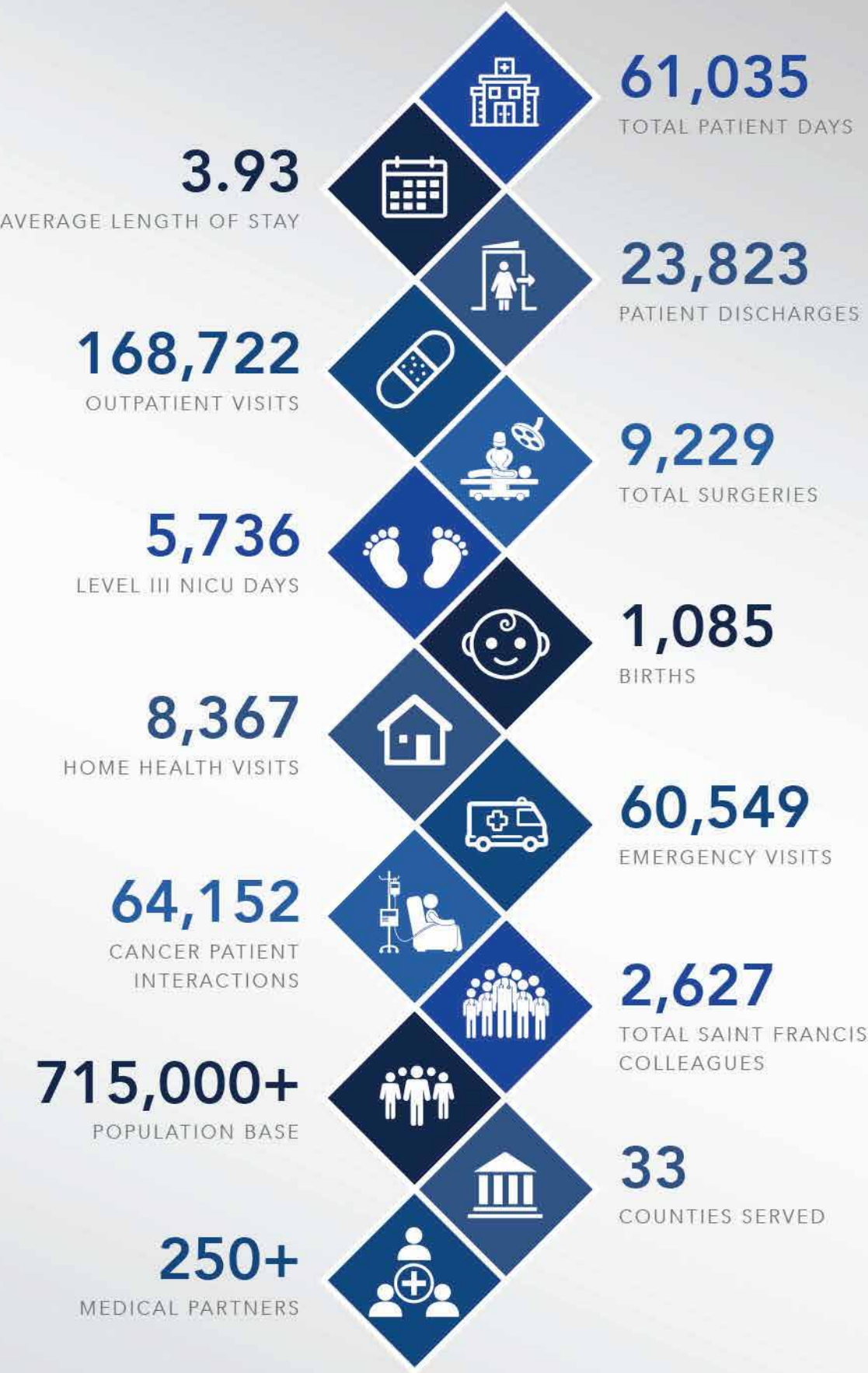


Annual  
Report  
**2018**



**Saint Francis**  
HEALTHCARE

AT A GLANCE



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Our accomplishments are numerous and the one accomplishment that exceeds all others is our reaffirmation to the people and communities we serve through our renewed Mission.

Our Mission is more than just words we display in our main entrance; it is a constant reminder we are called to serve all those who enter our doors and who live in our communities.

With our Mission in mind, we focus our efforts on a structured approach through our "Franciscan Framework." This framework assists us to focus on essential business components: outcomes, cost and our patient's experience.

The Framework is displayed in all departments as a reminder of how we attain and live our mission. Everything we do at Saint Francis Healthcare should fit into our Franciscan Framework. If not, then we must ask, "Why are we doing this?" Our actions must align with the framework. When our actions fulfill the components laid out in the Framework, we fulfill our mission.

The well-defined Franciscan Framework provides us a clear pathway towards our renewed Mission. This framework provides a roadmap to reach top decile performance in everything we do from Revenue Cycle to Patient Care – because we are Called to Serve You!

We honor our past, live in our present and always look forward to the good yet to be.

*Maryann Reese*

Maryann Reese, RN, MHA, DHA, FACHE  
President and Chief Executive Officer







## MISSION

To provide a ministry of healing, wellness, quality and love inspired by our faith in Jesus Christ.

## VISION

A leading Catholic healthcare system that celebrates and protects the gift of life by providing exceptional patient outcomes in quality, safety, access and value.

