

# Saint Francis Medical Center

## MOMENTUM

progressing care through powerful partnerships



2014 annual report





Our Shining  
**MOMENTS** Build  
**MOMENTUM**

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2014 annual report





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## EVOLVING TO BUILD MOMENTUM

Hello to our Saint Francis Healthcare System Family and Friends,

Merriam-Webster defines **momentum** as “the strength or force that allows something to continue or to grow stronger or faster as time passes.” Thinking back over the 15 years during which I’ve had the privilege to represent Saint Francis Medical Center, I cannot think of a more appropriate way to describe the way in which Saint Francis has evolved. Our focused strategic plan has guided us to continually move forward – through the high level of care we provide our patients and the increasing physical presence in the community.

A review of the physical components of our campus shows undeniable growth – from 340,000 square feet in 1999 to the projected 1.4 million square feet once the Building on Excellence project is complete. Our physicians and employees have been extensively involved in its design and direction since its inception, providing us invaluable insight.

Further, the care we provide within our space is a clear example of how we are growing and improving. Our patient satisfaction scores, consistently in the mid-95th percentile, underscore the high-quality care our exceptional staff and physicians continually provide for our patients.

Our notable affiliations with national leaders such as the Cleveland Clinic and MD Anderson Cancer Network® indicate a progression in the quality of care we provide. The integration of 187 providers to our Medical Partners demonstrates increased patient access to outstanding care at an affordable cost. Our six years of national recognition as a “Best Place to Work” by *Modern Healthcare* magazine exemplifies our growing role in the community as the largest employer.

An important part of our expanding presence in the community is our charitable efforts, spearheaded by Saint Francis Foundation. The annual Pink Up™ campaign increases awareness for breast cancer and has raised money to provide more than 2,000 free mammograms for local women in need. The Saint Francis Family gives back to one another through the Caring Fund, part of the Team One campaign, which has provided more than \$859,000 to employees who have experienced unexpected hardship. The Foundation has also played an important role in the Building on Excellence project, through various fundraising efforts benefiting the new Level III NICU, the Healing Garden and more.

By all accounts, this organization has evolved to become the regional healthcare delivery system that offers the highest quality of patient care. All members of the Saint Francis Family working together have made this possible.

I hope you enjoy this look at some of our proudest moments during the past year. It has been a privilege to be part of the momentum that’s taking Saint Francis to the next level.



**Steven C. Bjelich, FACHE-D**  
President and Chief Executive Officer

## MOVING EXCEPTIONAL CARE FORWARD

Healthcare is evolving toward different ways of practicing medicine. Many organizations find it difficult to accept what lies ahead — but Saint Francis embraces healthcare's fast-paced nature by staying ahead of what comes next. Our willingness to move forward is apparent in the exceptional care we provide to those we serve around the region.

Our momentum is positioning Saint Francis for future success via the Building on Excellence expansion and renovation project, an investment that will give our Medical Staff the technology and facilities it needs to improve outcomes and make a powerful difference. Our affiliations with the Cleveland Clinic and MD Anderson Cancer Network® also help with our commitment to best practices in cardiac and cancer care. The Medical Staff is also proud of our many awards and accolades that reflect all that we do to provide the very best care for our patients and help enhance quality of life.

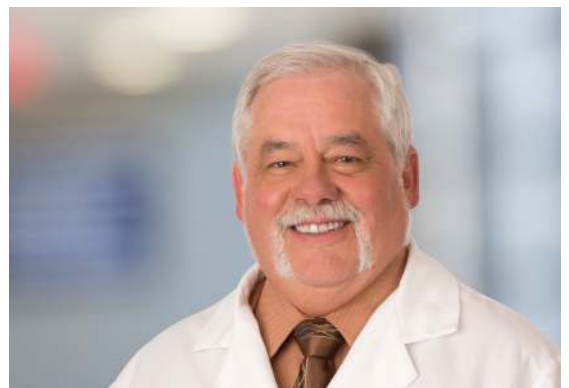


**James E. Outman III, DO, FACS**  
Medical Staff President

## SETTING BETTER CARE IN MOTION

Medical Partners play an integral part in moving patient care forward within Saint Francis Healthcare System. This year, in an effort to expand our primary care and urgent care presence in area communities, we've welcomed 21 new physicians — growing our network to a total of 187 experts!

As employed physicians of Saint Francis, we can let go of many of the tedious administrative duties and capital investment burdens that come with being in private practice. This, in turn, allows us to focus on what we were trained to do ... take care of patients. The collaborative nature of Medical Partners betters physician communication and leads to efficiencies, more seamless care and better outcomes. It's momentum that continues to bring good things to both doctors and their patients.



**Michael R. Freeman, MD**  
Chair, Saint Francis Medical Partners



## BUILDING MOMENTUM

### Meeting the Challenges of Today's Healthcare

As many know, healthcare is being redefined in many ways. Through all of the challenges, Saint Francis stays on track with advancing the health and wellness of our region's residents through our expansion of services, focus on primary care and dedication to our employees. Saint Francis continues to evolve and move forward to consistently outperform and advance our care — in the region and around the nation. We're proud to share some of our most recent achievements:

#### RECOGNIZED FOR OUR SUCCESSES

Quint Studer, a premier healthcare consultant, took notice of Saint Francis this year due to our six straight years of achieving *Modern Healthcare* magazine's Best Places to Work in Healthcare. He saw firsthand how we exceeded national benchmarks and also examined our culture and performance standards. His firm, The Studer Group®, found that Saint Francis sets itself apart with employee engagement, leadership and communication. He also conducted a Straight A Leadership Assessment with Saint Francis leadership teams to rate where we stand nationally in our culture and performance. The process gave Saint Francis great face time with a nationally recognized healthcare leader.





