

Destination

Destination: Health

A Vision Fulfilled
2017 Annual Report



Medicine to the Highest Power

Mission

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

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Together We Have Created a Destination of Health

To our Saint Francis Healthcare System Family and Friends,

One of the questions I have been asked during the months leading up to my retirement is whether Saint Francis Healthcare System has been successful in accomplishing its ministry of healing and wellness during my 18 years here. It is with great confidence that I believe everyone associated with the organization can respond with a resounding “yes.”

From my first day with the Saint Francis Family, I have felt driven by a higher power to earn the trust and support of our boards of directors, physicians, employees and volunteers. I use the word “family” whenever I speak of Saint Francis because this sense of “us” has been critical in developing the culture of compassionate care our patients enjoy today.

We believe that all 700,000 souls in our five-state service area deserve access to exceptional care that’s close to home. This is why we embarked on a journey to build a healthcare system worthy of being known as the quality healthcare destination. Together we proved that advanced technology, exceptional people and superior outcomes are present and accounted for right here in southeast Missouri, not just the big cities. It is a reputation the Saint Francis Family must strive to earn every day through better quality, population health and constantly evolving technology.

Our Catholic philosophy and values provide the power for everything we do as a Saint Francis Family. The feeling we experience every time we walk through our doors is absolutely paramount in healthcare. This is what differentiates us from any other type of business. It is the healing work we do that makes us a family, and I am confident the power of our mission will endure well beyond my tenure.

Leadership Development

Saint Francis’ commitment to leadership development is another key to our success and the reason you should not be concerned about the future of the organization. We have created the Process Improvement Academy and the Physician Leadership Academy to help current and future leaders develop the skills necessary to take Saint Francis to the next level.

It is amazing what can be accomplished when initiatives like these are aligned with the strategic vision of the Healthcare System. It allows us to create a succession plan from top management through middle management, providing career paths for individuals with the talent and skills necessary in today’s challenging healthcare environment.

The culture of excellence we have created together has consistently placed us in the top 100 places to work in healthcare, and our doctors and other medical providers deliver extraordinary results in a wide range of disciplines. We have received state, national and even international recognition for new programs and services, as well as our quality of care and exceptional outcomes.

(Continued)





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

Together We Have Created a Destination of Health

Our Catholic Tradition

Saint Francis traces its status as a regional healthcare destination to 1875, when three Franciscan Sisters arrived in Cape Girardeau to care for the sick at the invitation of Father Joseph Schmidt, pastor of St. Mary's Parish. We have been a faith-based organization since day one, and our Catholic identity is just as strong today as it was 142 years ago. Everything we do is consistent with the ethical and religious directives of the Catholic Church.

Our focus goes beyond the treatment of physical ailments to treat the whole person, including the social and spiritual needs of our patients and families. Saint Francis is rare in that we are an independent Catholic healthcare organization, sponsored by the Springfield-Cape Girardeau Diocese, but not affiliated with a larger system. Most decisions are made locally by our Board of Directors and reflect the needs of the communities we serve.

We do outreach and have developed services we know are not going to be profitable in the name of helping those less fortunate. We also take care of each other. Our internal Power of One campaign provides emergency assistance to those within the Saint Francis Family, and Catholic Charities is a major beneficiary of donations that come through Saint Francis Healthcare System Foundation. Our tagline of "Medicine to the Highest Power" reinforces our Catholic identity. It remains fresh and is easily recognized throughout the region.

A Family Commitment

There are 3,000 souls committed to fulfilling our ministry and making Saint Francis Healthcare System a destination for health. Our medical staff is committed to our patients and communities, and is an integral part of the Saint Francis Family.

My own family has been incredibly supportive throughout my 39 years in senior management. Their commitment to Saint Francis and the Cape Girardeau area is unwavering. As Lisa and I prepare to embark on this next chapter in our lives, we feel fortunate to still have our health so we can enjoy travel and time with family.

Please accept my sincere gratitude for the friendship you have afforded me and my family during our time with the Saint Francis Family. You can be proud of the level of medical sophistication and facilities that exists today within the Saint Francis Healthcare System, well-positioned to serve as a regional healthcare destination for generations to come.



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





“I look forward to achieving the strategic goals and operational objectives set by our Board of Directors in maintaining Saint Francis’ status as the destination healthcare system for our service area. Quality will always be our primary focus, and developing leaders equipped to work toward these objectives ensures our ability to operate efficiently through the evolving healthcare environment.”

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

Maryann Reese to Lead Saint Francis

A continuing focus on quality and safety will be the cornerstones of Saint Francis Healthcare System as Maryann Reese, RN, MHA, DHA, FACHE, transitions into her new role as the organization’s Chief Executive Officer. Reese served as Saint Francis’ Executive Vice President and Chief Operating Officer for the past two years.

A veteran of the Catholic healthcare industry, Reese previously served as chief executive officer of St. Elizabeth’s Hospital in Belleville, Illinois. She also served in various leadership capacities at the Hospital Corporation of America, the largest for-profit national health system in the country.