## VALUES

**INTEGRITY** | Doing what is right and just

**STEWARDSHIP** | Appropriately managing all resources

**FAITH** | Trusting in something unseen

**HOPE** | What we give to those in despair

**JOY** | Serving with a happy heart in reflection of Christ's love

**COMPASSION** | Seeing others through Christ's eyes

**EXCELLENCE** | Constantly striving for best-in-nation performance

**DIGNITY** | Respecting human life from beginning to end



## message from The Bishop

Dear Friends,

"When the Church cares for the sick, it serves Christ Himself in the suffering members of His Mystical Body. When it follows the example of the Lord Jesus, who "went about doing good and healing all" (Acts 10:38), the Church obeys his command to care for the sick. (Mark 16:18) (Decree, Sacred Congregation for Divine Worship)

From the earliest days of the Church special care has been given to the sick and the poor. As a result, many religious orders established Catholic hospitals. The Saint Francis Healthcare System is part of that beautiful legacy! The spirit of those first Franciscan Sisters who left Germany to come to America, and specifically to Cape Girardeau to care for the sick, continues in the hearts of dedicated doctors, nurses and professional staff of Saint Francis and Medical Partners who carry on the work today.

Saint Francis is a state-of-the-art Health System serving more than the good people of southeast Missouri. The ministry of healing inspired by our love for Jesus Christ reaches out to the sick in Illinois, Kentucky, Tennessee and Arkansas. The inspiring statue of the Sacred Heart in the entrance of the Medical Center is a visual reminder for all who enter that an encounter with Saint Francis is an encounter with the love of Jesus.

Our Franciscan foundation is strong! Our heritage is a point of pride! Our Mission continues, to provide a ministry of healing, wellness, quality and love inspired by our faith in Jesus Christ.

Sincerely in Christ,

*Edward M. Rice*

- Bishop Edward M. Rice

Diocese of Springfield-Cape Girardeau

Sister Jane Kiefer and  
Bishop Edward M. Rice  
on the occasion of  
Sister Jane's 70th Jubilee.



## message from Board Chair



Dear Friends:

On behalf of the Board of Directors, please allow me to express our excitement over the many ways that Saint Francis has grown in generosity, compassion, service and stewardship this year.

Our family has been "Called to Serve" your family, and we take that responsibility very seriously. Our call to serve means not only providing exceptional healthcare, but also delivering it with the conviction of divine influence.

This year presented us with changes, challenges and opportunities for improvement.

As a result, our team responded with higher quality, better outcomes and improved patient safety all of which rank among the highest in the nation. We have successfully built upon our robust history at Saint Francis. We commit to live our mission daily, privileged to care for all who enter our doors. As I reflect on 2018, I see many hands that have guided us to this day.

The Franciscan Sisters, St. Francis himself and our Lord Jesus Christ have all been our guiding light, providing the foundation for service to our community.

This strong foundation is a main reason Saint Francis continues to be at the forefront of healthcare in our region. We look forward to what the future holds and how we will be able to serve our region even better than before. Always learning, always improving, always serving!

*Don Kaverman*

- Don Kaverman

Board Chair  
Saint Francis Healthcare System



# HEALTHCARE SYSTEM BOARD



The **Saint Francis Healthcare System Board** works closely with the Executive Team to move strategic development forward with a long-term vision ensuring excellence at every level of our System.

## Top Row:

(Left to right) Michael C. Trueblood, MD; Dennis Vollink; James H. Bollinger, Jr. DDS; William D. Stahr, MD; Joey McLane

## Bottom Row:

(Left to right) Gina K. Raffety; Kevin A. Govero, Vice Chair; Don L. Kaverman, Chair; Maryann Reese, President and Chief Executive Officer; Steven K. Dirnberger, Secretary/Treasurer; Janet E. Varnon; Patricia L. Ray

# HEALTHCARE DEVELOPMENT BOARD



The **Health Development Board** oversees the for-profit arm of Saint Francis. The Board works to increase the scope and character of healthcare services and expand opportunities in new and existing markets.

## Top Row:

(Left to right) Judith R. Wilferth; Mike Himmelberg; Clyde Nenninger; Harry E. Rediger; John A. Layton

## Bottom Row:

(Left to right) Adam Kidd; Laura L. Younghouse; Don L. Kaverman, Chair; Maryann Reese, President and Chief Executive Officer; Kevin A. Govero

Not pictured: Gary W. Rust, Sr.



## EXECUTIVE TEAM



The **Executive Team** implements and coordinates strategy, provides fiduciary management and organization oversight for Saint Francis Healthcare System.

### Top Row:

(Left to right) Stephanie LaPierre, Chief Performance Improvement Officer; Alex Ogburn, Vice President of Ambulatory Services; Jimmy Wilferth, Vice President of Foundation and Marketing; Gerry Salter, Vice President of Professional Services; Thomas Diemer, MD, Chief Medical Officer

### Bottom Row:

(Left to right) Debby Sprandel, Vice President of Ambulatory Nursing; Jim Burke, Chief Administrative Officer and General Counsel; Maryann Reese, President and Chief Executive Officer; Julie Woodruff, Chief Nursing Officer; David Prather, Chief Financial Officer

## FOUNDATION BOARD



The **Foundation Board** is responsible for fiduciary and strategic oversight of the Saint Francis Foundation. Board members volunteer their time, talents and treasure. They oversee financial investments, help cultivate major gifts and strategize about growth and development of the organization.