## MORE ACCESS FOR HEALTHIER COMMUNITIES

In 2014, Saint Francis further expanded its reach to give patients in the region more access to better healthcare options. Primary care practices are now established in Poplar Bluff and Farmington, with another practice added in Jackson. Saint Francis offers outreach locations in Dexter, Fredericktown, Chester, Perryville and Sikeston — all with access to the powerful resources available at the Medical Center. Health and wellness programs and partnerships are another important way we care for our communities. By offering weekly Heart & Health screenings, breast cancer support groups, smoking cessation assistance and the like, we can make an impact on the lives of those we serve.

## INTEGRATED ELECTRONIC MEDICAL RECORDS (EMR) SYSTEM

Soon, Saint Francis will be transitioning to an integrated, all-in-one EMR system through one vendor — with seamless functionality across various departments. Physicians will be able to share information and gain efficiencies between departments to boost patient ease and satisfaction.

## PATIENT EXPERIENCE MATTERS MOST

The Medical Center was honored with the 2014 Healthgrades Outstanding Patient Experience Award™, which focuses on patient experience in the overall quality of care. Patient experience is the sum of all interactions shaped by an organization's culture that influence patient perceptions across the continuum of care. This means patients are more likely to recommend an organization to friends and family and give it a high overall rating if they have a positive experience. Because the personal impact of caregiving is what matters most to patients, it's what Saint Francis strives to achieve.







## BUILDING ON EXCELLENCE

# MOMENTUM

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Growing to Advance Patient Care

Our Building on Excellence expansion and renovation project continues to move forward. More than 95 percent of the construction is being completed by local contractors from our service area, which means Saint Francis is keeping the economic momentum going within our community. Here are some of this year's highlights ...

### A BIG MOVE FOR OUR SMALLEST BABIES

December brought great gifts to Saint Francis, including the opening of the newly expanded Level III Neonatal Intensive Care Unit (NICU) — one of the first areas completed in the Building on Excellence project. The expanded facility now features 18 private rooms with designated space for twins and triplets. With the addition of two “rooming-in” rooms, families can transition into full care for their baby as they prepare to leave the NICU.



# A Foundation Shining MOMENT

## BUILDING ON GREATNESS

The Foundation is helping fund a variety of Building on Excellence enhancements, such as The Healing Garden for rehabilitation and the restoration of the original Saint Francis of Assisi statue. A major focus of the Foundation was adding to the renovated Level III NICU – providing baby cameras and resting accommodations, as well as the NICU Follow-up Clinic to provide education and support to ensure children have the best development possible. Plus, The Friends of Saint Francis gifted \$175,000 for the NICU Family Room, which includes a kitchen, dining area, living room and play area.

The Friends of Saint Francis committed the full \$85,000 to create The Friends Lobby Café. Located in the new lobby, it will be a central location for patients, families and friends to gather in a welcoming atmosphere.



"I feel privileged to have played a small part in the Medical Center's growth over the last eight years. To see Building on Excellence and becoming a reality is amazing ... I know it will advance care for our community beyond expectations," says Moe Sandfort.

Norm Glaus, 2014 Foundation Board Chair, adds, "Our Foundation Board has certainly stepped forward to serve as an essential link between Saint Francis and our community. Building on Excellence is a shining example of all that we've accomplished so far."



## THE CHAPEL OF SAINT FRANCIS GETS A NEW LOOK

Late last year, the Chapel of Saint Francis within the Medical Center was beautifully transformed thanks to funding from Saint Francis Foundation — with vaulted double doors framed by what will be a full wall of stained glass to welcome visitors and worshippers into the Chapel's gathering space outside the sanctuary. A wider vestibule invites fellowship, and a second set of double doors opens into the Chapel, offering more privacy and quiet inside.



## THE FINAL BEAM FOR THE SOUTH TOWER

In May, the final steel beam for the Building on Excellence South Tower was lifted into place. Two months before its placement, hundreds of employees, physicians and volunteers stopped by the Healing Arts Garden, where it was temporarily placed, to make their mark. The Saint Francis Family decorated the giant beam, painted white, with their signatures, messages and well wishes before it was put in its final location — representing the last structural placement of framing on the South Tower.



**SAINT FRANCIS  
MEDICAL CENTER**

*Medicine to the Highest Power*

In affiliation with



**Cleveland Clinic**

Heart and Vascular Institute

## PATIENT CARE MOMENTUM

Advancing Our Care Across  
All Service Lines

Saint Francis Medical Center is proud to offer its patients an array of valuable healthcare services that are unparalleled in the region. Patients can count on receiving the most exceptional care from all of our lines of service due to innovative technologies and treatments — and the extensive training and experience of the physicians and healthcare professionals who use them.

### HEART HOSPITAL Setting the Pace for Our Cardiac Patients

#### TAKING HEART CARE TO THE NEXT LEVEL

In January 2014, Saint Francis announced its exclusive local affiliation with Cleveland Clinic's Sydell and Arnold Miller Family Heart and Vascular Institute. This affiliation gives patients in the region access to better cardiac care by providing our Heart Hospital the very best practices that have helped Cleveland Clinic's heart program achieve *U.S. News and World Report's* No. 1 ranking for 20 consecutive years.

Saint Francis is the only hospital in Missouri with this affiliation — and just one of 14 hospitals in the country with both cardiology and cardiac surgery affiliations. It can collaborate with Cleveland Clinic to strengthen all elements of cardiovascular medicine and cardiovascular surgery. The Heart Hospital now has access to the most groundbreaking treatments and protocols in the country. The new affiliation means that physicians and other medical professionals from Cleveland Clinic will work with Saint Francis doctors and surgeons, and work with staff on quality outcomes — allowing



the Heart Hospital and its physicians to deliver high-caliber, innovative cardiac care and improve patient outcomes.