Reese’s educational background includes a nursing degree from Boise State University; a bachelor’s degree in healthcare administration from Graceland University; a master’s degree in healthcare administration from the University of Minnesota; and a doctorate degree in healthcare administration/management from Central Michigan University.



Jason Ewing, Chief Information Officer, in the new Information Technology office.

Data + Context + Relevance = Information

Jason Ewing is leading a major initiative aimed at transforming data into actionable information that Saint Francis Healthcare System leaders can use to build a culture based in reliable, fact-based decision-making. As the Chief Information Officer for Saint Francis, Ewing is the point person for efforts to develop quality metrics that will result in improved clinical outcomes, reduced operating costs and improved consumer experience.

The healthcare industry historically has used data to track past performance, but it has not provided the level of information necessary to forecast trends and drive proactive change. Saint Francis is developing an enterprise information management (EIM) system that will move the organization toward value-based care.

“This is exciting, but unknown territory,” Ewing says. “Our goals are to eliminate variation in business practice and care delivery, and establish an agile, real-time predictive care model that we call smart care.”

Ewing and his team are putting processes in place to manage a data lake that is being fed by streams, such as the Epic electronic medical record system and the census bureau to develop a higher level of quality metrics. These processes will bring data – which by itself is rather meaningless – through the filters of context and relevance to arrive at useful information.

Microsoft and analytics firm Proskriptive are partnering with Saint Francis to create the technology platform. This new information asset will give decision-makers the ability to more quickly and accurately take action in delivering appropriate care or making better business decisions.

Foundation Boards Are Ambassadors of Our Mission

Saint Francis Healthcare System Foundation is raising more money and disbursing more money than at any time in its history. Much of the credit for this success goes to the dedicated individuals who make up Saint Francis Healthcare System Foundation and Friends of Saint Francis boards of directors. These enthusiastic ambassadors play a major role in sharing Saint Francis’ mission.

The role of the Foundation Board of Directors is to build relationships and decide how the organization should use the resources available. Rather than acting like a savings account, the Board distributes the proceeds of various fundraisers and donations as needed for the benefit of patients, staff, community and the beautiful Saint Francis Medical Center campus.

Building relationships today can have a positive impact on tomorrow, particularly when it comes to discussing planned estate gifts. In fact, the Foundation received an estate gift recently from a planned gift made in 1987. Board members often are the first step in beginning that conversation.

At its core, fundraising is about relationships and helping the community understand the many facets of providing compassionate care in today’s healthcare environment. Regulations may come and go, but Saint Francis Healthcare System Foundation and our boards’ commitment to enhancing the quality of life in our region never wavers.



Pictured from left to right: Jim Lawrence, Director of Mission, Father Patrick Nwokoye and Chaplains Greg Heinsman and Jim Schultz

“Our increased focus on Mission and Pastoral Services provides an opportunity to revisit the basic tenants of Saint Francis and our Mission. We have been quite blessed as a organization and as caregivers to embrace and embody these healing Catholic traditions in serving others.”

- Jim Lawrence, RN, MBA
Director of Mission

Pastoral Care Embodies Catholic Tradition

The Pastoral Care team supplements the Medical Center’s healthcare expertise with spiritual care patients and families, as well as our own Saint Francis Family need in times of crisis. Guided by Jim Lawrence, Saint Francis’ new Director of Mission, Father Patrick Nwokoye and Chaplains Greg Heinsman and Jim Schultz offer the compassionate care that has been a part of our calling for nearly 150 years ... from the chapel to the Emergency Department and everywhere in between.

In the true Catholic tradition, Saint Francis treats patients of all faiths and provides for their spiritual needs. Only 10 to 15 percent of our patients list themselves as Catholic, yet it is the Ethical and Religious Directives for Catholic Healthcare from the Catholic Bishops of the United States that provide the foundation for everything that takes place here.

“It is important to the Catholic Church to ensure that when a person comes to the hospital, they have an opportunity to go to confession and receive Holy Communion and Anointing of the Sick,” explains Father Nwokoye. “Our guiding principle is the dignity of a person, whether at the beginning or end of life. The image of God is irreplaceable, and we derive our dignity from that.”

The team’s role reaches beyond religious duties to include notary services for advance directives, grief counseling and hospice support for patients and families facing end of life. Everyone has a story, and being there to listen when emotions are at their highest fulfills a crucial support component of the Saint Francis mission.



Pictured from left to right: Niomie Zoellner with children, Maci, Kylee, Tate and husband, Keith

Parents With Hope Provides for NICU Parents

Niomie Zoellner didn't even know what a NICU was until her daughter, Kylee, was born 13 weeks early in July 2016 weighing just 1 pound, 7 ounces. The stress of having a child in the Level III Neonatal Intensive Care Unit and having to leave her job to spend extended time at Saint Francis Medical Center had Niomie and her husband, Keith, at their wits' end.