### Top Row:

(Left to right) Craig Billmeyer; Mark Moore; Bart Ozbun, Chair; Garrett Ozbun; Jimmy Wilferth, Vice President of Foundation and Marketing, ex-officio; Deacon Thomas Schumer; Lynn Richardet

### Bottom Row:

(Left to right) Duc T. Nguyen, DO; Greg Kennard, Treasurer; Debbie Balsano, Secretary; Jason Coalter, Vice Chair; Maryann Reese, President and Chief Executive Officer; Lori Fowler; Marcia Thompson; Carlos Robles, MD



# YOUR FOUNDATION UPDATE

## AT A GLANCE

### Power of One Campaign

Employee Goal: \$250,000

Raised: \$252,784

### Friends Golf Tournament

Raised \$170,000, up from

\$157,000 last year

### Year End Appeal

Goal: \$50,000

Raised: \$66,365

### Boxinette Project

Worked collectively to reduce infant mortality from 7.2 deaths per 1000 to less than 3.0 deaths per 1000

### Scholarships 24

healthcare scholarships totaling \$51,000

**Joy Challenge** housed homeless individuals, fed hungry children and more

**Mega Cash** raised \$51,025 for GoNoodle Children's Fund

**Pink Up™** raised \$200,000 and began mobile mammography screenings for more than 180+ women in rural communities

## The Friends Gala

This year, two survivors shared their stories of how the CancerCare and CardiacCare funds impacted their journeys to recovery.

"Without the CardiacCare fund I wouldn't have been able to complete therapy," said Scott Sutton, cardiac survivor. "Since I work for myself and was unable to actually work, we had no income to afford therapy. The fund covered the 15 sessions I needed. This was such a blessing."

"These funds are very important to our patients," says Charlotte Smith, BSN, RN, Cardiac Rehabilitation Therapist. "Many wouldn't be able to come to therapy without this fund and the donors who give."

JoAnn Summerlott is a cancer survivor who had insurance, but still couldn't afford the medication she needed due to high premiums. A Saint Francis Cancer Navigator reached out to the Saint Francis Foundation on her behalf and Saint Francis was able to help her through the CancerCare Fund.

"We want to make sure that cancer isn't a death sentence for our patients," said Jimmy Wilfreth.

"Without this fund and help, I wouldn't be who I am now," said JoAnn Summerlott.



2018  
Friends Gala

Raised

**\$320,000**

Benefiting CancerCare, CardiacCare  
and GoNoodle Children's Fund

## Supporting Healthcare Education

Investing in the future of healthcare is more than just purchasing new equipment, it also requires investing in people. Saint Francis Foundation and Auxiliary are proud to offer Healthcare Scholarships for those who are currently pursuing healthcare careers. Jacob Wren is a 2018 scholarship recipient.

"Taking care of people runs in my family," says Wren. "My father is a nurse, and my mother is a respiratory therapist. I grew up with stories from both of them, and that sparked my interest in healthcare."

Wren decided his senior year of high school to pursue a career in patient care and followed a path to complete his certification as a Registered Nurse. He currently is working toward a Doctor of Nursing Anesthesia Practice at Webster University in St. Louis.

"I've always been a curious person, and I shadowed in the Saint Francis Emergency Department," recalls Wren. "The fast-paced environment was exciting to me — I wanted to impact lives as those nurses and doctors did."

High-level degrees come with high price tags, and student loans quickly began to pile up. While Wren was at Saint Francis working in the Intensive Care Unit, he saw a flyer about the scholarship program and decided to apply.

"Being awarded that scholarship took some stress off my shoulders," recalls Wren.

"The students who are actively pursuing careers in healthcare are the future of patient care in our communities," says Danielle Torbet, Foundation and Marketing Manager for Saint Francis Healthcare System. "When we can help them achieve their dreams, we are ensuring great care for our future through their education."

Since 1980

**\$660,000**  
in SCHOLARSHIPS





# THE FRIENDS BOARD



The Friends of Saint Francis Board is responsible for “friend raising” and fundraising. The Friends host several events and provide patient services and financial assistance to Saint Francis Healthcare System and the community.

### Top Row:

(Left to right) Danielle Torbet, Foundation and Marketing Manager, ex-officio; Ken Oberlohr; Liz Glastetter; Matt Welker; Jimmy Wilferth, Vice President of Foundation and Marketing, ex-officio; Robbie Guard, Golf Co-Chair; Todd Marchi; Susan Tomlin; Laura Propst; Administrative Advisor, ex-officio

### Bottom Row:

(Left to right) Cyndy Woodard; Zach Stanfield; Christy Farrow; Terra Bennett, Development Chair; Stephanie Conley, Secretary; Shawn Patterson, President; Kimberly Likens, Vice-President/Gala Chair; Myra Sander, Historian and Social Chair; Jason Van de Ven, Treasurer; Ryan Bandermaann, Golf Chair; Heather Short, Gala Co-Chair; Christy Parrish; Michelle Jones

Not Pictured: Garrett Ozbun, Past President; Beth Keller

# THE AUXILIARY BOARD

The Auxiliary Board is a volunteer group dedicated to helping Saint Francis patients and families through their fundraising and volunteer efforts. They donate countless hours of service to the Healthcare System and have raised funds for many major projects, including scholarships. One of their favorite fundraisers is bake sales, raising funds one pie at a time.