## UNVEILING OUR NEW HEART VALVE CENTER

In cooperation with the Cleveland Clinic, the new Heart Valve Center in the Heart Hospital offers the most advanced treatment for patients with heart valve disease in the region. It offers a team of talented cardiologists, heart surgeons, specialists and a dedicated coordinator who ensures all questions are answered and the right specialists are gathered for a patient's initial medical evaluation.

The Center's new technologies and procedures and expanded services and coordinated approach to care all lead to better outcomes for patients in our region. In addition, patients receive a personalized plan with ongoing communication to referring physicians to keep them in the know.

## CARDIO-ONCOLOGY CLINIC

### Treating Cancer and Keeping Hearts Healthy

Cancer survival rates continue to improve, but research shows that certain chemotherapy and radiation treatments may cause heart damage. Saint Francis recently opened a Cardio-Oncology Clinic to provide specialized assessment and collaborative care for patients in any stage of cancer treatment who have or are at risk for developing cardiovascular disease.

Led by Justin D. Floyd, DO, medical oncologist, and Duc T. Nguyen, DO, interventional cardiologist, the clinic is located in Cape Cardiology Group within the Heart Hospital. The Cardio-Oncology Clinic is appropriate for patients who are overweight or hypertensive, have elevated cholesterol, a family history of heart disease, abnormal echocardiogram results, or other cardiovascular conditions.

The clinic screens and treats patients with underlying cardiovascular disease and prepares patients for continued cardiotoxic treatment. Patients are treated for cardiac tumors, screened for clinical trials and are evaluated for preventive and new treatment strategies for the heart.



## A Foundation Shining MOMENT

### IMPORTANT MOMENTS: HELPING FAMILIES STAY CLOSE

The Parents With Hope fund provides much-needed financial assistance for transportation, housing and day care needs for parents during a newborn's stay at Saint Francis. Since its inception in 2008, this essential fund has helped the lives of

more than 520 families who have received distributions totaling more than \$126,500. Jason and Leigh Ann Siener of Paducah, Ky., parents who created the fund, experienced their own emotional roller coaster after having premature twins.





## CANCER INSTITUTE Leading the Way in Clinical Cancer Trials

Saint Francis is the only organization in the region accredited by both the MD Anderson Cancer Network® and the American College of Surgeons Commission on Cancer, which puts the Medical Center in an incredible position to offer many of the most advanced, innovative cancer therapies available today.

Participation in clinical trials through The Central Illinois Community Clinical Oncology Program (CICCOP) and an exclusive local affiliation with MD Anderson Cancer Network demonstrate our ongoing commitment to advancing care for cancer, with Olivia Aranha, MD, PhD; Justin D. Floyd, DO; Mark A. Meadors, DO; Carlos Robles, MD; and Prem Sobti, MD; all qualified to serve as CICCOP clinical trial investigators at Saint Francis.

Clinical trials are the platform for identifying improved therapies for the future, as many of the latest advances are often only available on a clinical trial basis. Saint Francis serves as a gateway toward achieving a higher standard of cancer care through clinical trials funded by the National Cancer Institute.

Patients enrolled in a clinical trial at the Medical Center greatly benefit from a group of disease-specific experts who design the cancer care plan as well as continued oversight of the treatment by an additional oncology support team. It's world-class treatment that is close to home.

## A Foundation Shining MOMENT

### RINGING THE BELL OF CELEBRATION

After successfully completing their cancer treatments, Cancer Institute patients are now invited to ring an oversized bell. The beautiful "Bell of Celebration," which was acquired through grant funds, symbolizes strength and hope for patients and their families. Patients also receive a small bell with a colored ribbon (representing the type of cancer they were treated for), a like-colored ribbon lapel pin and a certificate of congratulations signed by the attending physician oncologist and all of Cancer Institute staff.

Saint Francis Family member Michelle Scherer, CN, who works in the Infusion Center, recently rang the Bell of Celebration many times over after completing her own successful chemotherapy treatment. Michelle continued to work full-time during her treatment, dedicating herself to helping other cancer patients like herself.







## WOMEN AND CHILDREN'S PAVILION

### Celebrating Big Gains for Our Smallest Patients

#### BIGGER, BETTER CARE FOR LITTLE ONES

Exciting things are happening within the Women and Children's Pavilion at the Medical Center. Last December, the newly expanded Level III Neonatal Intensive Care Unit (NICU) opened — and one by one, its tiniest patients were carefully moved to it. As one of the first areas completed in the Building on Excellence project, the expanded and renovated Level III NICU features rooms for multiples and 18 private rooms to reflect best practices in neonatology. Private rooms allow parents to be comfortable with their babies and take on a more active role in their care, and also help prevent the spread of infection, giving sick infants the best environment to grow and go home.

#### RECORD BIRTHS AT FAMILY BIRTHPLACE

Saint Francis Medical Center's Family BirthPlace finished the month of July with 105 deliveries, breaking the previous monthly record of 101 deliveries set in December 2012. Since opening in 2001 — after nearly 35 years without obstetric services — the number of births/deliveries at the Family BirthPlace averages more than 1,000 each year.





## EMERGENCY/TRAUMA DEPARTMENT Going the Distance for Patient Safety

### HOSTING REGIONAL HAZMAT TRAINING PROGRAM

The presence of hazardous materials in a hospital can be a big risk to everyone — patients, hospital personnel, visitors and others within the facility. To be better prepared for hazmat incidents, the Missouri Hospital Association (MHA) chose Saint Francis Medical Center as the site host for regional hazmat training programs for hospitals in the Southeast Missouri region.