Driving 30 minutes from Friedheim every day and eating at restaurants in Cape Girardeau were taking a toll on the couple's budget, and the anxiety Niomie felt as a new mom not yet permitted to hold her baby brought on the crippling effects of depression. That's when social worker Alicia Adams, MSW, and funds from Saint Francis Healthcare System Foundation's Parents With Hope fund came to the rescue.

"I just broke down one day and started balling. Just because our lives had stopped didn't mean our bills had stopped," Niomie said. "Alicia came off the elevator and said, 'What can I do to help?' She signed us up for meal cards and \$150 of gas cards. I don't know that I had cried so much in my life, I was so grateful."

Funds for the meal and gas cards came from Parents With Hope, a fund created by Jason and Leigh Ann Siener in 2008 after the birth of their premature twins. Parents With Hope provides financial assistance for transportation, housing and day care needs for parents during a newborn's stay. The fund has helped almost 700 families in Saint Francis' five-state service region and disbursed more than \$218,000.

A surge of giving at the end of 2016 raised \$84,300 from the Saint Francis Family, members of the Friends of Saint Francis and Saint Francis Healthcare System Foundation boards of directors, and people in the community. The Foundation also participated in Giving Tuesday November 29, a global day dedicated to giving, with all proceeds going to Parents With Hope.

Niomie and Keith's story has a happy ending, as Kylee is now a healthy, vibrant and adorable little girl. Niomie has a new job, is feeling stronger after seeking out counseling to help her deal with a rough year and is committed to giving back as a way of saying thanks.

"I raised \$1,500 myself through a fundraising event, I try to bring in snacks for the NICU lounge and I'm constantly doing stuff for the staff," she said. "I'm doing a lot better emotionally and it feels good to be financially secure. It really helps my self-esteem."



MPact Health Alliance Map



Health Network of Missouri Members

Saint Francis a Major Player in Regional Healthcare

As a respected member of the regional healthcare landscape, Saint Francis Healthcare System and its leaders play prominent roles in a number of organizations and industry groups.

MPact Health

MPact Health is a physician-led and professionally managed alliance that direct contracts with employers and insurers to create a clinically integrated network. The alliance includes 48 hospitals and 3,000 physicians in four states who work collaboratively to improve patient outcomes and operational efficiencies. Saint Francis is the primary healthcare organization in southeast Missouri on the MPact Health map.

Health Network of Missouri

Saint Francis' President and Chief Executive Officer, Steven C. Bjelich, FACHE-D, served as vice chair of the Health Network of Missouri. The organization's structure encourages members to work collaboratively toward improving access and better coordinating healthcare for the patients they serve. The six participating health systems account for more than 1,000 hospital beds, 10,700 employees and 1,200 physicians. The systems share best practices in business, clinical and operational practices.

Community Care of Missouri

This cost-saving insurance product for employers in southeast Missouri offers a network of high-quality providers, which Saint Francis Healthcare System is a major component. The organization's goal is to transform healthcare quality and cost by creating a structure whereby healthcare systems contract directly with employers.

Stranded Patient Receives CancerCare Fund Assistance

Wesley Helmers readily admits his decision to begin walking more than 30 miles from his home near Patton to Saint Francis Medical Center for his scheduled chemotherapy treatment may not have been his greatest idea. Fortunately, his ill-fated journey had a happy ending thanks to Saint Francis Healthcare System Foundation's CancerCare Fund.

It was a Sunday afternoon in October 2016, and the transmission in Wesley's Chevy Tahoe wasn't up for the trip. A frustrated Wesley grabbed his phone, wallet, keys and, wearing only sandals for footwear, set out for Cape Girardeau. He made it about seven miles before dehydration and exhaustion got the best of him, and an ambulance was needed to bring him the rest of the way.

The care team at the Saint Francis Cancer Institute learned of Wesley's predicament and arranged for the CancerCare Fund to cover the cost of his hotel stay, food and some additional clothes for the duration of the five-day visit. The CancerCare and CardiacCare funds received significant contributions from the Friends Gala in March.

"I did what I felt I had to do," says Wesley, an army veteran who lives on a fixed income. He had a large tumor removed from around the aortic vein in his back seven months earlier. "It was not a bright decision, but it seemed to be at the moment."



**You showed up
BIG.**

A huge and heartfelt "thank you" to the Saint Francis Family for helping us exceed our 2017 **Power of One** goal. We did it!



Saint Francis Family Leads by Example

Members of the Saint Francis Family are among the most active participants and generous donors to Saint Francis Healthcare System Foundation funds. Our Family, physicians and leaders demonstrate how much they care about each other and the community through donations and deed, and the success of last year's Power of One campaign is a perfect example.

This year, Power of One raised funds for The Caring Fund (helps employees with unexpected emergencies and unplanned life events), Sister Esther Emergency Fund (emergency relief for patients and their families, from transportation to clothing), the Area of Greatest Need (the most popular choice) and Catholic Charities of Southern Missouri.

