



 Saint Francis Medical Center

Medical Center

# Built for the Future

Excellence for Generations to Come



2015 Annual Report











## The Future Starts Today

Hello to our Saint Francis Healthcare System Family and Friends,

When our founding Franciscan Sisters made the decision to move Saint Francis Hospital to its current west side location 40 years ago, they did so with the determination that a new Saint Francis Medical Center would provide high-quality healthcare services for generations to come.

Fast forward to 2012, and our Board of Directors faced a similar decision. Their visionary commitment – Building on Excellence – is providing state-of-the-art, private facilities to care for patients in our five-state service region. If the Sisters could see us now, they would be proud of how their vision has grown.

The strength of Saint Francis' diversified, high-quality service offerings puts us in a stable financial position to take this leap. Our strong bond ratings and balance sheet allow us to significantly improve the organization's long-term viability, as evidenced by the expanded services we offer as a destination medical hub for the region.

While our physical campus is the most eye-catching aspect of this growth, you will learn about additional topics in this annual report, including Executive Team expansion, comprehensive quality initiatives, regional development and Saint Francis' selection to join the Health Network of Missouri.

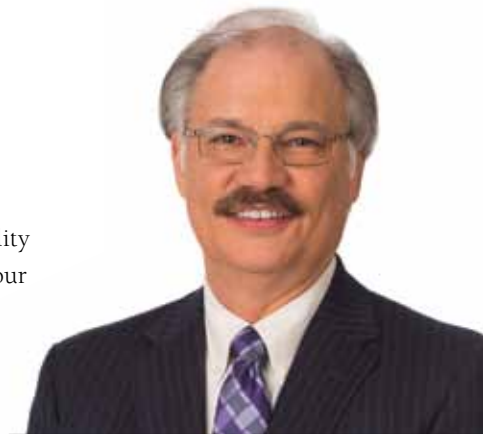
The expansion of our Executive Team reflects our growth as an organization. In the past 16 years, we have seen our employee count increase from 1,103 to almost 2,800, while our campus has grown from 340,000 square feet to 1.4 million square feet.

Our increased focus on quality reaches outside the walls of our facilities to build relationships with skilled nursing facilities in the area. The objective of this outreach is to decrease readmissions and improve the transition of care when patients move to a different facility.

Expanding access to high-quality care is the goal of our regional development effort. Physicians throughout the area are choosing to align their practices with Saint Francis over other healthcare systems, including those in St. Louis. More than 185 physicians are now part of the Saint Francis Medical Partners organization.

Saint Francis was selected to become the sixth member of the Health Network of Missouri, an organization of healthcare systems that works collaboratively to improve quality and the delivery of care.

The Saint Francis Family is proud of the exemplary results we have achieved across the healthcare spectrum, but we are not resting on our laurels. Rather, we are looking to further improve the quality of our care and the patient experience, generate the best outcomes possible, and continue developing services that best meet the needs of the community and entire region we serve.



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



## Taking the Patient Experience to the Next Level

The enhancements to patient care and the relentless pursuit of quality that define Saint Francis Healthcare System make this an exciting time for members of the Medical Staff. Today's healthcare paradigm is shifting, and it is shifting to an improved patient experience.

Saint Francis' Board of Directors was ahead of the curve when it committed the resources to the Building on Excellence project in 2012. The facilities you see provide our patients with an environment in which Saint Francis stands apart as the safest, highest-quality option for hospitalization.

In moving to all private rooms, Saint Francis is minimizing infection rates and providing the privacy valued by patients and their families. The quality initiatives we have in place align our goals as physicians with those of the nurses and staff, ensuring everyone involved in patient care is pulling in the same direction.

The Medical Staff is proud to play an active role in delivering the highest-quality care available anywhere, and we are thrilled to be able to do it right here close to home.

## Moving Care Forward Through Medical Partners

Expectations of physicians and hospitals have changed in recent years, and Saint Francis Medical Partners has embraced the concept of caring for patients with a focus on responsiveness.

This enhanced attention to customer service creates a closer relationship with our patients and their families, helping to take Saint Francis Healthcare System to its position as the premier healthcare delivery network in the region.

For some physicians, the transition from private practice to a large organization can be challenging. That transition becomes easier when moving to a physician-led, physician-driven organization with professional management as we have at Saint Francis. Decisions are made locally that influence the delivery of care on a regional basis.

The Medical Partners play an integral role within the Saint Francis Family. We actively participate in how healthcare is delivered to you and your families, and we value the relationship with Saint Francis and the community.



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



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



# Building Blocks of Care

New Patient Tower Highlights Building on Excellence Progress





In 2012, Saint Francis Medical Center embarked on its most aggressive building project in its history: Building on Excellence. At the forefront of this expansion and renovation project is the new five-story patient tower. The tower's private patient rooms are the centerpiece of the Building on Excellence project.

Designed with input from physicians, staff and patients, the tower opened in July 2015, just over three years after the Board of Directors approved the second-largest construction project in Cape Girardeau's history. Positive feedback continues to come from patients, families and staff on the exceptionally quiet healing environment we have created.

The original patient tower featured two patient beds in about half of the rooms. Those rooms became quite crowded when both patients had visitors at the same time, along with generating challenges to privacy and infection control. Not only are rooms in the new tower designed for only one patient, they are separated by a center core, which creates a very quiet environment.

"We are always looking to the future and how we can continue to provide the highest level of care to our patients," says Steven C. Bjelich, FACHE-D, President and Chief Executive Officer. "The Building on Excellence project allows Saint Francis to better adapt to changes in the healthcare industry and meet the increasing healthcare needs of our region."

