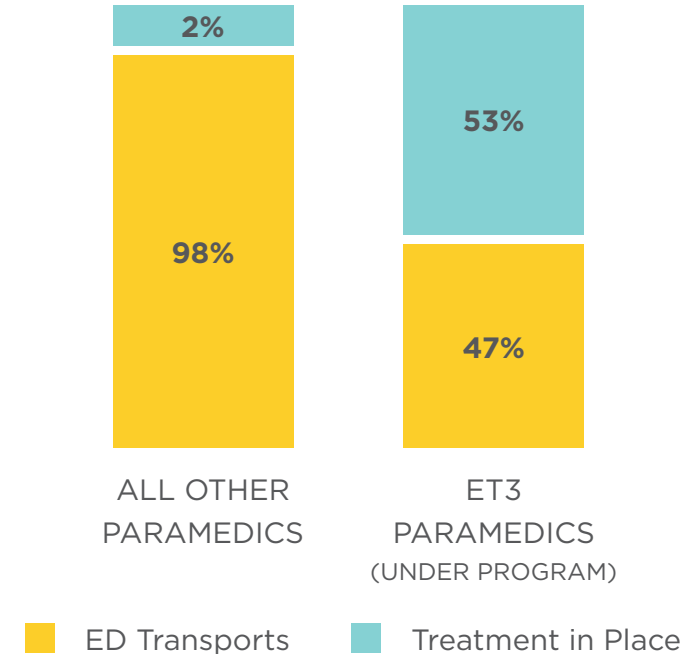
Case Study: A 97-year-old suffered a fall and was transported by ambulance to the emergency department near her home. A thorough evaluation by physicians and nurses revealed no fractures, and there were no contraindications to a safe discharge identified in the assessment. After consulting with the family, the physician decided the patient could be safely discharged to the care of her daughter. The Envision emergency physician provided the patient and her daughter education about the injury, care and follow-up. The patient and her daughter received a follow-up call 48 hours after discharge from the program, verifying the patient no longer had symptoms. Both the patient and her daughter were grateful for the call.



ET3 Improves Care Experience for Patients in Line With IHI Triple Aim

Envision participates in a 5-year initiative launched by CMS that encourages appropriate utilization of local emergency medical services (EMS), including the emergency department. The Emergency Triage, Treat and Transport Program, or ET3, brings together Envision emergency physicians and EMS agencies across 19 states and D.C. to better serve patients with the most clinically appropriate and affordable care.

Treated Patient Dispositions From a Michigan Pilot



2022 ET3 Outcomes

94%

Patient Satisfaction

\$5.6M

Estimated Savings to System

NO

Adverse Outcomes

Advocacy Spotlight

Envision is advocating for expanded telehealth capabilities at the federal and state levels, focused on ensuring our clinicians are fairly reimbursed for the innovative and compassionate care they provide.



Research Institute Tackles Complex Challenges

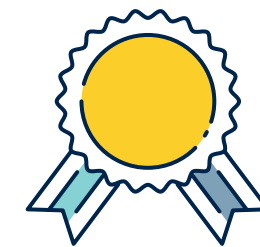
Envision's medical group works to solve challenges while ensuring patients receive safe, quality care across their care journeys. The Research Institute team, made up of trained clinical research professionals and clinicians, conducts clinical trials across a community of hospitals and private physician practice sites to provide evidence-based best practices to the medical community.



161 PUBLICATIONS by Envision clinicians and AMSURG physicians

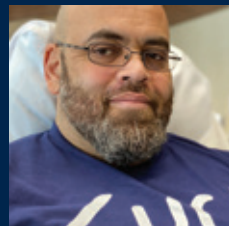


42 investigator-initiated and Envision-initiated **RESEARCH STUDIES**



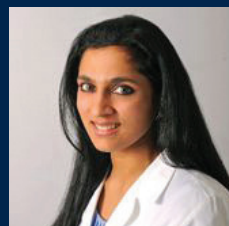
ENVISION WAS GRANTED A TOP 3 AWARD at the prestigious Evidence Based Perioperative Medicine World Congress in London for research exploring post-surgical complications presented by Dr. Joshua Bloomstone, Senior Vice President of Clinical Innovation and Practice Transformation. The nearly 850,000-patient, 5-year retrospective study's outcomes sought to better inform perioperative decision making amongst clinicians and the development of best-evidence pathways and protocols to mitigate complications in surgical patients.