The 2017 campaign raised a record \$261,000 for patients and their families, Saint Francis Healthcare System Family throughout the region, and nondenominational assistance for the community through Catholic Charities.



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



Thomas S. Diemer, MD,
Vice President-Quality and Patient Safety



Stephanie A. La Pierre, MBA, BSN, RN,
CSSBB (ASQ), CPHQ, Chief Performance
Improvement Officer

Focus on Quality Leads to Pursuit of Perfection

A focus on building more structure around quality initiatives is helping Saint Francis Healthcare System provide consistently exceptional care for patients, resulting in national and, in some cases, world-class outcomes.

“Our vision is to be the top hospital in the country for quality,” states Maryann Reese, RN, MHA, DHA, FACHE, Executive Vice President and Chief Operating Officer. “We have quality improvement projects that are aligned with the strategic goals and objectives of the healthcare system, and we have a plan in place for making sure we are developing leaders to work toward those objectives.”

Daily Performance Management reviews help staff take proactive steps based on evidence-based medicine to attain positive outcomes or make modifications where opportunities for improvement exist. This continuous pursuit of perfection begins with the end result in mind. Team members reverse-engineer procedures and identify appropriate actions that produce outstanding outcomes such as Saint Francis Medical Center’s 0.3 percent surgical site infection rate, one of the best in the nation.

“If we only focus on improving procedures after harm reaches our patients, it’s too late,” says Stephanie A. La Pierre, MBA, BSN, RN, CSSBB (ASQ), CPHQ, Chief Performance Improvement Officer. “Our Patient Safety Performance Monitoring Committee includes front-line leaders who report on what they are seeing.”

Nowhere has the pursuit of perfection been more apparent than in the Level III Neonatal Intensive Care Unit, where an initiative aimed at reducing necrotizing enterocolitis (NEC) earned the Missouri Health Association’s NICU Aim for Excellence Award. The NICU team developed processes that have completely eliminated these infections for more than two years running.

Saint Francis has partnered with area emergency medical services teams to accelerate treatment decisions regarding potential stroke patients. Communication from the field starts the process, and an immediate CT scan helps determine whether it is appropriate to administer the anti-clot drug TPA. The national goal for time lapse between arrival and administering TPA is 45 minutes. The Saint Francis team has accomplished that task in a remarkable 11 minutes – believed to be the fastest in the world.

“We are coalescing as a healthcare system,” says Thomas S. Diemer, MD, Vice President-Quality and Patient Safety. “If you are a patient of ours, we’re going to provide quality of care along the continuum whether you’re in the hospital or one of our clinic locations. And we’re putting the processes, structure and governance in place to do just that.”



Pictured from left to right: Jim Essner, Jack Essner and Mary Essner

CPR Saved Jack Essner

Jack Essner remembers having his senior pictures taken the morning of August 8, 2016. He doesn't remember anything else about the day he and his family will never forget.

That's because Jack almost died that Monday afternoon, suffering an episode of ventricular fibrillation (sudden cardiac arrest) on a training run during soccer practice at Notre Dame Regional High School. If not for the quick action of a coach and teammate, the multisport athlete would not have survived.

David Enderle, ATC, a Saint Francis Certified Athletic Trainer, was working on campus when he received a call from students telling him an athlete was down. David guessed it may be an asthma attack, but quickly realized it was much more severe when he reached the crest of a hill and saw Assistant Coach Dan Martin and junior J.P. Schuchardt performing CPR.

"That's when I dead-sprinted over to them," recalls David, a certified CPR instructor. "I asked if anyone had called 911 yet and they hadn't, so I tossed my phone to an athlete and relieved J.P. Dan hopped up to take over the 911 call, and J.P. and I kept working on Jack."

An automated external defibrillator unit (AED) was in the school, and David sent an athlete to go retrieve it. By the time he returned, paramedics were there with more sophisticated equipment and began shocking Jack's heart into rhythm. But for eight minutes before that, CPR efforts kept oxygen flowing through Jack's system.

The Saint Francis team stabilized Jack and put him into hypothermia protocol, which cools the body temperature to counteract the destructive effects of cardiac arrest. A day later, doctors slowly warmed Jack, and he began showing the first signs of consciousness within a day.

Thanks to heroic lifesaving efforts, there was no brain damage, and doctors installed an implantable cardioverter defibrillator (ICD) in Jack's chest to prevent recurrence. The device then saved Jack's life 10 more times over the next few months when his heart went into irregular rhythms.

"I'm thankful the device is there," Jack said. "It's kind of intimidating, but it's there to save me."

Jack and his family are thankful for the prayers and support from the Saint Francis Family and people in the community. They are convinced divinity played a part in ensuring that it was not Jack's time to go.

"It was a miracle," said his father, Jim. "Nothing could have gone any better than it did."