### Left to Right:

Jimmy Wilferth, Vice President of Foundation and Marketing, ex-officio; Connie Laurentius, Committee Chair; Judy Heisserer, Corresponding Secretary; Norma Woods, Past President; Judi Owens, President; Mona Nenninger, Recording Secretary; B.J. Bowman, Committee Chair

# NEW MEDICAL PARTNERS



**Aleksey Androsov**  
MD  
Neurologist  
Cape Neurology Specialists



**Ronald Angles**  
DO  
Gastroenterologist  
Cape Gastroenterology Associates



**Lauren Blake**  
MD  
ER Physician  
Emergency Department



**Martin Blake**  
MD  
ER Physician  
Emergency Department



**Matthew Bosner**  
MD  
Cardiologist  
Cape Cardiology Group



**Joshua Donis**  
MD  
Cardiologist  
Cape Cardiology Group



**Mitchell Farber**  
MD  
Trauma Surgeon  
Cape Trauma Specialists



**Matthew Frank**  
MD  
Hospitalist  
Hospitalists



**Joseph Fugaro**  
MD  
Intensivist  
Intensivists



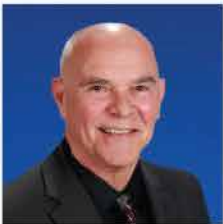
**Scott Gard**  
MD  
Vascular Surgery  
Cardiothoracic & Vascular Surgeons



**Jason Hurt**  
MD  
ER Physician  
Emergency Department



**Laura Kasher**  
MD  
Hospitalist  
Hospitalists



**Kenneth Kelly**  
MD  
ER Physician  
Emergency Department



**Thomas Kelly**  
MD  
Gastroenterologist  
Cape Gastroenterology Associates



**Eric Morton**  
DO  
OB/GYN Physician  
Cape Care For Women



**William Petry**  
MD  
ER Physician  
Emergency Department



**Sherry Ritter**  
MD  
Hospitalist  
Hospitalists



**Tiffany Samples**  
DO  
Hospitalist  
Hospitalists



**Paraminder Sarao**  
DO  
Hospitalist  
Hospitalists



**Steven Schumacher**  
MD  
Trauma Surgeon  
Cape Trauma Specialists



**Tamara Shafer**  
MD  
Medical Director  
Wound Center



**Kenneth Slack**  
MD  
OB/GYN Physician  
Cape Care for Women



**H. William Stites**  
MD  
Electrophysicist  
Cape Cardiology Group



**Richard Tobey**  
DO  
Family Practice Physician  
Cape Physician Associates



**Israel Villanueva**  
MD  
Intensivist  
Intensivists



NEW MEDICAL PARTNERS



**Richard Wirz**  
MD  
General Surgeon  
Physicians Park General Surgery



**Dianne Woolard**  
MD  
OB/GYN Physician  
Cape Care For Women



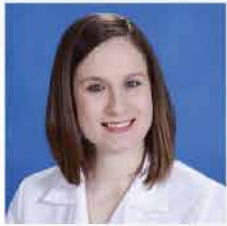
**Katelynn Austin**  
PA-C  
Physician Assistant  
Cape Trauma Specialists



**Michelle Bauer**  
FNP-BC  
Nurse Practitioner  
Cape Care for Women



**Allison Brown**  
FNP-C  
Nurse Practitioner  
Nurse Practitioner



**Megan Collier**  
FNP-BC  
Nurse Practitioner  
Cape Cardiology Group



**Brad Davis**  
FNP-BC  
Nurse Practitioner  
Saint Francis Outpatient Center



**Paul Duray**  
NNP  
Neonatal Nurse Practitioner  
Neonatology



**Natelie Frazier-Cook**  
FNP-BC  
Nurse Practitioner  
Immediate Convenient Care



**Stacey Grays**  
FNP-BC  
Nurse Practitioner  
Kneibert Clinic



**Alicia Green**  
FNP-C  
Nurse Practitioner  
Immediate Convenient Care



**Katlyn Hall**  
FNP-BC  
Nurse Practitioner  
Palliative Care



**Jennifer Heuring**  
AGACNP  
Nurse Practitioner  
Continuing Care Clinic



**Tamara Keesee**  
FNP-C  
Nurse Practitioner  
Cape Pain Management



**Sara McAllister**  
WHNP  
Nurse Practitioner  
Cape Care For Women



**Marianne McBride**  
FNP-BC  
Nurse Practitioner  
Cape Care For Women



**Lindsey McVey**  
FNP-BC  
Nurse Practitioner  
Saint Francis Outpatient Center



**Allison Metje**  
AGACNP  
Nurse Practitioner  
Cape Trauma Specialists



**Colleen Morgan**  
AGACNP-BC  
Nurse Practitioner  
Hospitalists



**Laura Morrow**  
FNP-BC  
Nurse Practitioner  
Cape Cardiology Group



**Kim Peters**  
AGNP-C  
Nurse Practitioner  
Cape Medical Oncology



**Carol Polinski**  
NNP-BC  
Nurse Practitioner  
Neonatology



**Austin Roubidoux**  
FNP-C  
Nurse Practitioner  
Emergency Department



**Erica Rouse**  
FNP-BC  
Nurse Practitioner  
Cape ENT Group



**Laura Standridge**  
FNP-BC  
Nurse Practitioner  
Cape Gastroenterology Specialists



**Amanda Wareing**  
FNP-C  
Nurse Practitioner  
Hospitalists



**Amy Watkins**  
FNP-C  
Nurse Practitioner  
Charleston Family Care



**Gena Weinhold**  
FNP-BC  
Nurse Practitioner  
Cape Diabetes & Endocrinology



**Kimberly Wilkerson**  
FNP-BC  
Nurse Practitioner  
Neurosciences



**Rebecca Williamson**  
FNP-C  
Nurse Practitioner  
Cape Neurosurgical Associates



**Autumn Wills**  
PA-C  
Physician Assistant  
Cape Diabetes & Endocrinology



**T. Edward Pike**  
CRNA  
Anesthesia  
Saint Francis Medical Center

Not Pictured:

