

Annual Review 2024

Serving patients in the moments that matter **most**



50+

YEARS OF
EXCEPTIONAL
CARE



31

STATES



6,500+

CLINICIANS



550+

HEALTH
PROGRAMS



800K+

ANNUAL CARE
CONNECTIONS



10M+

ANNUAL PATIENT
ENCOUNTERS



**Clinical and operational specialists
in emergency, hospital, and
critical care medicine**

Together, We Heal

Excellence in acute care
clinical services

**Emergency
Medicine**

*Expert care
for life's most
urgent needs*



SCP Connected Care

*Supporting patients
at crossroads in care*

**Hospital
Medicine**

*Driving optimal
outcomes for
every inpatient*

**Critical Care
Medicine**

*Patient-centered
medicine in
critical moments*

Hospital at Home

*Acute care delivered
effectively at home*

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Letter from the Chief Executive Officer

Today’s health care environment demands action, not just words. The challenges we collectively face – the shifting care settings, workforce shortages, and regulatory changes – are accelerating at a rapid pace and testing the strength and resiliency of our industry.

However, this is not our first test. At SCP Health, we have a 50+ year history of combining clinical and operational excellence to serve patients in moments that matter. Our purpose is defined by the millions of patients we’ve served throughout the decades and by our thousands of clinicians who work at the forefront of care delivery.

Every day, we provide an environment, structure, and all the related support systems to enable our clinicians to do what they do best – deliver high-quality clinical care consistently and efficiently. Our governance model, which includes independent board members, ensures we are allocating resources effectively and staying true to our promise to deliver outstanding clinical care. It also ensures we are well-capitalized to address access to care and ensure our patients and clients can depend on us during crises, challenges, and pivotal moments. In the past year alone, our clinicians provided care to millions of patients, including over 2.7 million who received the same high-quality care, regardless of their ability to pay, embodying our belief that quality health care should be accessible for all.

Our sense of ownership transcends our capital structure and all the financial metrics used to put a label on us. A strong balance sheet ensures resources will be available when needed, whether for responding to local clinical needs or supporting communities during emergencies like Hurricane Helene. This allows us to empower our teams as they deliver care across all settings – from the first care encounter, through transitions of care, and across the entire care journey.

This stable foundation enables us to invest in care delivery, innovation, and long-term stability. We invest in training and development opportunities for all clinical and corporate employees while cultivating engaged leaders who care about people. Our approach builds relationships founded on transparency and alignment, allowing us to focus on the needs of patients and clinicians today while preparing for their needs in the future. By openly sharing data analysis and insights, we offer clear visibility into performance and environmental trends to support proactive improvement and informed decision-making.

From this strong foundation, we continue to evolve. We are building for tomorrow by pursuing innovative partnerships, developing robust clinical models, and strategically investing in clinical synergies and technology advancement. Innovation is not just a buzzword – it is a requirement to meet the ever-evolving demands and needs of our patients, clinicians, clients, and communities.

At SCP Health, we are not content with maintaining the status quo - we are accelerating. We are setting the pace, building more resilient and effective care delivery systems, and continuing to make a difference for our patients.

Guided by our core values of agility, collaboration, courage, and respect, we recognize that it is our responsibility to be proactive, not just for today’s needs but for generations to come.



Rich D’Amato
Chief Executive Officer



Letter from the Enterprise Chief Medical Officer

Health care is at its best when all of the components align seamlessly. When clinical skills, operational expertise, and compassionate purpose unite, we see unparalleled benefits for patients, clinicians, and communities. Again, this year, we’ve proven that coordinated efforts bring our mission to life through measurable results and countless moments of healing that matter.

Our clinical infrastructure, driven by high-quality physician leaders, advanced meaningful progress in 2024. Overall, our clinical outcomes are exceptional, and it is particularly notable that in communities where we manage both emergency medicine and hospital medicine programs, we consistently outperform single-program sites in key metrics, including left-without-treatment rates, patient experience scores, sepsis care, and emergency department length of stay for admitted patients. Our experiences demonstrate that clinical synergies and exceptional outcomes are not only possible but are replicable and scalable through structured collaboration within our care teams.

Our evidence-based approach to sepsis care, leveraging clinical bundles across emergency and inpatient settings, has driven top-tier performance. Reduced readmissions, optimized lengths of stay, and consistent adherence to high standards underline the power of coordinated care and its impact on patient outcomes.

Beyond episodic care, we focus on the entire patient journey. We reduce avoidable readmissions and enhance both satisfaction and value by bridging gaps from pre-admission, acute care, post-discharge, and virtual care settings. Our comprehensive model demonstrates our commitment to improving health care in systematic ways while also lowering the total cost of care.