Where **Your** Heart Belongs



HEART Lecture
Thursday, March 9

Motherhood Matters

A Special Event for Moms in the Making



Join us

Thursday, March 2



**SAINT FRANCIS
HEALTHCARE
SYSTEM**
WOMEN AND CHILDREN'S SERVICES
Medicine to the Highest Power

Outreach Programs Target Education

Community service programs are an important part of Saint Francis Healthcare System's commitment to supporting a healthy population. Presenters from within the Saint Francis Family, as well as outside experts, participate in outreach activities throughout the year that benefit a wide range of individuals.

Heart Lecture

The inaugural Heart Lecture in March featured presentations by four Saint Francis physicians. The event received extremely positive reviews from the 350 people in attendance, earning 4.82 out of a possible 5 rating.

Men's and Women's Health Events

Understanding that men and women often have differing health concerns, Saint Francis offers free health events with topics specific for each audience. The men's event in October drew 125 attendees and featured presentations by Saint Francis physicians on pain management, urology, neurology and oncology.

The women's event in March drew almost 300 attendees to hear from Saint Francis healthcare providers on osteoporosis and strong bones, varicose vein treatment, colonoscopies and surviving menopause. Both events featured booths from Saint Francis experts, as well as area businesses.

Motherhood Matters

This first-time special event offered presentations for women who were preparing to start a family or who recently became pregnant. Saint Francis healthcare providers shared information related to pregnancy, labor and delivery, the benefits of midwives, common questions about lifestyle during pregnancy and managing varicose veins.



Joseph H. Jacob, MD, FACOG, FACS, gynecologic oncologist, using the da Vinci® S HD™ Surgical System.

The da Vinci Surgical System Continues to Impress

Even after performing more than 1,000 surgeries using the da Vinci® S HD™ Surgical System, Joseph H. Jacob, MD, FACOG, FACS, gynecologic oncologist, is awestruck by the robotic system's capabilities. The system is a minimally invasive robotic technology that offers 3-D visualization through tiny high-definition cameras while limiting incision sizes to 1-2 cm.

Jacob, a Saint Francis Medical Partner with offices at Cape Gynecologic Oncology, uses the da Vinci system to perform a variety of procedures including hysterectomies and ovary tumor removal. He is able to perform the surgeries quicker than with traditional open procedures, and with the small incisions causing less trauma, patients are able to heal faster.

"There is a much lower risk of infection and much less pain for the patient," says Jacob, who has performed about 100 procedures annually since Saint Francis purchased the technology in 2008. "The instruments are wristed, not rigid, so we have a full range of motion, even more than we can with our normal hands. This was all science fiction when I was in medical school."

The da Vinci's robotic technology scales, filters and translates the surgeon's hand movements into precise movements of tiny instruments at the operative site. The surgeon controls all movements, and a third arm is available for complex maneuvers. The next generation of da Vinci technology will enable surgeons to operate through a single, one-inch incision rather than up to five different incisions today.



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

Bottom row, left to right: Nancy Malvasio, Vice President of Fundraising Co-Chair; Norma Woods, President-Elect; Betty Carroll, President; Ann Beggs, Past President

Auxiliary Maintains Its Giving Pace

The volunteers of Saint Francis Auxiliary presented Saint Francis Healthcare System Foundation with a \$100,000 contribution in 2017, continuing their six-figure trend in supporting the Saint Francis Family, patients and facilities. The Auxiliary has now donated nearly \$3.5 million since its founding in 1959.

Fundraisers play a major role in the Auxiliary's efforts, with scrubs, shoes and handbags, jewelry, home décor, greeting cards and bake sales providing a sizeable portion of the funds. In addition, Auxiliary members staff the Tower Gift Shop and greet visitors at the Saint Francis Medical Center information desk, providing a smile and a positive first impression.

The Auxiliary collected more than 2,000 diapers during a diaper drive, and its coat drive benefited dozens of children. Volunteers knitted and sewed about 200 quilts and 1,000 caps for babies in the Family BirthPlace, Level III Neonatal Intensive Care Unit and Children's Center, and the Auxiliary hosted a buffet breakfast for veterans on Veterans Day.



Awards Validate Commitment to Excellence

The Saint Francis Healthcare System team works continually to drive improvement and deliver the highest quality of care. Serving as the region's primary healthcare destination requires a commitment to excellence that resulted in the following awards:

Healthgrades® Outstanding Patient Experience Award™

Saint Francis Medical Center was the only facility in Cape Girardeau County to receive the prestigious 2017 Outstanding Patient Experience Award™ from Healthgrades®, the leading online resource for information about physicians and hospitals. It is the eighth time Saint Francis has won this award and the sixth year in a row.

The award recognizes hospitals for outstanding patient experience based on factors related to physician and nurse communication, hospital cleanliness and noise levels, and medication and post-discharge care instructions. Saint Francis ranked in the top 10 percent of the more than 3,000 hospitals around the nation evaluated by Healthgrades.

NCDR Award

Saint Francis' Heart Hospital received the ACTION Registry Get With the Guidelines Platinum Performance Achievement Award from the American College of Cardiology's NCDR ACTION Registry®-GWTG™. This award recognizes our Heart Hospital as one of the best in the nation for improving outcomes and treating patients who have suffered a heart attack.

