



## Financial Highlights

	Year Ended December 31	
	2019	2018
	<i>(\$ In Thousands)</i>	
Income Statement Highlights:		
Total Revenues	\$ 9,426,648	\$ 8,519,779
Uncompensated Care and Community Benefit*	\$ 838,916	\$ 791,446
Operating Margin	2.1%	2.2%
Total Margin	7.3%	0.5%
Statistical Highlights:		
Total Admissions (Excluding Newborns)	250,952	242,933
Hospital Outpatient Registrations	1,713,807	1,747,164
Urgent Care Visits	608,114	529,157
Clinic Visits	5,383,150	5,072,126
Employed Provider FTEs	2,406	2,299
Health Plan Members**	948,361	853,224

\* Uncompensated care and community benefit includes the cost of charity care, unpaid cost of public programs (Medicare/Medicaid), unpaid cost of health professional training and subsidized health services to meet community need

\*\* Members include Medicare Advantage and Medicare Risk Contracts; Banner|Aetna commercial members; Banner—University Health Plan (Medicaid) members