



## 2021 | Letter to the Community

From the opening hours of 2021, through the final minutes of the year, Satellite Healthcare actively engaged its staff in caring for our patients and contributing to the health and well-being of local communities. Despite the challenges the COVID-19 pandemic presented, these endeavors flourished – the result of our uncompromised commitment to keep our mission of making life better for those living with kidney disease in motion.

In the nearly 50 years since Stanford nephrologist Norman S. Coplon, MD founded Satellite Healthcare as a non-profit provider of dialysis services, we have continued to rank as one of the country's highest rated dialysis providers, with an industry leading level of patient satisfaction.

Nevertheless, Satellite Healthcare's dedication to healthy living and quality of life has always extended beyond the doors of the dialysis centers and home dialysis programs that serve our more than 8,000 patients in California, Hawaii, New Jersey, Tennessee, and Texas. Never has this been more important than during the pandemic, which so profoundly permeated the day-to-day lives of our patients as well as people across the country and around the world.

Here's how Satellite Healthcare moved forward amidst the headwinds of 2021.

### **Vaccine Team**

When we learned a COVID-19 vaccine was close to becoming available, we collaborated through a coalition with the Centers for Disease Control & Prevention to implement a plan to administer vaccines for our patients and employees. We assembled our best minds to determine how we could administer it to Satellite Healthcare staff and patients. We are proud that this effort enabled so many of our employees and patients to receive the first and subsequent doses soon after they were available. Satellite Healthcare has been one of the most successful companies in administering vaccinations (dose 1 and 2) with 31% for all staff and 82% for our patients.

In our Memphis market (Shelby County), we met with vaccine hesitancy amongst a highly affected and vulnerable patient population. Nearly 16,000 Tennesseans—including nearly 4,000 with kidney disease in Shelby County alone—were at greater risk of contracting severe COVID-19 infections and facing hospitalization and death. Satellite Healthcare, American Kidney Fund and National Kidney Foundation worked collaboratively with the Memphis Fire Department on an event designed to bring vaccine confidence to the community.

## **Volunteer Program**

Recognizing that volunteers bring tremendous resources and perspectives to an organization, Satellite Healthcare had long wanted to establish a volunteer program. In the midst of the pandemic, we established a Volunteer Program that assisted with numerous activities related to and beyond COVID-19, throughout 2021. The people behind this effort -- employees of Satellite Healthcare and volunteers from outside of our organization -- held a common commitment to make a difference in the communities where they live and work. Our pool of external volunteers has grown exponentially, ranging from college students, to those interested in the medical profession, to retirees.

While COVID-19 precluded our meeting for events in person, we spearheaded and participated in a host of virtual activities, including fundraising walks and educational events.

## **Charitable giving**

In support of our organization's mission, and in addition to our enduring commitment to community service, we remained actively engaged in charitable giving during 2021. Our Community Benefit contributions totaled more than \$13 million in 2021, supporting numerous programs.

- Built on the philosophy that research and education are cornerstones in pioneering and innovating the best possible treatments for chronic kidney disease, including end stage kidney disease, a significant focus of our charitable giving in 2021 was on research efforts and grants, as well as fostering careers in kidney care, through nursing internship programs.
- Kidney disease affects both the physical and financial health of patients. Satellite Healthcare supports patient assistance programs that help with expenses associated with their treatment.
- We have fielded employees to participate in virtual fundraising events for both the National Kidney Foundation and the American Kidney Fund, organizations that among other contributions, provide continuing education to our staff and community educational programs.
- With an intense focus on home dialysis, we have worked with Home Dialyzors United in supporting its educational programs for patients and the kidney community.
- During 2021, we expanded our charitable giving beyond the kidney care community to include organizations such as the American Cancer Society, Cure Duchenne (Muscular Dystrophy) and March of Dimes.

## **Patient advocacy**

We consistently bring our non-profit voice to conversations at the national and state level since government insurance programs such as Medicare and Medicaid cover dialysis treatments for the majority of our patients. Through our active advocacy efforts, Satellite Healthcare and the kidney community was able to effect a change in law to provide lifetime Medicare coverage of immunosuppressive drugs for kidney transplant recipients. Prior to this transformational change, people who were eligible for Medicare solely because of their end stage kidney disease (rather than their age or disability), lost coverage for their immunosuppressive medications 36 months after transplant. The previous policy discouraged many patients from attempting a transplant.

Our staff met virtually with elected officials, regulators, and third-party stakeholders throughout 2021, as we remain vigilant in serving our patients and the kidney community.

Additionally, Satellite Healthcare is an active member of several kidney health organizations that build awareness and affect positive change for kidney patients, including the California Dialysis Council, Kidney Care Council and Kidney Care Partners.

In 2021, the pandemic presented extreme hardships for not just chronic kidney disease patients, but also the people who provided their health care, their families, their communities, and the broader health care system. Satellite Healthcare felt privileged in our ability to enterprise systems and direct resources to these individuals, in helping to rise the tide of safety, peace of mind and opportunity during this foreboding year. Doing so came naturally to us as an organization, and to so many individuals who met the moment as employees, volunteers, and company leaders. We were founded upon this orientation and look forward to continuing to have an impact for years to come.

Sincerely,

Jeff Goffman  
Chief Executive Officer  
Satellite Healthcare