Saint Francis has earned this prestigious recognition six years in a row. This achievement confirms our dedication to successfully implementing a higher standard of care for high-risk patients by consistently meeting aggressive, science-based guidelines and regulations set by the American College of Cardiology/American Heart Association.

Saint Francis is affiliated with the Cleveland Clinic's Sydell and Arnold Miller Family Heart & Vascular Institute, providing local patients with the highest level of cardiac care available in a destination close to home.

U.S. News & World Report High Performing Hospital Awards

Saint Francis Medical Center was the only hospital in the region to be named a High Performing Hospital for hip replacement and a High Performing Hospital for knee replacement by U.S. News & World Report. The Center for Joint Replacement & Revision performed significantly higher than the national average for both joint replacement procedures. Hospital rankings are based on demonstrated success in three healthcare-related areas: outcomes, process and structure.

MHA Distinguished Service Award

The Missouri Hospital Association presented Steven C. Bjelich, FACHE-D, President and Chief Executive Officer, with its Distinguished Service Award in recognition of his years leading Saint Francis Healthcare System. During Bjelich's tenure, Saint Francis developed into a regional healthcare destination through unprecedented cultural changes, significant facility and services expansion, and increased physician, employee and patient satisfaction.

MHA Aim for Excellence Award

The inaugural Missouri Hospital Association's AIM for Excellence Award recognized Saint Francis and our Level III NICU for the success of a quality improvement initiative aimed at reducing instances of necrotizing enterocolitis (NEC), a serious intestinal disease that often affects premature infants. The NICU team exceeded its goal the first year and then celebrated zero cases the following year. The results reinforced the value of implementing a standardized process for feeding extremely and very low birth weight babies.

Tau Awards

Eleven departments earned 180-day Tau Awards for being incident-free in a variety of safety and quality categories. The Tau Award symbolizes dedication to performance improvement and the mission of Saint Francis Healthcare System in bringing a ministry of healing and wellness inspired by our Christian philosophy and values:

- Cardiac ICU
- Children's Center
- Family BirthPlace
- Inpatient Rehabilitation
- Level III NICU
- Medical
- Medical ICU
- Neurosciences
- Orthopedics
- Surgical
- Surgical ICU

Women's Choice Award

Saint Francis was the only winning recipient in Cape Girardeau County of the Women's Choice Award: America's 100 Best Hospitals for Patient Experience. It is the only national honor that focuses on female patient satisfaction. Questions in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey receiving the most weight pertained to the patient's willingness to recommend the hospital; doctor and nurse communication; staff help; pain management; cleanliness; and explanation of medications.



Top row, left to right: Danielle Torbet, Ryan Bandermann, Jason Van de Ven, Matthew Welker, Robbie Guard and Ken Oberlohr

Bottom row, left to right: Kimberly Likens, Shawn Patterson, Garrett Ozburn and Laura Propst

Friends Raises the Bar on Fundraising

The Friends of Saint Francis continues to grow as Saint Francis Healthcare System Foundation's premier volunteer organization in the wake of surpassing \$4 million in total funds raised since its founding in 1976. While the Friends is best known for its two successful golf events – the Ken Hayden Golf Tournament in May and the Friends Benefit Golf Tournament in August – the membership of approximately 700 has raised its game to a higher level.

Hosted each March, The Friends Gala has quickly become one of the most popular events in the Cape Girardeau area. The second Friends Gala attracted 331 people to the sold-out evening at the Isle Casino Event Center. After raising approximately \$111,000 for the CancerCare and CardiacCare patient assistance funds at the inaugural event, this year's Gala finished with more than \$180,000 in contributions through sponsorships, a live auction, bid board auction and direct monetary donations.

The success of the Friends' fundraising efforts has enabled Saint Francis Healthcare System Foundation to embark on a major initiative geared toward reducing childhood obesity challenges in our area. The Foundation purchased an educational activity product from Nashville-based GoNoodle for all 116 public and private schools in southeast Missouri. The company offers a series of educational mobile apps and online videos that focus on physical activity and interactive learning.

As a result of the 2016 Community Health Needs Assessment, which revealed children's health as a major area of need, The Friends has decided to invest \$100,000 in GoNoodle for three consecutive years. More than 30,000 kids will have access to this program beginning this fall.



Top row, left to right: John Broeckling, Assistant Coach; Jeff Brune, Head Coach; Darin Hickey, Assistant Coach

Middle row, left to right: Ben Broeckling, Ellis Brune, Zade Hickey

Bottom row, left to right: Jonah Taylor, Noah Taylor, Connor Poole, Spencer Engelhardt, Hayden Bowers

Not Pictured: Dallas Williams

Jersey Surprise Leads to Pink Up™ Pride

Jeff Brune submitted three color options for the jerseys his son's youth basketball team would wear last season. Hot pink was not among them.