Working as integral parts of physician-led care teams, nurse practitioners and physician assistants have contributed significantly to safe and effective patient care. Our NP and PA professionals are dedicated to continuous education and collaborative clinical practice, which results in exceptional outcomes, including consistently strong performance in MIPS and other quality measures.

We are grateful for the collective efforts that have driven these accomplishments, but our work doesn’t stop here. As health care experiences the most dramatic pace of change in modern history, we aim higher yet.

Continuous process improvements will be hallmarks of our future. Every department, every team, and every person must work cohesively to reduce variation, create positive trends, and deliver greater value. Looking ahead, we will continue enhancing synergies across clinical service lines, expand our hybrid care capabilities, and advocate for sensible policies that support the sustainability of acute care.

I am thankful for the remarkable clinicians and leaders who make this work possible. Together, we are healing patients. And as importantly, we are making a difference in health care, strengthening our system for the future.



Randy Pilgrim, MD, FACEP, FAAFP
Enterprise Chief Medical Officer



2024 Highlights

Clinical & Service Quality



>97% performance
in MIPS quality program

3.6
days average
length of stay

12.3%
all-cause
hospital
readmission

12%
decrease in patients
who left without
treatment

61
client
Net Promoter
Score

People

Named one of
**2024 Becker's
Healthcare Top
Places to Work**

500+
medical leaders
engaged in in-person
leadership development
programs



39,000+
hours
of continuing medical
education (CME) awarded
through SCP University

35,000+
hours
of employee training
hours completed

Growth



2 million+
new patient visits

1 million+
inpatient telemedicine consults

>50,000
clinician enrollments

6 million+
hours of clinical coverage

550,000+
clinical shifts scheduled

Financial Strength



B2/Stable
Moody's rating

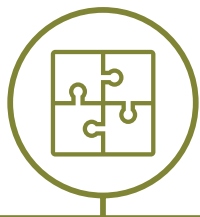
2.7 million+
patients annually
receive care regardless of
ability to pay

Core Values

*Our core values define our principles,
enabling our teams to be successful in
today's challenging environment*



AGILITY



COLLABORATION



COURAGE



RESPECT

Mission

*Serving patients in
moments that matter*

Vision

*Achieve unparalleled
standards in care delivery
to ensure accessible,
sustainable health care*

Proven Expertise

A people-centered operational framework creates an environment where patients receive consistent, high-quality care, clinicians can focus on the bedside, leaders can make informed decisions, and hospitals can achieve their strategic goals.



Strong operations support clinical success at scale

Our approach aligns national standards with local care delivery needs, leverages data transparency to elevate clinical performance, and optimizes resources through systematic integration.

- Completed **6 million+ hours** of clinical coverage
- Scheduled **550,000+ clinical shifts**
- **>50,000 clinician enrollments**
- Successfully integrated **2 million new patient visits** while maintaining quality metrics
- Achieved industry-leading **client Net Promoter Score of 61**



Leadership drives results

Comprehensive leadership development programs equip clinical and operational leaders with advanced skills that directly enhance organizational performance and team engagement.

- **148** new medical directors and lead NPs/PAs completed our clinical leadership onboarding
- **123** medical directors and lead NPs/PAs completed medical leadership training
- **231** medical leaders attended Regional Medical Conferences
- **4,400+** corporate leadership training hours completed
- **42** leaders attended Executive Leadership Academy



Continuing education advances practice

Diverse educational platforms and targeted professional development initiatives enable professional development that improves efficiency and performance metrics.

- **19,494 hours** of compliance training completed
- **39,696 continuing medical education hours** awarded through SCP University
- **35,000+ employee training hours** completed



Wellness sustains performance

Our clinician well-being strategy promotes career longevity and sustainable performance, ensuring clinical excellence even through health care's most challenging situations.

- **Dedicated Chief Wellness Officer** leading comprehensive wellness initiatives, including quarterly health and wellness calls
- **Specialized support** for emergency and hospital medicine environments
- **Focused wellness groups** for female physicians and NPs and PAs



Recognition builds stability

Creating a supportive and rewarding environment fosters loyalty and long-term retention, delivering continuity of care for patients, consistent relationships for hospital partners, and reduced recruiting and onboarding costs across the system

- Named one of **Becker's Healthcare Top Places to Work in 2024**
- **800+ recognitions** for outstanding patient care and excellent service

Better Together

Collaboration across service lines and through strategic partnerships creates powerful clinical synergies that, combined with a comprehensive quality framework, drive exceptional outcomes and experiences for patients, clinicians, and health care systems.

Excellence in emergency medicine



Faster, more accessible care

12% decrease in patients who left without treatment in 2024, with **median door-to-provider times of just 12 minutes** outperforming the national benchmark of 14 minutes.¹



Delivering effective, evidence-based emergency care

Consistent >97% MIPS program performance² over three consecutive years, reflecting our comprehensive approach to emergency medicine quality.