### **Attention to Detail**

The private and technologically advanced patient rooms are a key advantage in the delivery of safe care in the tower. Elements that are evidence to our patient safety focus include individualized, locked medication drawers in the patient rooms to promote safe medication administration. This element of safety is supported by bar-coding, where patient medication is electronically scanned and confirmed

to ensure the *right drug* is administered to the *right patient* in the *right dose* by the *right route* at the *right time*. Further, the environment includes an enclosed medication room, creating a "quiet zone" to prevent distractions during this critical process of patient care.

"This design is different than anything we have created previously," says Marilyn K. Curtis, MT (ASCP), MSA, Vice President of Building on Excellence. "We involved physicians, patients and staff in the design of these areas. They are the people who make Saint Francis come alive."

Visitors and families can relax in comfort outside the patient rooms if they need some time away. The artwork decorating the walls of our newest addition, which features recognizable scenes from the region, contributes a sense of calm to an environment that tends to be stressful. To achieve this result, Saint Francis contracted with American Art Resources, a company that specializes in securing artwork for hospitals across the country. The firm uses empirical evidence to determine the most appropriate artwork for the patient environment.

Furthermore, the new artwork has been incorporated into our wayfinding language. This allows volunteers to

*continued on page 6*



direct guests by using colors and landmarks rather than plain hallways.

These are examples of the attention to detail evident throughout the Building on Excellence project. Saint Francis is developing a campus that will serve the needs of the region for years to come, highlighted by a focus on patient safety, quality of care and an exceptional healing environment.

### **Our Focus on Women and Children**

At the same time the tower was under construction, the Women and Children's Pavilion took shape on the north side of the Saint Francis campus. Contractors, as well as Saint Francis' own crews, expanded the Family BirthPlace to accommodate our increased volume of deliveries (928 in 2014-15). A dedicated triage space provides ease of entry and comfort for our outpatients.

The project included gutting and renovating the former Orthopedic floor and using the space for an expanded Level III Neonatal Intensive Care Unit (NICU). The new Level III NICU, which opened in December 2013, features 18 private rooms with enhanced infection and sensory control for the sickest of our young patients. These 18 private rooms can accommodate twins or triplets, keeping the family together.

### **Less Than a Year to Go**

Final stages of the Building on Excellence project are underway and targeted for completion in 2016.

The vacated second and third floors of the original patient care building, called "the cross," are being renovated for all private patient rooms and inpatient therapies. The third floor will be home to inpatient rehabilitation, with a scheduled opening in April. The second floor will house surgical patients and is slated to open in July.

In addition, crews are rebuilding the exterior envelope around those floors, including new brickwork, insulation and windows. This will significantly improve the barrier to the outdoors and account for the possibility of seismic activity.

Offices for Cape Care for Women, Cape Perinatology Services and Weight Loss Solutions will be the final pieces of the project, with their openings scheduled for fall 2016.



Jimmy Wilferth

Executive Director, Saint Francis Foundation

## *A Legacy of Purpose*

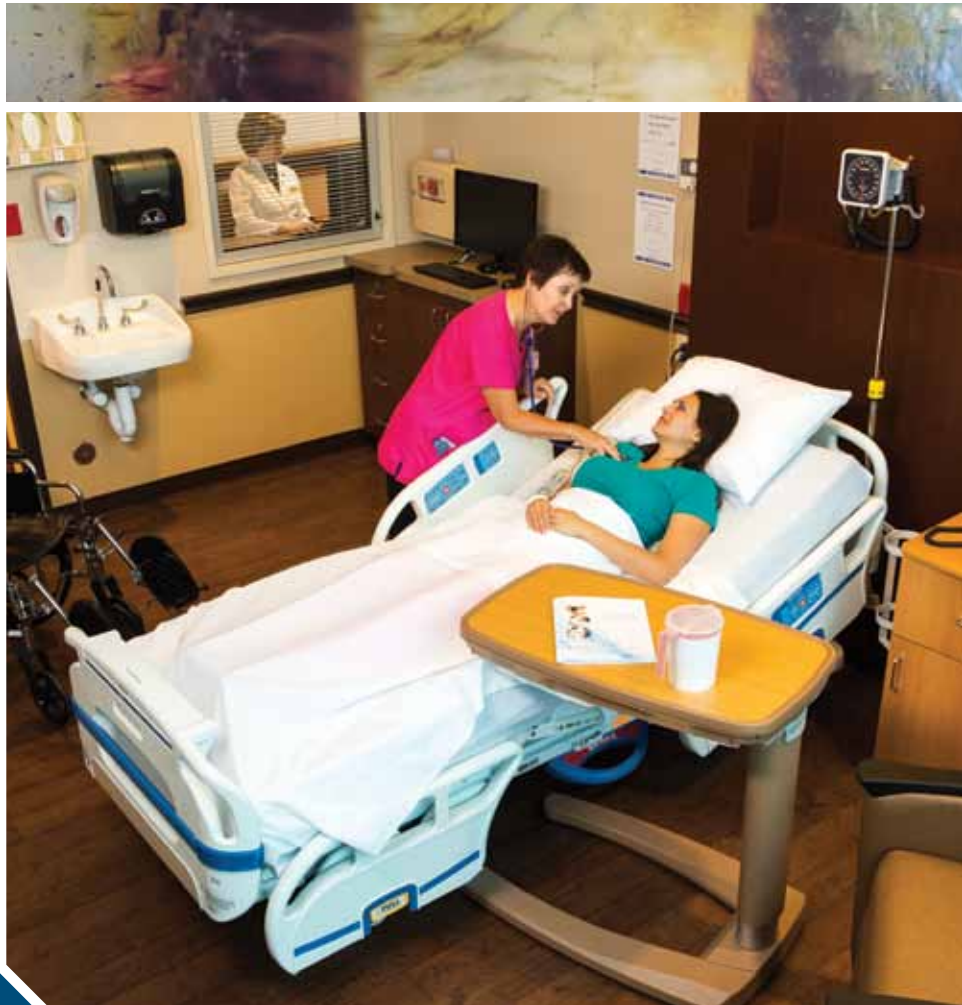
With the opening of the Building on Excellence patient tower in July, Saint Francis achieved yet another significant and memorable moment in its 140-year-old history. It is an accomplishment in which Saint Francis Foundation proudly played an important role.