AMSURG



“I’m a survivor. I got a second chance at life, and I’m not going to sit on it. Please get checked.”

– Keith Lyons, a 22-year Stage 3 colon cancer survivor and endoscopy technician at the Endoscopy Center of Red Bank, an AMSURG-affiliated ambulatory surgery center. He encourages people to receive timely colonoscopies.



“A colonoscopy is one of the few modalities where not only can you visualize polyps but you can also remove growths at early stages or even advanced stages and, hence, protect patients from colon cancer or cure them sometimes of colon cancer if it’s found early in polyps.”

– Dr. Subha Sundararajan, a gastroenterologist at the Endoscopy Center of Red Bank.



Providing Quality Care

ACHIEVED TOP SCORES for Overall Patient Experience **BY 90%+** of Patients

PRESS GANEY RECOGNIZED 95 HEALTHCARE ORGANIZATIONS WITH THE HUMAN EXPERIENCE PINNACLE OF EXCELLENCE AWARD.

The honor is given to top-performing organizations that maintain consistent levels of patient experience excellence over a 3-year period. The latest winners were awarded based on meeting a number of criteria, including teamwork, likelihood to recommend and overall rating. Among the 2022 honorees were AMSURG’s facilities in Pottsville, Pennsylvania (Schuylkill Endoscopy Center), Ocala, Florida (Orthopaedic Surgery Center of Ocala), and Knoxville, Tennessee (The Endoscopy Center).

**2022
HX Pinnacle
of Excellence
Award®**

PressGaney



EXCEEDED NATIONAL AVERAGES ON SEVERAL QUALITY MEASURES, INCLUDING INFECTION PREVENTION AND MEDICATION ERROR PREVENTION RATES

40% Adenoma detection rate during colonoscopies, helping people prevent and detect colorectal cancer

AMSURG

Delivery of Care



30+ YEARS of delivering quality outpatient surgical care



PERFORMED 2M procedures with high-quality care and exceptional patient experience



DECREASED AVERAGE AGE of first colorectal screening for patients seen in our ASCs from **58** to **under 57** as part of the nationwide goal for people at average risk to begin screening at age 45



Our ASC teams help patients and communities improve their health through a wide range of services, including general surgeries; ear, nose and throat care; OB-GYN care; pain management and more.



Connection



Envision cares deeply for the people who care for America. We are committed to investing in our teammates and empowering them to thrive professionally and personally.