Saint Francis will now provide these courses for the appropriate hospital personnel to help them more effectively respond to any incidents involving hazardous materials. The ongoing program consists of two modules, "Recognizing Hazardous Substances in the Hospital" and "Hospital Decontamination," which will include an awareness seminar and hands-on training.



## A Foundation Shining MOMENT

### SAYING THANKS BY GIVING BACK

Guardian angels watch out for people in difficult times. The Medical Center's own guardian angels, our dedicated staff, provide patients and their families the best care and comfort when they need it most. As part of Saint Francis Foundation's mission, the Guardian Angel Appreciation program was created for patients to recognize these individuals for their exceptional care.

This year, eight patients said "thank you" to physicians, nurses, therapists, volunteers and others who cared for them, by making a financial gift to the Guardian Angel program. In recognition of this gift, all guardian angel recipients received a custom guardian angel pin. Contributions to Saint Francis Foundation directly benefit all patients diagnosed, treated and cared for at the Medical Center.





## ORTHOPEDIC INSTITUTE

### In the Groove: The Center for Joint Replacement & Revision

Our nationally renown, award-winning Orthopedic Institute strives to offer a positive patient experience, where people are treated as healthy adults undergoing a procedure or therapy that will allow them to return to an active life. The Center for Joint Replacement & Revision celebrates this active lifestyle ... by getting in the groove! For the past five

years, The Center for Joint Replacement & Revision has hosted an annual "CJRR Dance" — in which it invites all past patients who underwent joint replacement or revision procedures to hit the dance floor. In all, more than 2,000 people have attended this popular community event.

## NEUROSCIENCES INSTITUTE

### Taking the Lead With "Good Catch"

Carmen N. Keith, MD (pictured, right), is a pain management physician in the Medical Center's Pain Management Center. There, she noticed a potential patient safety issue, took the lead and then took action — not just at Saint Francis, but on behalf of the entire United States.

She saw similar packaging between Xylocaine-MPF 1% and Xylocaine-MPF 2%. Except for the numbers "1" and "2," the labels' words, the color and formatting were identical. After hearing Keith's safety concerns, Carrie Beth Smith, PharmD, clinical pharmacist, sent a request for review to the pharmaceutical manufacturer, who then forwarded the information to the Quality Group for investigation. And now, the labels are more clearly identifiable by using different colors.

Dr. Keith's initiative created the "Good Catch" program, now managed by Verlene Johnson, RN, Quality & Patient Safety Officer in Performance Improvement (pictured, left), to identify near misses — and then make any necessary changes to improve patient safety. Its goal is also to change the negative connotation that healthcare providers may still feel about reporting errors.





## PRIMARY CARE

### Expanding Our Reach Throughout the Region

Saint Francis is growing its primary care services throughout the region. More care options lead to better access and advance care for the many patients and communities it serves.

#### THREE DEDICATED PRIMARY CARE PRACTICES

In 2014, Saint Francis began partnerships with established primary care practices: Physicians Park Primary Care in Poplar Bluff; Jackson Physician Associates in Jackson; and Farmington Physician Associates in Farmington. These highly trained physician practices will continue to serve their local residents — while expanding patient care options to include the powerful resources of the Medical Center.

#### MORE HEALTHY CHOICES COMING TO DEXTER

Exciting plans are underway for the Dexter Health Campus site construction, slated to open in 2016. The facility will bring much good to the community, with health offerings such as a Fitness Plus facility, outpatient rehabilitation and more.

#### ON-SITE CARE AT THE CHATEAU GIRARDEAU

Every Thursday morning at The Chateau Girardeau retirement community, Cape Primary Care offers on-site clinic hours. Designed for residents who have difficulty getting out to see their physician, the clinic is headed up by nurse practitioner Dolores J. McDowell, APRN, FNP-BC; and family medicine physician Erica E. Gibson, MD. The Chateau residents and their families can count on this helpful on-site clinic for any health issues that may arise, such as diagnosis of acute issues or illness, follow-up care from a particular health issue, flu shots and immunizations and back-up care, if necessary. After each appointment, a care update is provided to the residents' primary care physicians.





## A Foundation Shining **MOMENT**



### CARING FOR OUR FAMILY

Saint Francis' Caring Fund has reached an important 20-year milestone. For two decades, this program has been assisting Saint Francis Family members during emergencies or personal crises (death of a loved one, health emergencies or accidents) through financial and physical support. Since 1994, the Caring Fund has collected and contributed more than \$859,000 — and all of those funds came directly from Saint Francis Family members who have generously given through payroll deductions or gifts via the annual Team One employee campaign.

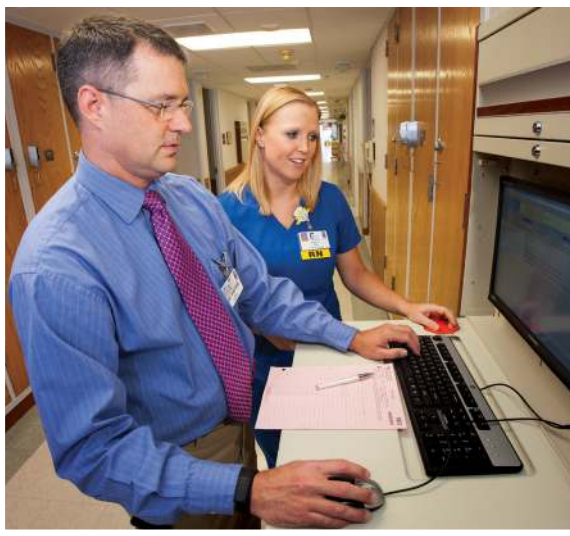
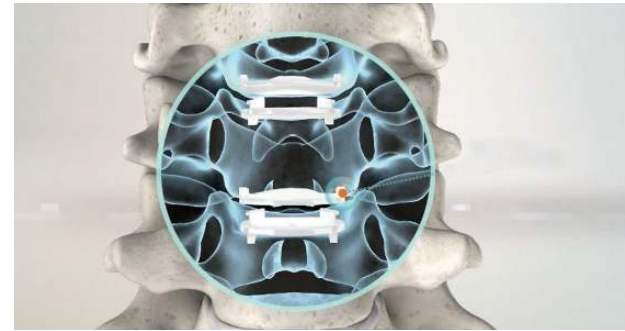