When the Building on Excellence construction journey began in November 2012, the Foundation set out to raise \$3 million to commit to the project. As I look back on the time leading up to this recent milestone, I must offer a most humble and sincere "thank you" to the Foundation staff, The Friends of Saint Francis, the Saint Francis Auxiliary and our many generous donors. Through everyone's dedication, efforts and support, Saint Francis is in a position to continue to meet the healthcare needs of patients throughout the region.

In addition to supporting the Building on Excellence project, the Foundation continues to support Saint Francis by other means. This includes many fundraising initiatives, such as Pink Up™ and Dig for Life, and investments in technology, including the state-of-the-art \$1.5 million Flash Spiral CT scanner, which produces high-resolution images in as quickly as one second.

Through these continuous efforts and new ones on the horizon, the Foundation is establishing a legacy of purpose – planning for and responding to the dynamic and diverse needs of the Saint Francis community.

Building upon the foundation of the Franciscan Sisters, we are making this legacy a reality ... and the future healthier for all of those Saint Francis serves.



# The Future of Quality

## Reaching Out to Deliver World-Class Care

Delivering the highest-quality healthcare has always been at the core of everything we do at Saint Francis Healthcare System. Now we are taking that focus to another level with an array of initiatives geared toward improving the overall patient experience.

### Continuum of Care

With healthcare reform pushing hospitals toward a longer-term care model in which readmission rates impact revenue, Saint Francis has taken a proactive approach to ensure patients are fully ready to leave the hospital.

One of the ways we are doing this is by creating a continuum of care relationship with several area skilled nursing facilities. Saint Francis is looking to partner with these facilities to improve transitions of care. “We are piloting a program that features sending out an advanced practice registered nurse to check on patients within three days of hospital discharge,” says Thomas Diemer, MD, Vice President of Quality and Patient Safety. “This ensures

medications and physician orders are properly received, and we can answer any questions.”

Readmission rates affect reimbursement for Medicare patients, but we do not want to stop there. We have put measures in place to improve care for all of our patients because it is the right thing to do.

### Push to Zero

Saint Francis has introduced a Lean campaign that targets quality improvement and waste reduction throughout the healthcare system. “Lean is not just a one-time project,” explains Diemer. “It is a part of our culture that is built into the organization.”

This initiative aims to achieve zero preventable readmissions in congestive heart failure, chronic obstructive pulmonary disease (COPD), pneumonia and acute myocardial infarction (AMI), as well as reduce catheter-associated urinary tract infections, central line bloodstream infections, pressure ulcers and falls to zero.



Thomas Diemer, MD  
Vice President of Quality and Patient Safety

As part of the Push to Zero, nurses in the Saint Francis Consumer Call Center and Continuing Care Clinic make follow-up calls to patients within 24 hours of discharge to check on their condition and make sure the transition home was a smooth one. This protocol-driven communication provides a proactive approach to minimizing costly readmissions, featuring referrals to appropriate physicians and appointments scheduled on the patient's behalf.



## Supporting Building on Excellence

Saint Francis Foundation, with assistance from The Friends of Saint Francis and the Saint Francis Auxiliary, undertook an effort to raise \$3 million in funds for several Building on Excellence initiatives, including the following:

**The Friends Café**, which was fully funded by The Friends of Saint Francis for \$85,000, provides a welcoming atmosphere and a respite from the patient care environment. The café features food and dessert items from My Daddy's Cheesecake, a popular local restaurant.

The **Level III Neonatal Intensive Care Unit (NICU)**, which completed renovation in December 2013, now contains 18 private rooms, a follow-up clinic, a family room, baby cams and resting accommodations. Total funds raised for these efforts were just over \$2.4 million.

The **Healing Garden** provides a healing environment for patients recovering from stroke, orthopedic surgery and other conditions. It assists rehabilitation patients in learning to navigate on different surfaces. The garden was funded through a \$125,000 commitment from the Saint Francis Auxiliary and a \$25,000 commitment from multiple donors.

The renovated entranceway of the **Chapel of Saint Francis**, which was fully funded by an individual donor for \$25,000, welcomes visitors and worshippers with stained glass doors and artwork to comfort those outside the sanctuary.

To welcome patients and visitors to Saint Francis, the **statue of Saint Francis** underwent extensive renovation and preservation before being placed atop its new permanent location in the signature water feature at the new tower entrance. Together, The Friends of Saint Francis and Saint Francis Auxiliary made a \$250,000 commitment toward this project.



# Building Access to Quality Care

## Regional Development Efforts Expand Access to Our Network

Primary care is a major component of a thriving community, and Saint Francis Healthcare System is working diligently to expand this critical element for the benefit of residents in our region.

It is important for patients to have access to a primary care physician they can trust. That is why we are forging relationships with physicians and nurse practitioners who already have a presence in Cape Girardeau, as well as bringing new providers to our service area to meet this growing need.

### Staying Ahead of the Curve

The healthcare industry is dealing with an influx of patients through the primary care gates as baby boomers turn 65. Saint Francis has been strategically planning for this strain on the system for several years, with a number of initiatives in place to address the situation, including:

- Operating Convenient Care within our Emergency and Trauma Center

- Providing Immediate Convenient Care in Cape Girardeau, Jackson and Poplar Bluff
- Establishing our own primary care practices, Cape Primary Care and Cape Physician Associates
- Partnering with Doctors Express

Visits to primary care providers are less expensive than visits to the emergency department for treatment of the same health issue. The nurses who staff Saint Francis' Consumer Call Center are there to help residents navigate the system and find appropriate care for their healthcare needs.