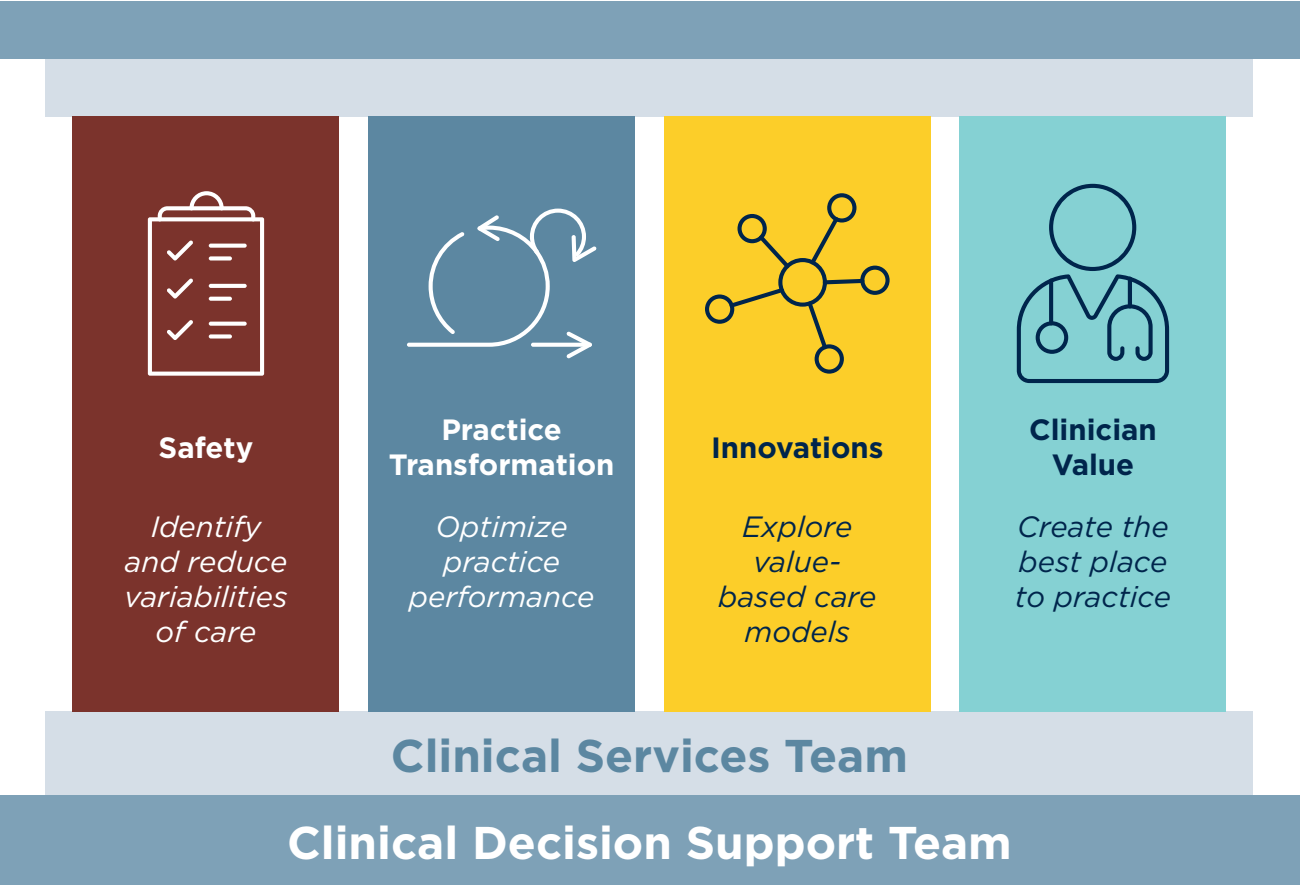
Building Communities of Clinicians

To best care for patients, we must first take care of ourselves and each other. Envision is dedicated to supporting clinicians with the tools and resources necessary to treat patients without distractions. We care for the people who care for us by fostering an environment that supports clinicians' professional and personal well-being.



Clinical Center of Excellence

During 2022, Envision's medical group redefined its future and designed an organizational structure that would ensure a foundation of patient safety, build a transformative care experience for patients, drive clinical innovation and make Envision the best place to practice for clinicians.



Clinician Wellness and Development

How do we make Envision a best place to practice for clinicians? We focus on programs and services that are intended to inspire, protect, empower and engage physicians and advanced practice providers, such as the following:



Peer-to-peer support during litigation or after adverse events



Thought leadership in professional well-being for clinicians



Confidential therapy when and where needed



Advocating for causes that support clinicians, patients and communities



Self-assessment, feedback and educational offerings



Fostering equity, inclusivity and diversity to ensure teammates feel a sense of belonging



Coaching for communication, team leadership and well-being



Making clinical resources and best practices available to our team through safe table discussions and white papers on social determinants of health and America's opioid epidemic



Leadership insights for volatile, uncertain, chaotic, and ambiguous times



Advocacy Spotlight

NSA Implementation Reform

Envision is advocating at the federal level for fair and sustainable reimbursement for the care clinicians provide.



“Clinicians go above and beyond to care for patients in need. The Dr. Lorna Breen Health Care Provider Protection Act helps America’s healthcare professionals access critical mental health resources. The enactment of this law sends a strong signal of support to clinicians across the United States.”

– Dr. Stefanie Simmons, Vice President of Patient and Clinician Experience at Envision Healthcare and Chief Medical Officer of the Dr. Lorna Breen Heroes’ Foundation.

Dr. Stefanie Simmons and J. Corey Feist, Co-Founder of the Dr. Lorna Breen Heroes’ Foundation, advocate for the work Envision and the foundation do to support clinicians’ mental health.