## NEW TECHNOLOGIES Improving Our Care Through Innovation

In healthcare, innovation is essential. Saint Francis' commitment to excellence is found in our medical technology, information systems and communications platforms, so that medical experts and patients alike have the tools they need to give and receive the highest-caliber care.

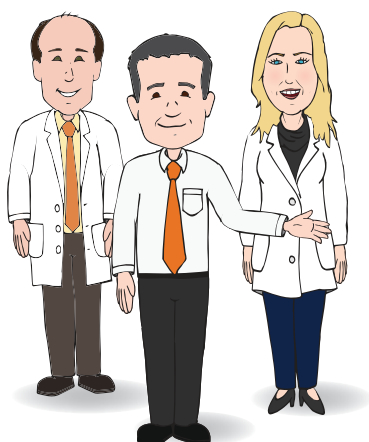
### MOBI-C FOR NEURO

Patients with bulging or damaged discs in their necks now have a new treatment option at Saint Francis: the Mobi-C® Cervical Disc. This artificial disc, which treats an even larger range of neck problems, is the only device approved for use on two adjacent discs and contains a unique type of technology that allows movement in the neck similar to presurgery movement. Patients who undergo cervical disc replacement with Mobi-C have shorter hospital stays, less pain and quicker recoveries.



### NEW ALL-IN-ONE ELECTRONIC MEDICAL RECORDS (EMR) SYSTEM

Saint Francis currently works in an environment where separate EMR systems are used to meet department needs. Although this may provide better functionality within a department, it is not ideal for systemwide physician access or patient satisfaction. We are now transitioning to an integrated EMR system through one vendor — with cross-department functionality. Physicians will be able to share patient information across the Healthcare System and gain efficiencies, thus improving doctor/patient communication and easing patient frustration.



## LET'S GET DIGITAL

To keep everyone aware of ongoing and upcoming EMR initiatives, including essential software update information, training dates, go-live schedules and contact information, Saint Francis created the "Let's Get Digital!" campaign. Its inclusive approach features digitized caricature versions of physician champions who encourage staff cooperation and goodwill surrounding EMR initiatives — through email, videos, posters, fliers and more.

## ICD-10 COMPLIANCE

The International Classification of Diseases, 10th Revision (ICD-10) is a government-mandated update to the ICD-9 system that physicians and other providers currently use to code all diagnoses, symptoms and procedures recorded in hospitals and physician practices.

Although the changeover compliance date for the ICD-10 coding system was delayed by Congress for at least one more year, Saint Francis' readiness efforts are still gearing up for a 2014 implementation. The ICD-10 team took full advantage of the additional time to prepare the necessary systems for the required coding changes, install applications and conduct end-to-end testing so that the coding system, which will be used by all patients, is up and ready and fully functional.



## HEALTHCONNECT ONLINE TOOL

Saint Francis continues to encourage the use of HealtheConnect, an online tool that allows patients to communicate with participating physicians on nonurgent healthcare matters anytime. Patients can store, view and update their personal health record in one secure place, saving them time, improving quality of care, connecting providers, handling dependents' care and also managing chronic conditions. New federal guidelines mandate patient enrollment and use of this online tool.





# PINK UP™ MOMENTUM

## Growing the Movement



### A REASON TO BELIEVE

Breast cancer is the second-most diagnosed — and second-most deadly — form of cancer in women. With one in eight women diagnosed in their lifetime and cases of male breast cancer rising, it's essential to be proactive with breast health. Saint Francis Medical Center's fourth annual Pink Up breast cancer awareness campaign inspired communities and individuals to do just that by finding a "Reason to Believe" and fighting breast cancer.

Saint Francis kicked off the campaign, which continues to grow each year, with a bang on September 24, when more than 1,500 guests, including breast cancer survivors, their family and supporters, came to



the Cancer Institute for food, entertainment and shopping. All proceeds benefit Dig for Life, Saint Francis' program that provides free mammograms to local men and women who could not otherwise afford them or are underinsured.

The event featured the return of the Pink Up Choir — made up of area church singers — who joined country music artist Candy Coburn in an encore performance of her breast cancer anthem, "Pink Warrior." A fireworks show capped off the evening with a bright and beautiful bang.

Throughout the month of October, Saint Francis, area residents and the Medical Center's countless community partners raised awareness and funds for Dig for Life, invited supporters to share their own "Reason to Believe," and pinked up to help educate others about this serious, but treatable disease via parade participation, at a RENEW women's event, bake sales, raffle tickets and the 10th Annual Pink Ribbon Luncheon.

Of course, the Medical Center went pink for an entire month, from lights, fountains and outdoor signage to scrubs and posters. Plus, pink feather banners could be found outside supporting businesses and a pink Bill Emerson Memorial Bridge lit the night sky.



## AREA SCHOOLS PINK UP

Groups from 45 area schools joined in the fight against breast cancer by collectively raising more than \$25,000 for Dig for Life throughout the fiscal year. The highest-contributing schools included Meadow Heights R-II School District, Poplar Bluff High School, Charleston R-1 High School, Scott County R-IV School District (Kelly) and Notre Dame Regional High School.