Improving patient experience

Patient experience scores increased to 70.6% in 2024 from 68.7% in 2023, reflecting our commitment to patient-centered care.



Addressing the opioid crisis

Continued commitment to improving safe opioid management with **a 50% annual improvement** year over year in medications prescribed to manage opioid use disorder in eligible patients.

1. Emergency Department Benchmarking Alliance (EDBA) <https://www.acepnow.com/article/a-sobering-year-for-emergency-departments-and-their-patients/>
2. Medicare's Merit-based Incentive Payment System <https://qpp.cms.gov/mips/quality-requirements?py=2024>

Hospital medicine and critical care impact



High-performing readmission rates

12.3% all-cause hospital readmission rate versus 14.6% national average³, demonstrating our commitment to effective care transitions and patient safety.



Efficient and safe hospital stays

3.6 days average length of stay, a 23.4% outperformance of the national average of 4.7 days⁴, allowing patients to safely and effectively recover at home.



Delivering effective, evidenced-based hospital care

Consistent >97% MIPS program performance over three consecutive years, reflecting our comprehensive approach to inpatient quality care.



Improving patient-physician communication

Three-year positive trend in HCAHPS Physician Communication scores, increasing to 79% from 76%, helping support patients in understanding their care plans.

3. Center for Medicare and Medicaid Services (CMS) <https://www.definitivehc.com/resources/healthcare-insights/average-hospital-readmission-state>
4. Definitive Healthcare <https://www.definitivehc.com/resources/healthcare-insights/average-length-of-stay-by-state>

Purposeful Innovation

Patient-centered approaches and interventions across the continuum of care address today’s complex challenges and create a better health care environment for the future.

We innovate to improve:

- Clinician experience
- Patient experience
- Accessibility and sustainability of care



mySCP Care

Simplifying inpatient clinician workflow and communication with charge and quality capture

100% adoption rate of social determinants of health documentation for MIPS	Increased total encounters captured for quality and charge by 99%	Increased total chart queries resolved by 72%
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Dynamic scheduling

Utilizing artificial intelligence and predictive modeling to ensure clinicians are there when patients need care

238 emergency medicine programs	142 hospital medicine programs	Over 90% accurate
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SCP Connected Care

Connecting with patients to improve outcomes and care affordability

600,000 calls and texts with patients	Successfully reached 67% of patients called by a nurse or patient coordinator	89% engagement rate for patients reached
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Hospital at home

Delivering exceptional, high-acuity care to patients in their home

Admitted 925 patients within the first 10 months	30-day readmission rate of 5%	4.8 out of 5.0 patient experience rating for virtual care team
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Telemedicine and hybrid care

Integrating virtual clinicians with on-site care teams

1M+ patient consults	118+ virtual emergency medicine clinicians
100+ telehospitalists	20 emergency medicine triage programs
50 hospital medicine programs	



Community Impact

In 2024, we partnered with national organizations, supported service efforts in our local communities, and made meaningful contributions across multiple states, including in response to natural disasters such as Hurricane Helene.

Partnership highlights

- American Heart Association
- American Cancer Society
- United Way
- Salvation Army
- Habitat for Humanity

Service initiatives

- American Heart Association walks and fundraisers
- Elementary school tutoring and supply drives
- Senior care initiatives including Olympics and Fall Festival
- Hurricane evacuation assistance
- Veterans’ services and support programs
- Animal shelter care and adoption events
- Homelessness outreach through The Hub Ministries
- Community celebrations
- Children’s cancer awareness efforts

Hurricane Helene response

- Delivered essential medical supplies to isolated areas
- In conjunction with federal response teams, deployed and staffed emergency medical tents, where hospitals could not operate
- Worked around the clock to reallocate clinical resources to hardest-hit communities
- Conducted comprehensive wellness checks on all clinicians in affected areas, both before and after the storm
- Collaborated with regional health care partners to provide clean water and carbon monoxide detectors
- Organized donation drives and delivered supplies to storm victims



Looking Ahead

Building on our foundation of excellence, we are poised to lead health care transformation through innovation, strategic growth, and unwavering commitment to all those we serve.

As we look ahead, our vision combines industry leadership, innovation, and sustainable access. Our strong performance metrics and financial stability position us as the partner and employer of choice in health care.

We commit to:

- Ensuring patients receive timely, compassionate care characterized by connection and trust
- Creating a frictionless environment for clinicians that supports their well-being
- Providing clients with consistent, high-quality partnerships enhanced by transparent performance visibility
- Elevating employees through data-driven decision-making and professional development

Together, we are ready to shape health care’s future – not as mere participants, but as architects of positive change.



TOGETHER
WE HEAL