Clinicians Caring Deeply for Communities

“ Throughout our stay in the ER, Dr. Haselow and the rest of the ER team were kind, caring and worked together to care for our daughter and collaborated with outside organizations on an appropriate plan for her cardiac care.”

– Travis Christman, MSN, RN, Chief Nursing Officer, Ella’s Father, Wisconsin resident.



“ The children I was taking care of were in a lot of pain. That’s when I learned more about what a nurse anesthetist was and decided to go that route.”

– Lori Ortman, MSN, Chief Nurse Anesthetist and a certified registered nurse anesthetist, works to make a meaningful difference in patients’ lives.



“ Hospital medicine physician Dr. Mo Bakr’s continuous drive to improve comes from ‘loving what you do.’”

– Dr. Mohamed ‘Mo’ Bakr, Regional Medical Director and a hospitalist. He is passionate about continuous learning and creating a positive workplace culture.



“ In order for Omari to receive a kidney, I had to donate mine.”

– Dr. Leslie Osei-Tutu, an anesthesiologist, helped care for her son with a rare disease. She works every day to save people’s lives and says kidney donation is an extension of that.

Clinicians Caring Deeply for Communities

“ Having Santa come in was a little bit of joy we could look forward to.”

– Victoria Thyme, mom of Leighton, a NICU patient in Colorado.

Envision clinicians from left to right: Heather Kempzell, RN; Lori Boarman, RN, PNN; Susan Wood, NNP, DNP; and her husband, James Wood (as Santa).



“ I’ve been deployed twice since I’ve been with Envision. I just couldn’t say enough about my leadership team within Envision having my back during this time.”

– Gleb Gluhovsky, PA-C, MPAS, Regional Medical Director for Advanced Practice Providers. He also serves as a colonel in the Kansas Army National Guard and says he is committed to helping people in need.



Fostering a Culture of Inclusivity

We welcome teammates of all backgrounds and identities, as they represent the rich diversity of the communities we serve across the country. In 2022, Envision’s Diversity, Equity and Inclusion efforts saw the launch of four employee resource groups, spaces open to all teammates and allies to build community.



PaCT
Parents and Caretakers



Enclusion
Envision LGBTQ+



People Network
People of Color



Women
in the Workplace

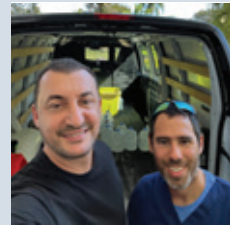
Caring for Those Who Care for Us

When Hurricane Ian barreled into Florida, communities throughout the state had to deal with flooding and a prolonged period without power. Envision provided medical supplies to affected communities.

Teammates who were impacted by Hurricane Ian were encouraged to apply for financial assistance from Envision Healthcare's Employee Relief Fund. The EHERF, designed to provide support to teammates during times of disaster or economic uncertainty, received 72 applications following Hurricane Ian and awarded almost \$25,000 to teammates to help them get back on their feet after the devastating storm.



“We realized quickly that we were going to have to get creative to get to everyone.” Throughout the day, the team traveled to any teammate they could, providing supplies, support and a friendly face.



*– Dr. David Dascal,
Radiology Chief Clinical Officer.*

*Dr. David Dascal (left) and Dr. Roi Bittane,
Radiology Senior Vice President (right).*



Community



Caring for patients and communities is what we do best. Sometimes that care comes in the form of giving back and supporting organizations in our communities that positively impact our neighbors.

Philanthropy

Established in 2018, the Envision Healthcare Charitable Fund works to make a difference in the lives of others at the local, national and global levels by investing our financial resources, time and expertise into community initiatives that align with our mission to deliver care when and where it's needed most.

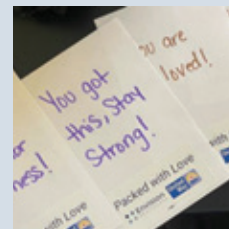
In 2022, the Charitable Fund donated **\$4 million to more than 50 community organizations**, providing awareness, education and support for a variety of causes.

Uplifting Local Community Members

Envision partnered with United Way to collaborate on projects that brought encouragement and essential supplies to underserved communities. More than 650 teammates assembled hygiene kits and smile kits that impacted 4,000 individuals in the communities where they live and work.