### A Leader in Regional Development

It is one thing for a healthcare system to claim it is a regional leader and quite another to demonstrate it. Saint Francis Healthcare System has a solid track

record of partnering with high-quality physician practices throughout the region and expanding collaborative opportunities for quality care.

Saint Francis has established partnerships with trusted primary care practices in Charleston, Dexter, Farmington, Jackson, Piedmont and Poplar Bluff.

“Our efforts to affiliate with these primary care physicians, who have already developed a trusted following in their community, let us work collaboratively in growing their practice for the future,” says Steven C. Bjelich, FACHE-D, President and Chief Executive Officer. “Increasing convenient access to quality healthcare helps prevent disease and illness, and our efforts to expand our network ensures more people can benefit from this close to home.”

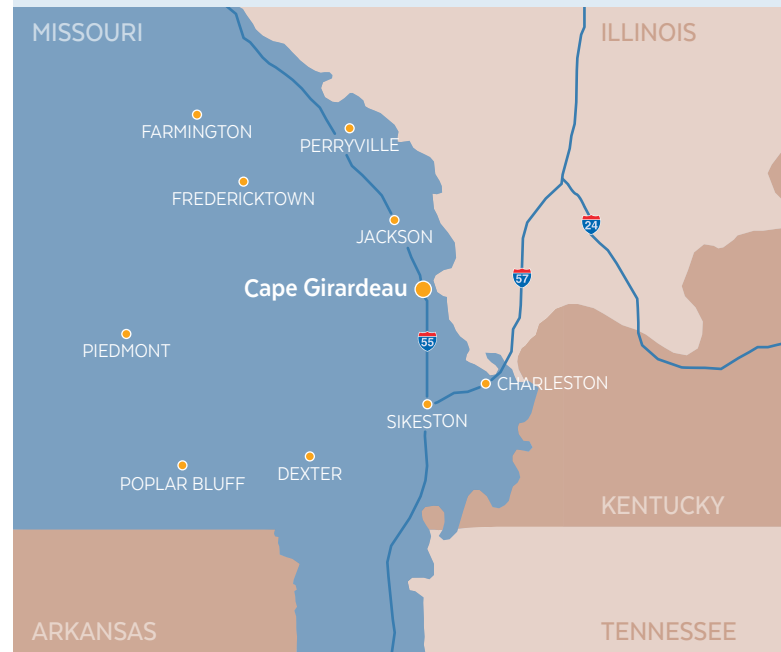


Deborah D. Price, DO, FACOI  
Internal Medicine

### Collaboration and Recruitment

Many of the outlying communities in Saint Francis' service area are experiencing critical shortages of medical specialties. Local physicians have welcomed the assistance of Saint Francis' physicians in meeting these vital needs.

Saint Francis has been successful in aligning financial and quality initiatives through a combination of joint ventures as well as direct employment into the Saint Francis Medical Partners. These efforts have proved very successful in attracting physicians to our region, which helps ensure patients have continuity of care as they progress through the healthcare delivery system.



## Saint Francis System Outreach

### Expanding Access to Quality Healthcare

Saint Francis Healthcare System providers have a major presence in communities throughout the region. With skill sets ranging from primary care to a variety of specialties, our providers offer expanded access to quality care close to home.

#### CHARLESTON

- Charleston Family Care

#### DEXTER

- Cape Care for Women
- Outpatient Physical Therapy
- Physicians Park Primary Care
- Saint Francis Outpatient Center

#### FARMINGTON

- Cape Cardiology Group
- Cape Neurology Specialists
- Cape Pain Management
- Cape Spine & Neurosurgery
- Farmington Physician Associates

#### FREDERICKTOWN

- Cape Care for Women

#### JACKSON

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

#### PERRYVILLE

- Cape Cardiology Group
- Cape Medical Oncology
- Vascular Clinic

#### PIEDMONT

- Piedmont Physician Associates

#### POPLAR BLUFF

- Ambulatory Surgery Center
- Black River Medical Center
- Cape Cardiology Group
- Cape Pain Management
- Cape Spine & Neurosurgery
- Diagnostics Center
- Immediate Convenient Care
- Physicians Park Primary Care
- Poplar Bluff Neurology Specialists
- Vascular Clinic

#### SIKESTON

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



# Further Growing and Enhancing Our Care

The past year has brought many exciting developments to Saint Francis Medical Center. From our exceptional affiliations, services and technologies to our Executive Team growth and valuable physician collaborations, we are proud of the range of healthcare results we have achieved ... while we continue to build toward a healthy future for those we serve.

## Building Our Affiliations and Collaborative Efforts

### Continuing Affiliations: Providing Added Expertise

Our exclusive local affiliation with leading cancer care provider MD Anderson Cancer Network® helps to strengthen our commitment to provide exceptional cancer care locally. MD Anderson is recognized nationally and internationally as the leader in cancer care and expertise. This affiliation gives the Medical Center access to decades of research and proven cancer care best practices that bring the best results to our cancer patients.

Saint Francis is the only facility in Missouri affiliated with Cleveland Clinic's Sydell and Arnold Miller Family Heart and Vascular Institute, recently ranked the nation's No. 1 heart program for the 20th year in a row by U.S. News and World Report. As part of the affiliation, Cleveland Clinic provides Saint Francis' cardiac staff with training on dealing with complex medical situations and utilizing the newest technologies and innovations. It also shares best practices related to all the cardiac subspecialties.

### New Collaboration: Health Network of Missouri

One of the ways Saint Francis is addressing the changing healthcare landscape is by joining together with some of the leading organizations in the region and the country. Collaborating with these organizations enables us to share best practices on the business side, as well as medical expertise on the clinical side.

Saint Francis recently became the sixth member of the Health Network of Missouri, a collaborative anchored by the University of Missouri Healthcare System in Columbia.

The group's mission is to improve access and better coordinate healthcare for patients in the communities we serve.