"I sent a picture text to my assistant coaches and we had a group phone call," Jeff explains. "I said, 'How are we going to pitch this to a bunch of 9-year-old boys? We have a game in two days so we're stuck with them.'"

Then Jeff had a great idea. They could make this a teachable moment; make lemons into pink lemonade, as it were. The coaches would tell the boys they had been chosen to be the Pink Up team for the league. They would talk to them about cancer and the many people they know that could be impacted by this. They could remind the people in their lives to get checked.

"When I pulled out the pink jerseys, there was stone-cold silence," he recalls. "Then I told them, 'These are pink for a reason. We've been chosen as the Pink Up team for our league.' They got it right away. Some of them said, 'You mean like the NFL does in October?' 'Yes, we've been chosen to promote breast cancer awareness for our league, so it's a special thing.'"

The pink jerseys became a source of pride for the players, even more so when assistant coach John Broeckling got the boys on local television in his role as assignment manager at KFVS-TV. The station is a major Pink Up supporter.

Jeff asked his players at the conclusion of the season if they would like to be the Pink Up team again next year. Absolutely, they said. The coaches had successfully turned lemons into lemonade – pink lemonade.



Pink Up™ Expands Focus to Other Major Cancers

Pink Up has become the signature campaign of Saint Francis Healthcare System Foundation's community fundraising efforts, with the 2016 Pink Up campaign recording a 15 percent increase in donations to \$205,866. The spectacular long-term success of Pink Up has allowed the Foundation to expand its awareness and prevention efforts beyond the original focus on mammograms for women who otherwise cannot afford them. The campaign now also targets lung, colon and prostate cancers.

Realizing that some women are not able to travel to Cape Girardeau, Saint Francis has taken mammography screening on the road by partnering with the University of Missouri's mobile "Mamm Van" for appointments at local health departments. In its inaugural road trip, the Mamm Van screened 61 women from underserved rural areas – stopping in Charleston, New Madrid and Bloomfield – and was entirely funded by Pink Up. In addition, Saint Francis Healthcare System Foundation provided funding for the purchase of a \$250,000 3-D mammography machine at Kneibert Clinic in Poplar Bluff.

More than 3,500 women have received mammograms and other diagnostic tests since Pink Up and the accompanying Dig for Life campaign began in 2005. Former Southeast Missouri State University (SEMO) women's volleyball coach Cindy Gannon initiated the Dig for Life campaign following her mother's death from breast cancer. SEMO athletic teams continue to be a major player in the success of Dig for Life and Pink Up, including sports outside of volleyball.

Businesses, organizations and schools from throughout our service area participate in Pink Up activities through direct fundraising efforts, as well as in-kind donations. These include Isle Casino, which annually donates food for the Pink Up Luncheon, as well as new events such as a golf tournament sponsored by Liberty Utilities, with funds raised going to Pink Up.



Alan R. Barnette, MD, FAAP, neonatologist, at Saint Francis Medical Center with a Baby Boxinette.



Tracy Carr, RN, CNM, and Megan Keeney, RN, FNP-BC, CNM, teach the Baby and Me program.

Grants Help the Foundation Give More Generously

Not all of the funds available for distribution by Saint Francis Healthcare System Foundation come from local sources. Significant state and national grant awards also contribute to our ability to provide supplementary products and services for patients and families. Christy LeGrand, Foundation Grants Administrator, completes the applications and other paperwork necessary to secure these valuable revenue sources. Grants provide funding for a variety of expenses including training, services and physical items.

One such success came via the Baby and Me-Tobacco Free program, an evidence-based smoking cessation program created to reduce the burden of tobacco on pregnant and postpartum women. Saint Francis Healthcare System Foundation was able to use a grant allowing Megan Keeney, RN, FNP-BC, CNM, certified nurse midwife, to complete the program's training and assist an expectant mother quit smoking after 15 years. Keeney joins Tracy Carr, RN, CNM, certified nurse midwife, who leads the Baby and Me program.

Baby Boxinette Program

Saint Francis Healthcare System Foundation received an approximately \$200,000 grant from the Missouri Foundation for Health geared toward reducing the infant mortality rate in the Missouri Bootheel. About 40 percent of women who give birth at Saint Francis Medical Center are from the Bootheel region. A statistically high number of their babies die in the first year of life – as high as 10 per thousand in some counties – with about half of those deaths attributed to sleep-related issues.

The distribution of nearly 900 boxinettes with accompanying educational materials and videos are designed to encourage safe sleeping habits for newborns and their caregivers. The boxes feature a mattress with a tight-fitting sheet, a pacifier recommended by the American Academy of Pediatrics and a sleep sack wearable blanket that keeps babies warm without having anything in the crib that might cause suffocation.

Using the acronym BABY is recommended as a way to help parents remember the rules of safe sleep for the first year of life: on the Back, Alone, in a Bassinet, crib or Boxinette, for the first Year of life.