## DIG FOR LIFE MAKES A DIFFERENCE

The Dig for Life program provided more than 321 free mammograms to local men and women last year, and has provided more than 2,500 since the program began in 2000. This year alone, more than 130 local businesses, 45 area schools and communities, Southeast Missouri State University and countless private donors have pledged a total of \$186,000 in support of the beneficial program, which gives free mammograms to local women in need who cannot pay for them.



## LOCAL BUSINESSES GO THE DISTANCE

Area businesses helped contribute to Pink Up's momentum even further by donating their time and resources to make the fourth annual campaign the biggest and best to date. Isle Casino, Liberty Utilities, Shine Medical Aesthetics, HAVCO Wood Products and The Chateau Girardeau all went above and beyond in their breast cancer awareness efforts.

## SEMO ATHLETES DIG IN

Southeast Missouri State University's athletic department continues to embrace Dig for Life, and other sports teams have joined the volleyball team's efforts during their respective seasons, including gymnastics, softball, soccer, baseball, football and women's basketball. In February, the university presented a \$3,000 check for Dig for Life to the Medical Center.





## SAINT FRANCIS FOUNDATION MOMENTUM

### This Year's Shining Moments of Generosity and Goodwill

*It is in Giving that We Receive.* This philosophy is the cornerstone of Saint Francis Foundation and a guide to contributing to the overall efforts of Saint Francis Medical Center. Thanks to the Foundation's ongoing efforts, Saint Francis has been fortunate enough to be able to grow its exceptional services and extraordinary technologies to better meet the medical needs of patients throughout the five-state region it serves. The charitable efforts highlighted below continue to enhance and advance the quality of care patients receive.



**Norm L. Glaus, CPA**  
2014 Foundation Board Chair

### THE FOUNDATION FOR DOING GOOD

The continued hard work of the Foundation, The Friends of Saint Francis and the Auxiliary is a wonderful example of how we are all living and breathing our mission to support Saint Francis and provide the best care to patients in the region. The Foundation continues to encourage contributions that support the Building on Excellence construction project. I also watch powerful campaigns and fundraising events such as Pink Up™ and Dig for Life make their mark in our community ... and help to enhance Saint Francis' ability to advance services and provide the very best care for patients.

Board members and the many volunteers and supporters involved with the Auxiliary and The Friends continue to do so much good. The gathering of passionate individuals all eager to carry us forward into the next chapter of Saint Francis' history helps create a comprehensive, compassionate healing environment.





## IN FULL SWING: THE FRIENDS OF SAINT FRANCIS BENEFIT GOLF TOURNAMENT

Each year for 27 years, The Friends of Saint Francis Benefit Golf Tournament has been bringing area golfers and Saint Francis backers together to support patients and their families at the Medical Center. In 2013 and 2014, this popular tournament has included more than 500 golfing participants, nearly 100 volunteers, and raised more than \$380,000 in cash and in-kind donations toward the ongoing Building on Excellence expansion and renovation project.

## FORE GOOD: KEN HAYDEN MEMORIAL GOLF TOURNAMENT

Nearly 170 golfers and 30 volunteers turned out for the 11th Annual Ken Hayden Memorial Golf Tournament last May, helping raise more than \$75,000 in support of patients and their families at Saint Francis Medical Center. Sponsored by The Friends of Saint Francis, all proceeds from this year's tournament helped fund the Building on Excellence expansion and renovation project at Saint Francis. This project is the latest in a long line of worthy Saint Francis beneficiaries such as the Cancer Care Fund, Children's Rooftop Garden, Parents With Hope, Level III NICU Family Room and others. Over the past decade, this memorial tournament has raised more than \$531,000 to benefit patients in the region.

## BRINGING GREAT COMFORT TO FAMILIES

With an amazing monetary gift of \$175,000, The Friends of Saint Francis made it possible for caregivers to sit back and relax in a comfortable family room setting when they need it most. Saint Francis Foundation has contributed a total of \$2,473,000 to help pay for the new Level III Neonatal Intensive Care Unit (NICU), and also helped fund a developmental follow-up clinic for families, family resting accommodations and baby cameras. Baby cams introduce family and friends to babies via a private, live Web video stream. Often, Level III NICU newborns have few visitors due to infection risk, so this technology helps parents share their bundles with loved ones.

## AWARDING HEALTHCARE SCHOLARSHIPS

Saint Francis Foundation and the Saint Francis Medical Center Auxiliary awarded healthcare scholarships to 23 deserving area students in August. Each student received \$2,000 toward a degree in a healthcare-related profession. The Saint Francis Healthcare Scholarship Program was created in 1980, and since its start, the annual scholarship program has provided more than \$487,000 in education scholarships to college students to encourage participation in professional healthcare careers. To be eligible for this two-year scholarship, applicants must be entering their second year of an accredited healthcare program, maintain a minimum 3.0 GPA, and complete the application and essay requirements.

## AUXILIARY DONATES \$125,000 TOWARD HEALING REHAB GARDEN

Saint Francis Auxiliary gave a generous monetary gift to Saint Francis Medical Center at the annual Auxiliary and Volunteer Appreciation Luncheon last spring. This \$125,000 donation goes toward the construction of the Healing Rehabilitation Garden and is the third installment on an \$800,000 pledge made by the Auxiliary.



## NEW MEDICAL PARTNERS

### Advancing Healthcare to All Our Patients

The Medical Partners Saint Francis employs all share one important quality: an unwavering dedication to providing the best care for the patients they treat. We now employ more than 170 Saint Francis Medical Partner providers and 26 Medical Partner practices ... and continue to grow. We are pleased to welcome these talented physicians as our newest Medical Partners.