The organizations in the network exchange ideas on how to improve patient outcomes, share data and best practices, improve access to care and lower costs by creating more efficiencies. This opens the door to potential large-scale purchasing discounts and additional network affiliations to continue our efforts to create a high-quality healthcare delivery system.



#### TAVR Team

**Top row, left to right:** Interventional cardiologists Steven J. Joggerst, MD, and William K. LaFoe, MD, FACC, FSCAI **Bottom row, left to right:** cardiothoracic surgeons, Edward M. Bender, MD, FACS, and Bruce A. Jones, MD, FACS

## Bringing TAVR to the Region

### Exceptional Cardiac Care Keeps Getting Better

Aortic stenosis occurs when the heart's aortic valve narrows, obstructing blood flow from the heart to the rest of the body. Patients with severe aortic stenosis usually need surgery to repair or replace their damaged valve. Many of these patients are not healthy enough for traditional surgery.

Transcatheter aortic valve replacement (TAVR) is a minimally invasive treatment that offers an alternative for these patients ... and it was first introduced to the region by Saint Francis in September 2014.

TAVR is less invasive than open-heart surgery. It uses a catheter to replace the heart valve instead of opening up the chest and completely removing the diseased valve. The replacement valve is inserted within the diseased aortic valve, put into place and expanded pushing the leaflets of the diseased valves aside.

Placement of the valve requires precise measurements, including CT scans. After a generous gift from Saint Francis Foundation, the Heart Valve Center offers Flash Spiral CT technology, which provides state-of-the-art image quality and safer, faster scanning for all patients.

Not only does TAVR serve as a safer alternative to open-heart surgery, it results in quicker recovery times with significantly less pain and discomfort and presents a lifesaving option for patients.

In cooperation with Cleveland Clinic's Heart and Vascular Institute, the multidisciplinary team of talented cardiologists, heart surgeons, anesthesiologists and specialists at Saint Francis' Heart Valve Center have brought one of the most advanced treatments and procedures for heart valve disease to the region.



## Giving Hope to Parents

Her doctors told her it was fine for expectant parents Lucas and Victoria Schmid of Arizona to visit relatives in Arkansas. But, when little Abigail Schmid decided to make her appearance prematurely at 26 weeks, her parents faced emotional, as well as financial and life pressures.

While little Abigail is being cared for in Saint Francis' Level III Neonatal Intensive Care Unit (NICU), her parents are living more than 1,500 miles from home — away from family, friends and jobs.

Parents With Hope stepped in to help the Schmids and offered financial assistance for transportation, housing and other needs during their time in Cape Girardeau and Abigail's time in Saint Francis' Level III NICU.

"We had never heard of Parents With Hope," Lucas said. "It has been a huge blessing for us."

The Parents With Hope fund, created by Jason and Leigh Ann Siener, provides financial assistance to families of premature or critically ill newborns in Saint Francis Medical Center's Level III NICU. The fund helps to ease the many stresses and hardships that parents face during this difficult time.

In 2006, the Sieners' twin boys were born prematurely at 25 weeks and airlifted to our Level III NICU from Paducah, Ky. During this stressful time, Jason and Leigh Ann experienced the many pressures parents face, which is why they felt it was important to help families in similar situations.

Since the Sieners created Parents With Hope, more than 2,700 hotel rooms have been provided at no charge to new parents and more than \$127,000 has been provided for fuel charges.



Maryann Reese, RN,  
MHA, DHA, FACHE



Thomas Diemer, MD



Marilyn K. Curtis, MT (ASCP), MSA



Gerry Salter, MBA, PT,  
ATC, CSCS

## Executive Leadership Grows

### Additions Support Long-Term Growth

Over the past 16 years, Saint Francis Healthcare System has evolved from a community hospital to a progressive, innovative regional system serving five states. With continued growth and the evolving challenges of today's healthcare industry, the need for additional leadership became apparent.

#### **Maryann Reese, RN, MHA, DHA, FACHE**

##### Executive Vice President/Chief Operating Officer

Reese joins Saint Francis as the result of a national search. She brings an extensive background in Catholic not-for-profit as well as for-profit hospital administration, most recently serving as President and Chief Executive Officer at St. Elizabeth's Hospital in Belleville, Ill.

Her focus on internal operations includes leading the development of programs and patient care services throughout the entire healthcare system. As healthcare reform continues to take shape, Reese's role will be critically important in leading Saint Francis' efforts to improve efficiencies, quality and patient safety.

#### **Thomas Diemer, MD**

##### Vice President of Quality and Patient Safety

Diemer has expanded his previous role as Medical Director to one of a broader operational focus, including clinical integration with independent, as well as, employed physicians. He works with a wide range of Saint Francis staff and physicians on quality, strategic and Lean initiatives geared toward improving efficiencies and safety, reducing infection risk and minimizing readmission rates.

Diemer opened private practice in Cape Girardeau in 1991 as an internal medicine physician before starting employment at Saint Francis in 2008 as Medical Director.

#### **Marilyn K. Curtis, MT (ASCP), MSA**

##### Vice President of Building on Excellence

A longtime member of Saint Francis' Executive Team, Curtis has transitioned from her role as Vice President of Professional Services and Chief Operations Officer to a position focused solely on all things Building on Excellence.

Curtis already had a leading role in the Building on Excellence process, as well as having led the successful efforts for the Heart Hospital, Cancer Institute, Health and Wellness Center, Tuscan Sun and renovations to the Emergency Department. She has consistently brought projects in on time and within budget. Her leadership is essential during the final year of our Building on Excellence construction journey.

#### **Gerry Salter, MBA, PT, ATC, CSCS**

##### Vice President of Professional Services

With Curtis in her new role, Salter, an established leader in the Saint Francis Family, was welcomed to the Executive Team. Salter has been part of the Saint Francis Family since 1995, most recently serving as Service Line Director for Orthopedics.