**Chris Moorman**  
PA-C  
Physician Assistant  
Cape Trauma Specialists

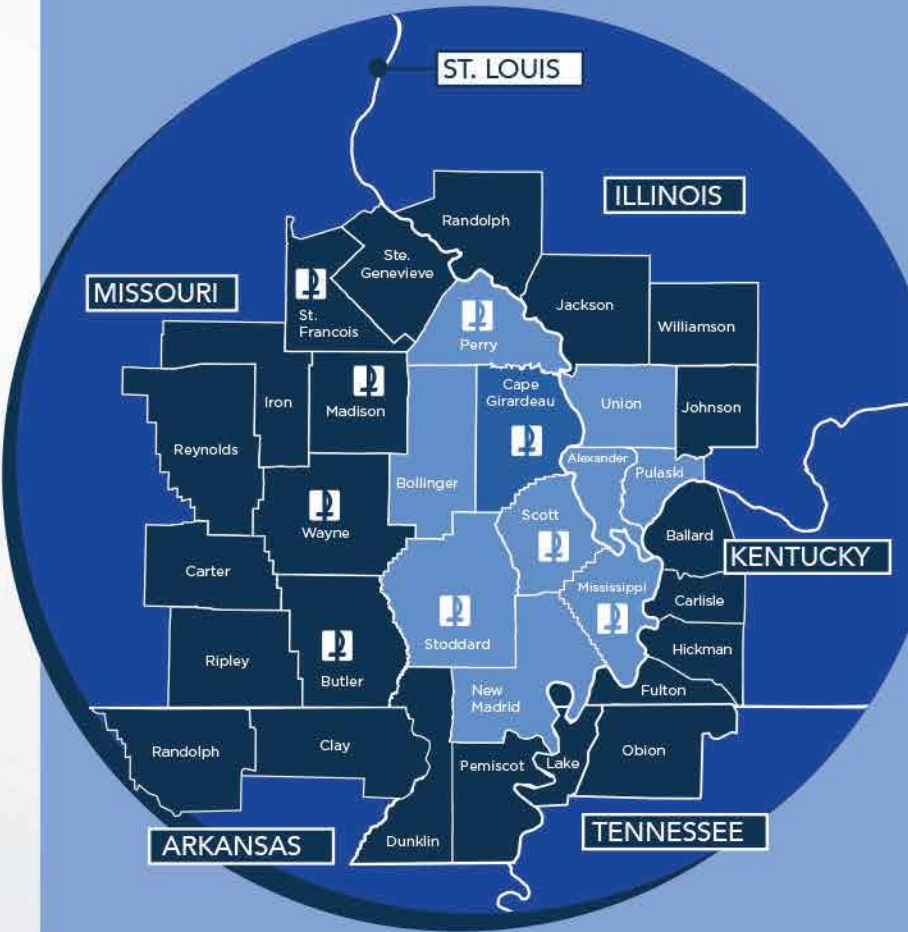
**Eric Oslund**  
CRNA  
Anesthesia  
Saint Francis Medical Center

Scope of Services:

Saint Francis Healthcare System continues its commitment to serve Southeast Missouri with a number of regional initiatives geared toward increasing access to physicians and services across the continuum of care.

In an effort to better serve both our local community as well as our state, we have established outreach clinics across the region. Various specialty providers from within the Healthcare System visit these clinics a few times each month in order to meet people where they are.

We believe location should never keep somebody from receiving the care they deserve.





### integrity

We work to show our *integrity* by providing needed medications, comforts and assistance to active treatment cancer patients through the CancerCare Fund. We created a process for patients to be provided out of pocket estimates of their care before their services. We also updated our financial assistance program to ensure patients get the help they need when they need it most.

This year, we continued our Baby Boxinette project to help promote infant safe sleep with the assistance of a grant from the Missouri Foundation for Health. We distributed 900 baby boxinettes to women of the Bootheel because helping to reduce infant mortality is the right thing to do.

Saint Francis and all of our colleagues are continually looking for ways to assist those we serve.

### faith

Our *faith* in Jesus Christ is deeply rooted in everything we do. Our renewed Mission and Values inspired us to make some enhancements throughout our building to remind us of our *faith*.

Scriptures and pictures of our history now adorn our walls. A special larger-than-life Sacred Heart of Jesus statue is featured in the main lobby. The Franciscan San Damiano Cross hangs in our lobby and in our board room. When visitors enter our doors we are proud that they can clearly see that we are a healthcare provider proud of our *faithful* roots.

Perpetual adoration occurs 24 hours a day, seven days a week in the Saint Francis Chapel. Prayers ascend unceasingly for those caring for our patients and their families. Our *faith* continues to inspire and motivate us to keep loving and caring for the region we are privileged to serve.

### stewardship

We utilize our resources and manage them with our colleagues and patients in mind. It's about doing what is right and not wavering; acting with wisdom and discernment. In keeping with *stewardship* in mind, we reduced costs across the Health System. At the same time, we have improved quality and safety. Quality and safety costs less for our Health System and our patients.

Our goal is to continue to find more ways of reducing cost and managing resources efficiently to be better *stewards*.

### hope

We desire for all who enter our buildings to experience a sense of hope, of healing and exceptional care. This spring, the "*Hope* Boutique" was transitioned to Cancer Services, and the director, management and support staff began training on wig fittings. The confidence gained by looking their best gives our cancer patients *hope* for their futures.

At Saint Francis, we are happy to offer innovative tactics and technologies that provide *hope* for our patients. Through these ever-changing methods, we have implemented the Link Reflux Management System, a new Linear Accelerator for radiation therapy and even a new MRI machine. These technologies help providers and nurses better alleviate health issues and personalize treatment options for our patients. This style of holistic healthcare provides our patients with *hope* that their lives will become improved and healthier.