“Being able to engage volunteers during the workday helped eliminate a variety of barriers to volunteering. Envision leadership is not only investing into their staff but into their surrounding community as well through the Envision Healthcare Charitable Fund. Thank you Envision!”



– Shelby Redondo, United Way of Denton County Dallas location.

Supporting Clinicians' Well-Being

Envision's support of the Dr. Lorna Breen Heroes' Foundation is to reduce burnout of healthcare professionals and safeguard their well-being and job satisfaction. Our advocacy efforts are focused on removing state licensure and hospital credentialing hurdles that prevent clinicians from seeking mental health services. We believe in taking care of those who take care of us.



Educating About Timely Colorectal Cancer Screenings

AMSURG continues to support efforts in educating the public about colorectal cancer (CRC) prevention. Recognizing the increase of early-onset CRC, we are working with physicians and community members to inform people of the importance of timely screenings and save lives. People who are at average risk of CRC should receive their first screening at age 45 instead of 50. A colonoscopy is the most thorough and effective screening in the prevention and detection of CRC.



Global Health Initiative

Harnessing our passion for improving healthcare both at home and abroad, Envision developed the Global Health Initiative to empower clinicians to improve health internationally.

Providing Care to Communities in Need

Envision sent medical teams to the Dominican Republic and Honduras to provide essential medical care.



495 PATIENT CONSULTS

provided in the Dominican Republic

38 SURGERIES
performed and
245 CONSULTS

provided in Honduras



“It was a privilege to work alongside the Honduran staff to provide care for our patients. They are one of the only centers that provides need-based surgical care in Honduras. I had patients travel for two days to be evaluated for surgery.”

- Dr. Elizabeth Kim, Trauma Medical Director.

Supporting Ukraine

Through our partnership with Operation White Stork, Envision delivered individual first aid kits to those on the frontlines and provided tactical combat casualty care training to first responders. Our support of the Heart of Ukraine funded the delivery of desperately needed cardiology surgical supplies to Ukrainian hospitals.



Giving to Pakistan in Time of Need

Envision partnered with Emergency Project to provide medication and medical support to those impacted by devastating flooding in Pakistan.



Appendix



Approach to Care

As a clinician-led medical group, Envision and AMSURG clinicians make decisions in patients' best interests. Envision physicians and advanced practice providers exercise their clinical judgment to deliver safe, evidence-based care. Physician leaders determine their care teams and most clinically appropriate care pathways based on the unique needs of each patient and community. Our organizational structure and governance do not influence the delivery of care at the bedside.

Governance

Our governance structure facilitates operations that meet or exceed regulatory guidelines, with a detailed code of business conduct and ethics and comprehensive policies that define the standards we strive to meet in every aspect of our business.

The Board of Directors is committed to providing continued insight and clarity into the governance process. As part of this commitment, the Directors follow clear guidelines intended to communicate the method used to execute their responsibilities as it supports our ongoing operation and growth. The Board is comprised of experienced healthcare and business leaders who focus particular attention on compliance with financial and regulatory standards. The Directors and all teammates conform to our formal Code of Business Conduct and Ethics.

Compliance

Envision has an established compliance program intended to ensure the effectiveness of policies and systems designed to prevent and detect violations of the Code of Business Conduct and Ethics Code or any other applicable laws, policies or regulations. Teammates are instilled with a duty to act. Awareness of behavior that is inconsistent with the Code is expected to be reported to a supervisor, a member of the compliance staff or the Ethics and Integrity Helpline at 877.835.5267, which is available 24/7. Compliance with the Code is mandatory.

Any violation of the Code may result in corrective action, up to and including termination. Teammates who are aware of Code violations and fail to report violations to Envision may also be subject to corrective action. Supervisors and managers are expected to maintain an open line of communication with team members in which concerns can be reported and addressed without fear of retaliation. Envision prohibits retaliation against anyone who raises a good faith legal or ethical issue or participates in a compliance investigation. Annual Ethics and Compliance training ensures all teammates comprehend the standards set forth in the Code.



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[Envision.Health/Impact](https://www.envisionhealth.com/impact)



View the 2022 Impact
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