In his new role as Vice President of Professional Services, he leads efforts across a full range of Saint Francis' service lines, including cancer, emergency, Fitness Plus, orthopedics, pharmacy and more.

## We Know Cancer

### Winning the Battle Against Cancer

A new branding campaign for the Medical Center was launched in June to illustrate not only the expertise and knowledge of our cancer physicians, but their compassion, concern and empathy toward their patients.

Ten of our MD Anderson Cancer Network®-certified physicians – who represent specialties that include medical oncology, radiation oncology, pulmonology, urology, otolaryngology, cardiothoracic surgery and general surgery – were invited to participate. They shared their thoughts on being a cancer specialist, the collaboration between Saint Francis and MD Anderson Cancer Network, and their own personal experiences with family and loved ones.

From these conversations, it is clear that, at Saint Francis, *we know cancer*, which became the theme for this branding campaign.



Olivia Aranha, MD, PhD  
Medical Oncology/Hematology

At Saint Francis' Cancer Institute, we walk alongside our patients and their loved ones every step of the way. Our cancer specialists have years of experience and the latest technology and resources at their disposal to treat cancer, but it is their own personal encounters with this disease that resonate with our patients.

When a patient hears the diagnosis of cancer, they very rarely hear anything else after that. It is a life-changing event and can instill immediate fear in a patient and family. And while it may seem to be an insurmountable road that lies ahead, the most important thing for patients to know is that they are not alone.



### The Friends of Saint Francis Executive Committee

**Front row, left to right:** Danielle Torbet, Administrative Advisor; Michelle Jones, Secretary and Development Chair; Debbie Balsano, President; Angie Tegel, Historian

**Back row, left to right:** Jason Van de Ven, Treasurer; Shawn Patterson, Benefit Golf Chair; Michael Jones, Past President; Garrett Ozburn, Ken Hayden Memorial Golf Chair; Mark Proffer, Vice President

## Good Friends Last Forever

The Friends of Saint Francis has been assisting Saint Francis Medical Center Foundation over the years to provide patient services and financial assistance to the Medical Center and the community.

Every year, The Friends hosts fun events, sponsors local "Share Days" and extends special group trip offerings. All of these events lead to the opportunity to support healthcare services throughout the region.

In addition to fun times for all, the Ken Hayden Memorial Golf Tournament raised more than \$80,000 on the green. For the 12th time, the four-person mixed scramble brought 160 enthusiastic golfers together for this year's tournament.

Likewise, more than 248 golfers participated in The Friends 28th Annual Benefit Golf Tournament. Mixed with 18 holes of golf, fun, prizes and food, this benefit tournament raised \$190,000 to support the Building on Excellence expansion and renovation project.

More than 100 people came together for The Friends annual banquet in June. In addition to celebrating the year's successes for Saint Francis Medical Center, an honorary lifetime membership was bestowed to Friends Board President Debbie Balsano for her tireless efforts, her generous contributions and getting the job done with a smile.

And Balsano, on behalf of The Friends, presented a check for \$318,000 to Saint Francis Foundation. In 40 years, The Friends of Saint Francis has raised more than \$2.7 million in support of the Medical Center.



Ryan Blocker



Brad Stamp



## Built For a Better Life

### Losing Weight While Gaining Confidence

At 28 years of age, Ryan Blocker, a high school band director from Lilbourn, Mo., tipped the scale at 550 pounds when he nearly passed out during a parade just a few years ago. His tightened chest and spots in his vision made him think he would die in front of the crowd.

For Brad Stamp, a 450-pound church youth director from Anna, Ill., it was a simple game of miniature golf and the inability to retrieve his ball in front of his students that made him think his world was limited.

Taking these experiences as moments of truth, both gentlemen were motivated to change their lives for the better ... and both turned to Saint Francis.

Ryan joined The Healthy Weigh, a medically supervised weight-loss program at Saint Francis that teaches participants how to lose weight safely. The program incorporates diet solutions from Health Management Resources® (HMR), which was named the No. 2 Best Weight-Loss Diet in 2015 by U.S. News & World Report. To date, Ryan has lost over 370 pounds ... all through diet and exercise alone.

Brad decided on Weight Loss Solutions, Saint Francis' bariatric surgery program led by bariatric surgeon Ryan A. LeGrand, MD. In 2013, he underwent gastric sleeve surgery, in which the surgeon removes roughly 85 percent of the stomach so it takes the shape of a sleeve. Having lost more than 175 pounds to date, Brad has more energy than ever before.

While Ryan and Brad took different paths on their weight-loss journeys, both admit their experiences with Saint Francis have made a huge difference in their lives – both now and for the future.

## Building on 10 Years

### Fitness Plus Celebrates 10th Anniversary

In September 2004, Saint Francis opened its doors to Fitness Plus – a medically integrated fitness facility located right on the Medical Center's campus. Since then, it has not only become a staple of the Medical Center, but it has become the leading fitness facility in the region.

Fitness Plus has received numerous awards for its facility and services, including being recognized as a National Award-Winning Center by the Medical Fitness Association and being named a Best of Aquatics facility by Aquatics International magazine.

In September 2014, Fitness Plus commemorated its 10th anniversary by holding a special celebration for those who have made the fitness facility what it is today – its members ... more than 700 of them.

While over 4,000 people have crossed paths with Fitness Plus over the past decade, 415 charter members have been with the facility since the very beginning. A special recognition was held to thank them for their commitment over the years.

Fitness Plus' success comes directly from the success of its members, through their loyalty and dedication to using the facility day in and day out to meet their health and wellness goals. Without them working hard to reach their goals, Fitness Plus would be unable to reach its own goals.

Fitness Plus has come a long way in just 10 years, and the next 10 are sure to be just as memorable.