### joy

Throughout Saint Francis Healthcare System, we believe *joy* is a gift from God, and we work hard to spread *joy* to our colleagues, patients, their families and our community. This year, the *Joy* of Mission committee served cheerfully by hosting food, clothing, coat and diaper drives to benefit those in need in our community.

Saint Francis Foundation adopted Jefferson Elementary School this year providing backpack food during the school year. During the summer, the Foundation helped students in need by offering the Tiger Bites food program providing more than 67,000 meals for our South Cape children and families because students had less access to food provided by school lunch programs.

### excellence

We deliver the best medical care in our region. Since our establishment in 1875, a lot has changed — but we are still dedicated to serve all who enter our doors. Saint Francis is always looking for ways to improve the patient experience and provide our communities with *excellence* whether in the Medical Center or in our Medical Partner Clinics or Ambulatory Centers.

New providers were recruited to help improve our communities' care through various specialties. We have added 55 new providers and will continue to find the best providers possible to care for our ever-growing communities.

This year, Saint Francis established an Intensivist Program providing board certified critical care physicians 24/7 in our Intensive Care Units. Dr. Israel Villanueva, Jr. and Dr. Joseph Fugaro joined our team to provide state of the art personalized care for our region.

### compassion

We believe that our hands are an extension of His. That is why we work hard to treat everyone in our care with *compassion* and empathy. This year the Joy of Mission committee and Pastoral Care departments teamed up to start a new program at the Medical Center called "No One Dies Alone." Qualified colleagues received training to equip them to sit with patients who have no family during their final hours.

Our Pastoral Care department is always there when our patients need *compassion* and spiritual guidance. Two full-time chaplains are on call 24 hours a day, seven days a week, meeting the needs of the sick and dying.

Saint Francis is also proud to offer weekday Mass daily for all to come and experience the Lord's *compassionate* grace.

### dignity

The Catholic faith proclaims that human life is sacred, and the *dignity* of each human being is the foundation for a moral vision for society. Our caregivers live that proclamation daily, from caring for the tiniest babies in the Level III Neonatal Intensive Care Unit to assisting those transitioning to the next life through hospice and all the stages in between.

Additionally, Saint Francis has instituted a "Living Wage" to/for all colleagues, which increased the minimum wage to \$11.70 an hour. This change is rooted in the mission and values of Saint Francis Healthcare System and affirms the human *dignity* of all our colleagues.



2017-18

# Patient Safety & Quality Outcomes

This year marked the lowest surgical infection rates since tracking began in 2008. Saint Francis is 0.26%.



Deep Surgical Site Infections

The CLABSI rate decreased through a Performance Improvement Academy project focused on diligence in care of central lines.



Central line associated blood stream infection (CLABSI)

The CAUTI rate decreased due to a combination of device care, the use of evidence-based evaluation criteria for device necessity and timely removal of unnecessary devices.



Catheter associated urinary tract infection (CAUTI)

The percentage of low-risk or nonurgent emergency room patients increased with a length of visit less than or equal to 60 minutes.



Intensive Care Unit unplanned extubations decreased from 0.878 in 2016 to 0.279 percent in 2017.



The sepsis recognition rate increased by 41 percent and was achieved by dedicated initiative owners who have worked to ensure rapid identification as soon as symptoms are present.



The septic shock mortality rate decreased due to rapid implementation of the sepsis rescue bundle once sepsis is identified.



Acute Myocardial Infarction (Heart Attack) mortality rate decreased due to our dedicated colleagues and providers who strive to provide evidence-based care in a timely manner.



39 Leaders successfully completed Performance Improvement Academy in 2017.



“

*“Improving our patient safety and quality has impacted the culture of Saint Francis for the better.”*

- Stephanie LaPierre  
Chief Performance Improvement Officer



*“Our community sees how we impact their health through our outstanding patient safety and quality.”*

- Thomas Diemer, MD  
Chief Medical Officer



# 2017-18 Awards & Recognition

## LEAPFROG HOSPITAL SAFETY GRADE

Every hospital is scored by a company called The Leapfrog Group. This is a score that businesses use to determine hospital quality and safety or a letter grade for protecting patients from harm and meeting the highest safety standards in the United States. We have met the quality and safety standards to be graded "A" by Leapfrog. The "A" grade is given to the highest 30% of hospitals in the nation.



Our Inpatient Rehabilitation facility was recognized by UDSmr as a **2017 Top Performer** and placed within the top 10 percent of 870 facilities in the United States. Our team was cited for quality patient care that is "effective, efficient, timely and patient-centered."

The **Health Management Resources Weight Management Service** has been ranked as one of U.S. News and World Report's best fast weight loss programs of 2018. The Healthy Weigh, Saint Francis Healthcare System's medically supervised weight-loss program, incorporates these diet solutions from HMR. We have offered the HMR Program for seven years to community members in southeast Missouri and beyond who are interested in losing weight fast and keeping it off. So far, participants have lost more than 18,000 pounds and counting!

The **"Stroke Bronze Achievement Award"** was given to Saint Francis by the American Heart Association and the American Stroke Association for our continued success in using the "Get with the Guidelines" stroke program.

This year, Saint Francis was honored with the **American Heart Association's Mission: Lifeline NSTEMI Silver Quality Achievement Award** for implementing specific quality improvement measures outlined by the American Heart Association for the treatment of patients who suffer severe heart attacks. Saint Francis earned this award by meeting specific criteria and standards of performance for the quick and appropriate treatment of NSTEMI patients by providing emergency procedures to re-establish blood flow to blocked arteries when necessary. To be eligible for this award, we adhered to these measures at a set level for 12 consecutive months.