**F. Michael Caldwell, MD**  
Internal Medical Physician  
Physicians Park Primary Care

**Brett M. Dickinson, MD**  
Family Practice Physician  
Farmington Physician Associates



**Jean Diemer, MD, FAAP**  
Pediatrician  
Cape Physician Associates

**Ramiro Icaza, MD**  
Family Practice Physician  
Jackson Physician Associates and  
Immediate Convenient Care Jackson

**Carl R. Jenson, MD**  
Radiation Oncologist  
Cape Radiation Oncology

**Steven J. Joggerst, MD**  
Interventional Cardiologist  
Cape Cardiology Group

**William D. Johnson, DO**  
Family Practice Physician  
Farmington Physician Associates



**Karl D. Killion, DO**  
Family Practice Physician  
Farmington Physician Associates

**Ryan A. LeGrand, MD**  
Bariatric Surgeon  
Weight Loss Solutions

**Grant D. McWilliams, DO**  
Obstetrician/Gynecologist  
Cape Care for Women

**Christopher Montgomery, MD**  
Family Practice Physician  
Physicians Park Primary Care

**Stephen Nagy, MD**  
Internal Medicine Physician  
Physicians Park Primary Care



**Donald S. Piland, MD**  
Internal Medicine Physician  
Physicians Park Primary Care

**Rustico A. Ramos, MD**  
Family Practice Physician  
Farmington Physician Associates

**Matthew J. Riffle, MD**  
Internal Medicine Physician  
Physicians Park Primary Care

**Richard H. Roettger, MD, FACS**  
Trauma Surgeon  
Cape Trauma Specialists

**Marc A. Sachs, MD**  
Otolaryngologist  
Cape ENT Group



**Joseph B. Schuerger, MD**  
Family Practice Physician  
Physicians Park Primary Care

**Andrew T. Sledd, MD**  
Pediatrician  
Cape Physician Associates

**Gilbert Smith, MD**  
Family Practice Physician  
Physicians Park Primary Care

**Jeffrey Umfleet, DO, FACHEP, FACEP**  
Emergency Physician  
Saint Francis Emergency Department





## SAINT FRANCIS NURSES

### Bettering the Lives of Our Patients

Nurses. They are most likely a patient's most trusted resource in healthcare. A nurse is always a call button away. Almost always, nurses care for their patients far beyond the clinical focus of their profession. They do this because of real-life experiences as a parent, a sibling, child, friend and neighbor.

Saint Francis has top-notch facilities, advanced technology and amazing innovation, but without caring and compassion, none of it matters. Our nurses are the heart and soul of Saint Francis to thousands of patients, which is why nurses matter greatly to us.

A new general branding campaign for the Medical Center, launched in August, celebrated our nurses ... those men and women who are here 24/7 for their patients. This diverse group of nurses — who represent varied experience, tenure, race, gender and age — was invited to share its thoughts on being a nurse, patient care and working at Saint Francis. Themes of teamwork, education and compassion were frequently repeated, leading to the campaign's tagline: "Our Nurses Make Us Better." A quote from one of our nurses best sums up all that they do to improve patient care and outcomes:

*"Patients recover, live, die – I'm here for all of that. I help them, their families. That's why I do what I do. That's my job. That's my purpose. That's why I'm here. I am a Saint Francis nurse, and I do make a difference."*



# SAINT FRANCIS OUTREACH

## Taking Care Further Than Ever Before

Saint Francis Healthcare System providers are branching out and bringing their experience and exceptional skill sets to communities throughout our service area via screenings, outpatient consultations and other essential outreach activities.

### CHARLESTON

- Charleston Family Care

### CHESTER

- Medical Oncology

### DEXTER

- Dexter Health Campus (coming 2016)
- Cape Cardiology Group

### FARMINGTON

- Cape Neurology Specialists
- Cape Spine & Neurosurgery
- Cape Thoracic & Cardiovascular Surgery
- Cape Pain Management
- Farmington Physician Associates

### FREDERICKTOWN

- Obstetrics/Gynecology

### JACKSON

- Jackson Family Care
- Jackson Physician Associates
- Immediate Convenient Care

### PERRYVILLE

- Cape Cardiology Group
- Wound Clinic
- Vascular Clinic
- Cape Pain Management
- Medical Oncology

### POPLAR BLUFF

- Black River Medical Center
- Physicians Park Primary Care
- Immediate Convenient Care
- Cape Spine & Neurosurgery
- Cape Pain Management
- Vascular Clinic
- Occupational Medicine Screenings
- Ambulatory surgery center
- Diagnostics center
- 140,000-square-foot medical office building

### SIKESTON

- Medical Oncology
- Cape Neurology Specialists
- Infusion Outreach
- Cape Cardiology Group
- Sikeston Radiation Oncology
- Occupational Medicine Screenings







## AWARDS AND RECOGNITION

### Proudly Celebrating Our Shining Moments

#### OUR SHINING LEADERSHIP

Saint Francis Healthcare System President and Chief Executive Officer Steven C. Bjelich, FACHE-D, had a good year. He was elected to the Healthcare Executives Study Society (HESS), one of the oldest voluntary education organizations available to healthcare professionals. HESS advances executive leadership and influences healthcare public policy. Bjelich was named as a state alternate delegate to the American Hospital Association Region 6 Policy Board for a three-year term. He also was honored with Becker's Hospital Review Leadership Award, recognizing 25 nationwide healthcare leaders who show a commitment to bettering their organizations and solving healthcare's bigger challenges. Other distinguished honorees included Toby Cosgrove, MD, President and CEO of Cleveland Clinic and John Noseworthy, MD, President and CEO of Mayo Clinic, Rochester, Minn.