## The Center for Pelvic Health

### Specialists Collaborate for New Clinic

To address a growing need among our female patients with urinary and pelvic issues, our obstetricians/gynecologists (OB/GYNs) and urologists on staff collaborated and came up with a solution: The Center for Pelvic Health. It is a clinic where women with a variety of sometimes-embarrassing conditions, such as urinary incontinence and pelvic pain, can come for help.



Ann E. Behrend-Uhls, MD, FACOG  
Obstetrics/Gynecology



James E. Outman III, DO, FACS  
Urology

“When women have pelvic problems, they may be too embarrassed to mention them to their primary care physicians and not know where to go,” says James E. Outman III, DO, FACS, urologist at Saint Francis. “At the Center for Pelvic Health, our staff will evaluate their condition and help them see the right specialist right away.”

One phone call to the Saint Francis Consumer Call Center answers their questions and calms their nerves. Then, our experts work together to find the best approach to help. Depending on the patient’s specific needs, she will either receive follow-up care with one of our OB/GYNs or urologists on staff. This way, our patients receive the right expert and the right care.

“At the Center, our patients know they will be able to find just the right physician who can help them with these sensitive issues,” adds Ann E. Behrend-Uhls, MD, FACOG, obstetrician and gynecologist at Saint Francis.

Physician collaboration and teamwork for the betterment of our patients is just one more way Saint Francis is defining the future of healthcare in the region.



### The Saint Francis Auxiliary Board

**Front row, left to right:** Deborah Gibson, Manager of Volunteer Services and Pastoral Care; Betty Carroll, President-Elect; Ann Beggs, President; Nancy Malvasio, Vice President of Fundraising Co-Chair

**Back row, left to right:** Darrell Jones, Treasurer; Judy Heisserer, Corresponding Secretary; Mona Nenninger, Recording Secretary

## What It Means to Help

When looking up the word in the dictionary, *auxiliary* is defined as offering or providing help. That is exactly what the Saint Francis Auxiliary has been doing since 1959.

The Auxiliary does so much. It provides services to patients, generates interest in and financially supports the Medical Center, and promotes a healthy relationship between the community and Saint Francis.

Its members are both young and young at heart and can be found all around Saint Francis. You’ll see them in the beauty shop, the gift shop and at the information desk greeting visitors as they arrive ... just to name a few places.

To spread joy on Mother’s Day, Auxiliary members happily delivered carnations to female patients. They then gave out playing cards to male patients on Father’s Day. The quilting group continues to make beautiful creations for appreciative parents to take home with their new bundles of joy.

This spring at the annual Auxiliary and Volunteer Appreciation Luncheon, B.J. Bowman was named Auxilian of the Year. In addition, the Auxiliary presented a generous contribution of \$125,000 to Saint Francis’ Building on Excellence.



# Built for Believing

## It is More Than a Color

Pink Up™ has become a movement, spreading across the region. Best of all, it has had a major impact on breast cancer awareness, detection and treatment.

It has been nearly 15 years since then-volleyball coach Cindy Gannon approached Saint Francis about Dig for Life. Dig for Life started with Southeast Missouri State University volleyball athletes getting pledges from their parents and friends for the number of “Digs” they got during October.

It has exploded: from \$1,000 in 2002 to nearly \$215,000 in 2014. The synergy with Southeast Missouri State University, the community, Marketing, the Foundation, Womancare and Cancer Services has created a pink phenomenon stretching from Farmington to Piedmont to Poplar Bluff. New pink warriors include Southeast Missouri State University athletes, breast cancer survivors, elementary school children, high school athletes and more than 230 regional businesses.

To “pink up” their communities, businesses as far north as Perryville and as far south as Poplar Bluff purchased business packs and pink feather flags in support of Pink Up. Last year, the “pinks” raised nearly \$215,000 for the campaign. Funds received provide mammograms for women who cannot afford

this lifesaving screening. Breast cancer patients also receive help with countless, uncovered medical needs.

Pink feather flags, pink lights and pink banners celebrate awareness and early detection. Saint Francis Medical Center was bathed in pink, downtown Cape Girardeau sported pink Christmas lights and Southeast Missouri State University athletes hung pink ribbons across campus. The Cape Girardeau Parks and Recreation Department joined the cause in pinking up the parks and placing a huge Pink Up logo on the Cape Girardeau water tower to beam out the breast cancer awareness message.

Mayors of Cape Girardeau, Jackson and Poplar Bluff issued proclamations to pink up the region. Thanks to the efforts of the Missouri Department of Transportation and Cotner Electric, the Bill Emerson Memorial Bridge was illuminated in pink.



### **Pink Tie Guys**

More than 70 area men donated \$100 (the cost of a mammogram) to be a Pink Tie Guy – sporting pink ties throughout October, and even participating in the first annual Pink Tie Guy calendar. Men get breast cancer, too. And breast cancer affects men through the women in their lives who may be fighting this disease – a mother, a sister, a friend.

### **Pink Up Pals**

Joining the Pink Up experience are the Pink Up Pals, a new volunteer group that works with area businesses to sell business packs, solicit auction items and be “friendraisers” by spreading the word about Pink Up.

### **Making a Difference**

Saint Francis Medical Center provides direct assistance to more than 2,500 women. Thousands more hear the message of self-exams, early detection, healthy living and support through our awareness campaign.

Pink Up has become a major force in breast cancer awareness and early detection, a year-round effort – rekindled each October.

As the leader in cancer care in this region, Saint Francis has the technology, the professionals and the dedicated facility and resources to fight cancers of all types, at all stages. Through Pink Up, it is our responsibility and privilege to continue to shine a light on the importance of breast exams, early detection and effective treatment.



## *Scholarship Recipient Speaks From the Heart*

Kaitlin McGrath of Cape Girardeau, Mo., was awarded the \$2,000 Saint Francis Auxiliary Healthcare Scholarship. She was one of 23 students who received a scholarship from the Saint Francis Healthcare Scholarship Program, which is funded by Saint Francis Foundation and the Saint Francis Auxiliary.