Saint Francis Medical Center's Cancer Institute received a three-year accreditation from the **Commission on Cancer (CoC)**, a program of the American College of Surgeons. The CoC evaluates cancer care programs on their commitment to provide comprehensive, high-quality and multidisciplinary patient-centered care.

- The commission evaluated Saint Francis' Cancer Institute on 34 standards based on program management, clinical services, continuum of care services, patient outcomes and data quality.

Saint Francis Medical Center's Womancare department received a three-year accreditation from the U.S. Department of Health and Human Services for Breast Ultrasound.

**ACR Accreditation** is recognized as the gold standard in medical imaging and helps assure patients that we meet the highest level of image quality and safety.

Saint Francis Medical Center was nominated for the Missouri Hospital Association **Donate Life Award** for 2017. Each year, MHA recognizes two Missouri hospitals for their organ donation efforts at its annual convention. For these hospitals, organ and tissue donation is part of the culture of caring that permeates through the organization and community.

In 2018, Saint Francis earned accreditation by the **Intersocietal Accreditation Commission (IAC)** in Echocardiography in the area of Adult Transthoracic.

Accreditation by the IAC means that Saint Francis has undergone an intensive application and review process and is found to be in compliance. Achieving this accreditation demonstrates Saint Francis commitment to ensure high quality patient care.

Saint Francis Medical Center was awarded **Level 1 STEMI Center** status by the Missouri Department of Health and Senior Services. This recognition is for excellence in treating cardiac care and heart attack patients. It is the highest rank available.



# 2017-18 Financial Performance

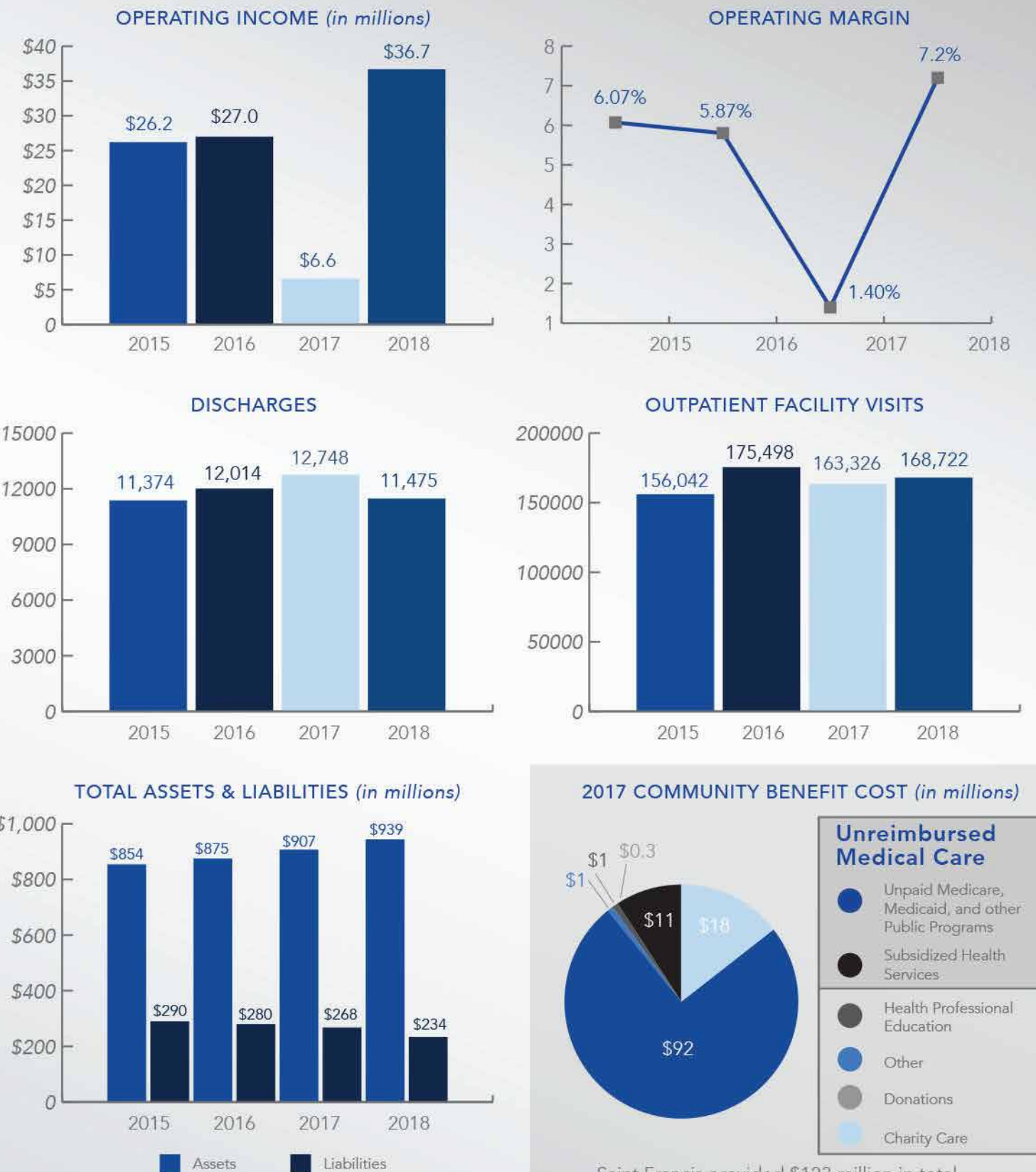
“Credit rating agencies continue to see the bright future of Saint Francis Healthcare System. Our recently completed facility expansion, our focus on operational excellence, quality care and our exceptional services, staff and physicians have helped us serve the needs of our community.”