#### PATIENT EXPERIENCE AWARD

Because the personal impact of caregiving is what matters most to patients, it's what we strive to achieve. As a result, Saint Francis was recognized with the 2014 Healthgrades Outstanding Patient Experience Award™ based on patient survey responses. We were one of only 10 hospitals in the state to achieve this distinguished award. According to Healthgrades®, patients are more likely to recommend an organization to friends and family and give it a high overall rating if they have a positive experience with certain criteria.

#### BEST PLACES TO WORK TITLE NO. 6

Saint Francis earned *Modern Healthcare* magazine's "Best Places to Work" title for the sixth straight year, an honor no other healthcare employer in Missouri has achieved. The program is open to companies across the healthcare industry and recognizes healthcare workplaces that engage and inspire employees. To earn this title, Saint Francis' policies, practices, benefits and demographics were thoroughly reviewed — and 350 employees were then asked in-depth questions about eight core workplace areas.

#### IT DEPARTMENT NAMED A BEST PLACE TO WORK

Once again, our information technology department has been called one of the best in the nation, according to *Healthcare IT News*. Saint Francis was a top 10 placement for medium-sized hospitals in the publication's "Where to Work: BEST Hospital IT Departments" program. This is the third year for the program and the third straight time we have made the list. Congratulations to the IT team!

#### NENNINGER HONORED WITH EXCELLENCE IN GOVERNANCE AWARD

The Missouri Hospital Association awarded Saint Francis Healthcare System Board of Directors Chairman Clyde Nenninger with the Excellence in Governance award, given to individuals or governing boards that have demonstrated leadership and strengthened relationships between a hospital and community.





## HEALTHCARE SYSTEM BOARD

The Saint Francis Healthcare System Board members work together with the Executive Team to continually move ongoing strategic development forward. Its focus helps the organization to look ahead and gain momentum in today's evolving, ever-changing healthcare environment. It also is responsible for all nonprofit endeavors, which include Saint Francis Medical Center, Saint Francis Foundation, Saint Francis Medical Partners, Immediate Convenient Care and Immediate Convenient Care in Perryville.

A. Jason Siener

B. Clyde Nenniger, Chair

C. Steven C. Bjelich, FACHE-D,  
President and Chief Executive Officer

D. Donald L. Kaverman

E. John A. Layton, Vice Chair

F. Kevin A. Govero, Secretary/Treasurer

G. Dennis Marchi

H. Michael C. Trueblood, MD

I. Dennis Vollink

J. William D. Stahr, MD

Not present: Patricia Ray





# HEALTHCARE DEVELOPMENT BOARD

- A. Clyde Nenniger, Chair
- B. Laura L. Younghouse
- C. Steven C. Bjelich, FACHE-D,  
President and Chief Executive Officer
- D. James H. Bollinger Jr., DDS
- E. Steve Dirnberger
- F. Harry E. Rediger
- G. David Crader
- H. John A. Layton
- I. Judy Wilferth
- J. Kevin A. Govero



# EXECUTIVE TEAM

- A. Steven C. Bjelich, FACHE-D,  
President and Chief Executive Officer
- B. Marilyn K. Curtis, MSA,  
Vice President - Professional Services
- C. Jeannette Fadler, RN,  
Vice President - Patient Care Services
- D. Ed Duryee, Chief Information Officer
- E. Alex Ogburn, MBA,  
Vice President - Ambulatory Services
- F. Tony A. Balsano, Vice President - Finance
- G. James A. Schell II, MD, MHA, FACP,  
Vice President - Medical Affairs
- H. Terri Kreitzer,  
Director of Human Resources
- I. Barbara W. Thompson,  
Vice President - Marketing and  
Business Development





## 2015 FOUNDATION BOARD

*Front row, left to right:* Jerry Waddle, EdD; Barbara W. Thompson, Vice President - Marketing and Business Development; Gina Raffety; Dori Lage, Secretary; Teresa Maurer; Paul Kitchen; Dan O. Carns, Chair  
*Back row, left to right:* Bart Ozburn; Cheryl Mothes; Craig Billmeyer, Vice Chair; Karllyle Christian-Ritter, MD, FAAP; Greg Kennard; Jimmy Wilferth, Executive Director; Steven C. Bjelich, FACHE-D, President and Chief Executive Officer  
 Not present: Dawn Dauer, David Herbst and Jason Siener



## FRIENDS OF SAINT FRANCIS BOARD OFFICERS

*Left to right:* Jason Coalter, Historian; Debbie Balsano, Vice President; Jason Van de Ven, Treasurer; Candice O'Hare, RD, LD, Secretary; Michael C. Jones, President



## AUXILIARY BOARD

*Front row, left to right:* Deborah Gibson, Manager of Volunteer Services and Pastoral Care; Thelma Irwin, Corresponding Secretary; Ann Beggs, President-Elect  
*Back row, left to right:* Sherron Alexander, President; Mona Nenninger, Recording Secretary; Darrell Jones, Treasurer





## MISSION

The mission of Saint Francis Healthcare System is to provide a ministry of healing and wellness inspired by its Christian philosophy and values.

## PHILOSOPHY AND VALUES

We respect the dignity and worth of each person and strive to promote the rights of our patients.

We are dedicated to caring and compassion for all whom we serve. Their needs of body, mind and spirit are our first priority.

We are committed to quality service through continuous quality improvement, teamwork and collaboration.

We encourage innovation through an empowered workforce as a way of achieving healthcare services that embrace our philosophy, values and mission.

We believe in community stewardship and will work in a collaborative partnership with others to help assure affordable and accessible services for all people of this region.

Find a complete list of our active and associate Saint Francis medical staff and Foundation supporters at [sfmc.net/2014AR](http://sfmc.net/2014AR).



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