With her scholarship, Kaitlin is pursuing a master’s degree and a career in speech pathology. She chose her field of study because she witnessed the success of her young cousin as he received speech pathology in school. Kaitlin was fascinated to see not only his speech improve, but his attitude and self-worth improve, as well.

After graduating in May 2016, Kaitlin’s dream job would be working as an outpatient speech pathologist at Saint Francis Medical Center.

“I am able to focus on my studies and not worry about money, which has been wonderful,” Kaitlin explains.

“The Foundation is doing so much good by offering these healthcare scholarships, and I will be forever grateful to all who made it possible — it is really appreciated.”

To be considered for a scholarship, Kaitlin and the other scholarship recipients had to complete at least one year in an accredited healthcare program, maintain a minimum 3.0 grade point average, live in Saint Francis Medical Center’s service area and complete the application and essay requirements.

Since 1980, the Saint Francis Healthcare Scholarship Program has provided more than \$579,000 in educational scholarships to encourage participation in professional healthcare careers.



## 2015 Saint Francis Healthcare System Board

Members of the Saint Francis Healthcare System Board work collaboratively with the Executive Team to move strategic development forward based on a long-term vision. The Board's efforts position the organization to continue succeeding in today's evolving healthcare environment.

**Front row, left to right:** Jason Siener; John A. Layton, Vice Chair; Clyde Nenninger, Chair; Steven C. Bjelich, FACHE-D, President and Chief Executive Officer; Kevin A. Govero, Secretary/Treasurer; Patricia Ray

**Back row, left to right:** William D. Stahr, MD; Dennis Vollink; Michael C. Trueblood, MD; Steve Dirnberger; Dennis Marchi; Donald L. Kaverman



## 2015 Saint Francis Healthcare Development Board

**Front row, left to right:** James H. Bollinger Jr., DDS; Laura L. Younghouse; Steven C. Bjelich, FACHE-D, President and Chief Executive Officer; Clyde Nenninger, Chair; David Crader

**Back row, left to right:** Harry E. Rediger; John A. Layton; Joseph McLane; Kevin A. Govero; Judy Wilferth; Steve Dirnberger



## 2015 Saint Francis Healthcare System Executive Team

**Front row, left to right:** James A. Schell II, MD, MHA, FACP, Vice President – Medical Affairs; Maryann Reese, RN, MHA, DHA, FACHE, Executive Vice President and Chief Operating Officer; Marilyn K. Curtis, MT (ASCP), MSA, Vice President – Building on Excellence; Steven C. Bjelich, FACHE-D, President and Chief Executive Officer; Jeannette Fadler, RN, Vice President – Patient Care Services; Tony A. Balsano, Vice President – Finance

**Back row, left to right:** Teri Kreitzer, Director of Human Resources; Thomas Diemer, MD, Vice President – Quality and Patient Safety; Gerry Salter, MBA, PT, ATC, CSCS, Vice President – Professional Services; Alex Ogburn, MBA, Vice President – Ambulatory Services; Barbara W. Thompson, Vice President – Marketing and Business Development; Ed Duryee, MBA, Chief Information Officer



## 2016 Saint Francis Foundation Board

**Front row, left to right:** Jason Coalter; David Herbst; Dori Lage, Secretary; Craig Billmeyer, Chair; Gina Raffety, Vice Chair; Dawn E. Dauer, Treasurer; Lynn Richardet; Paul Kitchen; Steven C. Bjelich, FACHE-D, President and Chief Executive Officer

**Back row, left to right:** Jimmy Wilferth, Executive Director; Cheryl Mothes; Bart Ozburn; Dan O. Carns; Greg Kennard; Teresa Maurer; Karlyle Christian-Ritter, MD, FAAP; Duc T. Nguyen, DO

# New Medical Partners

## Growing Our Team of Providers

Saint Francis Medical Partners is an integrated network of employed providers who share a passion for delivering the highest-quality care for their patients. Saint Francis now employs more than 185 Medical Partner physicians. We are pleased to welcome these talented physicians in the past year as our newest Medical Partners.



**Shahid K. Choudhary, MD**  
Neurologist  
*Poplar Bluff Neurology Specialists*



**Michael S. Flaim, DO**  
Internal Medicine Hospitalist  
*Saint Francis Hospitalist Services*



**Kaywan (Kev) Gamadia, DO**  
Neurosurgeon  
*Cape Spine & Neurosurgery*



**David R. Gayle, DO**  
Family Practice Physician  
*Piedmont Physician Associates*



**D. Andrew Gayle, MD**  
Family Practice Physician  
*Piedmont Physician Associates*



**Laura E. Glueck, DO**  
Family Practice Physician  
*Jackson Family Care*



**Benjamin D. Goodman, DO**  
Radiation Oncologist  
*Cape Radiation Oncology*



**Joseph M. McClain, MD,  
MS, FACS**  
Trauma Surgeon  
*Cape Trauma Specialists*



**Sara E. Nowicki, DO**  
Emergency Medicine Physician  
*Saint Francis Emergency Department*



**Gary S. Olson, MD,  
FAAP, FCP**  
Pediatrician  
*Cape Pediatric Group*



**Gretchen E. Price, DO**  
Internal Medicine Hospitalist  
*Saint Francis Hospitalist Services*



**Carla V. Prince, MD**  
Internal Medicine Physician  
*Farmington Physician Associates*



**Andrew Ralls, DO**  
Internal Medicine Hospitalist  
*Saint Francis Hospitalist Services*



**Dennis E. Sumski, DO**  
Family Practice Physician  
*Farmington Physician Associates*



**Anand N. Venkata, MD**  
Pulmonologist and Critical  
Care Physician  
*Cape Pulmonology and  
Sleep Medicine*



# 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/2015AR](http://sfmc.net/2015AR).





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