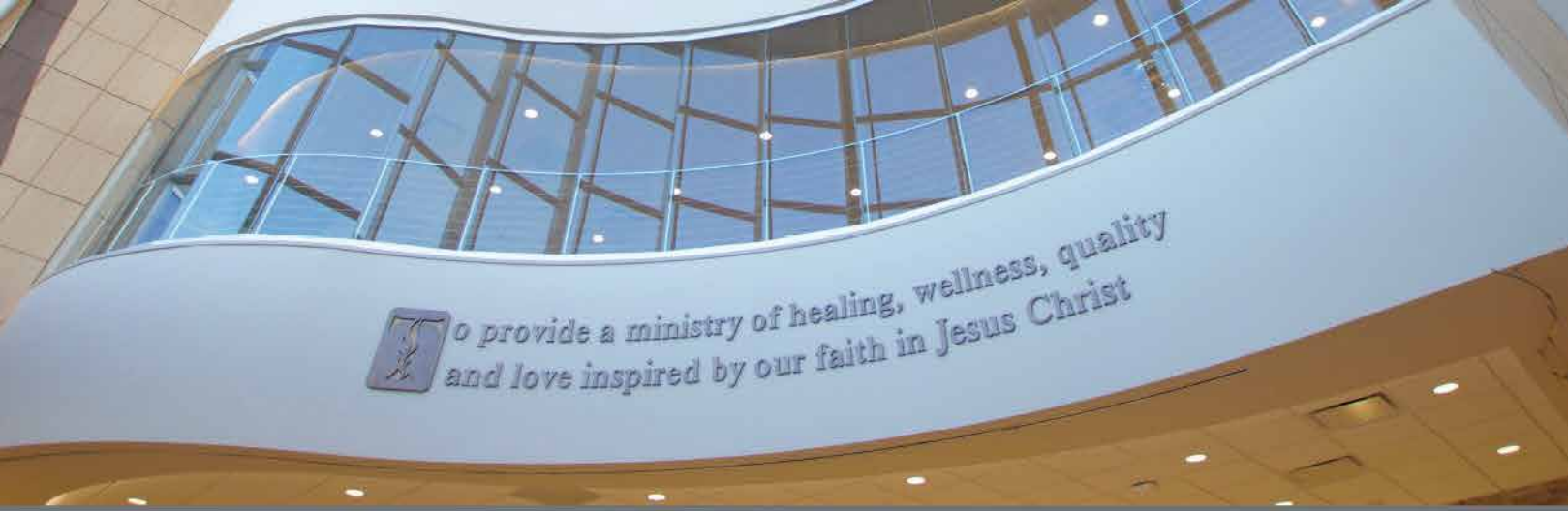
- David Prather  
Chief Financial Officer

## Fitch Ratings

The System reported an operating margin of **\$36.7 million** for the year ending June 30, 2018, providing a margin of **7.2 percent**. This was the result of strong revenue growth and effective expense management. Fitch Ratings upgraded Saint Francis from AA- to AA in 2018.







## New Branding Campaign *Called to Serve You*

We are excited to share our renewed mission statement and values to celebrate our calling to provide a ministry of healing, wellness, quality and love inspired by our faith in Jesus Christ. Saint Francis is thrilled to announce our new brand identity: *Called to Serve You*.

We believe that everyone deserves integrity, respect and exceptional care. We live our mission each day through our work with our patients, their families and our Saint Francis colleagues. It is our commitment today and in the years to come.

*Called to Serve You* provides a connection to the Latin word "Vocare," meaning "to call." When asked about the renewed branding identity, Saint Francis President and CEO Maryann Reese explained, "We have been invited to join God in His continual service to all people and appointed to the specific task of healthcare – mind, body and spirit, all according to God's purpose. By centering our mission and values on this core belief, we can accurately convey the heart of our organization to the community."

Called to Serve  
*you.*



## WHERE WE'RE GOING

### Good Works

When the Franciscan Sisters established this hospital, their goal was to offer patients compassionate care and the best medical treatment available. Their good work transformed into what we know and see today. We owe it to our colleagues, our patients and our community to offer the best value possible. We must continue the good work that the Franciscan Sisters started in 1875.

Hebrews 10:24 says, "Let us think of ways to motivate one another to acts of love and good works." Just as St. Francis was called to the good works of our Lord Jesus Christ, so are we called to the good works of those within our walls and community. We are an extension of the Lord's hands. With this in mind, Saint Francis Healthcare System has created an internal campaign called "Good Works." Through this campaign, we hope to remind our colleagues and staff of our calling to be good stewards of what we've been given and to remain dedicated to providing excellent, affordable healthcare according to our mission.

“

As we continue our efforts to lower costs and make the Healthcare System more efficient and functional for patients, we must also focus on our own colleagues in the process.”

*Maryann Reese*  
President and CEO

### Living Wage

This year, Saint Francis Healthcare System raised our minimum hourly pay to ensure all employees have the opportunity to earn a living wage. Effective July 8, 2018 the new minimum hourly rate was increased to \$11.70, allowing raises for more than 200 employees – nearly eight percent of the total Saint Francis workforce. The new hourly rate is double what an individual would need to stay above the federal poverty rate, according to this year's figures. For the Executive Team and Healthcare System Board, the decision was rooted in the Mission and Values of Saint Francis and affirms the human dignity of all of our colleagues.

### Family First

This year, we begin the Family First Program. Saint Francis colleagues receive a 50 percent discount on most services provided by Saint Francis Healthcare. This program assists our colleagues and their families to afford quality healthcare provided by Saint Francis. Quality costs less and we are starting with Family First.





# Saint Francis

## HEALTHCARE

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[sfmc.net](http://sfmc.net)



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