The two-year project is based on a model used successfully in Finland in the 1930s, when that country was able to reduce its infant mortality rate. Researchers at Washington University in St. Louis will evaluate data generated by the Baby Boxinette initiative, being conducted with Missouri Delta Medical Center in Sikeston and Twin Rivers Medical Center in Kennett, and in partnership with the Bootheel Babies & Families initiative.

Saint Francis Healthcare System Board



Saint Francis Healthcare System Board members work closely with the Executive Team to move strategic development forward based on a long-term vision. Its efforts continue to move and evolve the system to ensure excellence on every healthcare level.

Top row, left to right: James H. Bollinger Jr., DDS; Joseph T. McLane; William D. Stahr, MD; Janet E. Varnon; Dennis Vollink; Michael C. Trueblood, MD

Bottom row, left to right: Patricia L. Ray; Steven K. Dirnberger, Secretary/Treasurer; Steven C. Bjelich, FACHE-D, President and Chief Executive Officer; Donald L. Kaverman, Chair; Kevin A. Govero, Vice Chair; Gina K. Raffety

Saint Francis Healthcare Development Board



Top row, left to right: Mike Himmelberg; Kevin A. Govero; John A. Layton; Harry E. Rediger; Judy Wilferth; Clyde Nenninger Jr.

Bottom row, left to right: Gary Rust; Laura L. Younhouse; Donald L. Kaverman, Chair; Steven C. Bjelich, FACHE-D, President and Chief Executive Officer; Joseph T. McLane; Adam Kidd

Saint Francis Healthcare System Executive Team



Top row, left to right: Jeannette Fadler, RN, Vice President – Patient Care Services; Gerry Salter, MBA, PT, Vice President – Professional Services; Jason Ewing, Chief Information Officer; Alex Ogburn, MBA, Vice President – Ambulatory Services; Tony A. Balsano, Vice President – Finance

Bottom row, left to right: Thomas Diemer, MD, Vice President – Quality and Patient Safety; Maryann Reese, RN, MHA, DHA, FACHE, Executive Vice President and Chief Operating Officer; Steven C. Bjelich, FACHE-D, President and Chief Executive Officer; Barbara W. Thompson, Vice President – Marketing and Foundation

Saint Francis Healthcare System Foundation Board



Top row, left to right: Jimmy Wilferth; Craig Billmeyer; Paul Kitchen; Greg Kennard; Duc T. Nguyen, DO; Steven C. Bjelich, FACHE-D, President and Chief Executive Officer; Lynn Richardet

Bottom row, left to right: Dawn Dauer; Karlyle K. Christian-Ritter, MD, FAAP; Dori Lage; Jason Coalter, Treasurer; Gina Raffety, Chair; Bart Ozbun, Vice Chair; Cheryl Mothes, Secretary; Debbie Balsano

Saint Francis Medical Partners Board



Top row, left to right: Eric M. Nelson, MD, DABA; Brett M. Dickinson, MD; Mark A. Meadors, DO; Andrew Gayle, MD; R. Brent New, MD, FACS, FACC; Colleen J. Moore, MD, FACS, RPVI; Kennett D. Asher, DO, CMD

Bottom row, left to right: F. Michael Caldwell, MD; Kimberly K. Roos, MD, FACOG; Ryan M. Davis, MD; Steven C. Bjelich, FACHE-D, President and Chief Executive Officer; Michael R. Freeman, MD, Chair; Andrew Godbey, MD, MSPH; R. Joe Leckie, DO

Not pictured: Deborah D. Price, DO, FACOI; Joy L. LeDoux Johnson, MD

New Healthcare System Board Members



Saint Francis welcomed two respected women and Cape Girardeau residents as new board members in 2017. **Gina Raffety** and **Janet Varnon** have joined the Saint Francis Healthcare System Board and will help guide the Healthcare System, now and in the future.

Gina Raffety

Gina has served on Saint Francis Foundation Board of Directors since 2012 and is its current president. She is publisher of The Cash-Book Journal newspaper in Jackson and managing member of MCLB Management Company, LLC. She serves on the North American Association of Inventory Services board of directors, is vice president of Jackson Publishing Company and Associated Inventory Specialists and LaCroix United Methodist Church member. She and her husband, Tom, live in Cape Girardeau and have four children.

Janet Varnon

Janet is senior vice president of Capaha Bank, where she has worked since 2001. She serves as vice chair of the St. Andrew Lutheran Church board of directors, where she has also been a member for 25 years. Janet is an executive board member and president of the finance committee at Saxony Lutheran High School. She and her husband, Tony, reside in Cape Girardeau and have two children.

New Medical Partners



Robert Bowers, MD
Pain Management
*Saint Francis Pain
Management Center*



**Maria Duroseau,
MD, FAAP**
Pediatrics
Cape Physician Associates



Ryan C. Morris, DO
Orthopedics
Cape Orthopedic Surgeons



**R. Brent New, MD,
FACS, FACC**
Chief of Cardiothoracic Surgery
*Cape Thoracic &
Cardiovascular Surgery*



William J. Nienaber, MD
Cardiology
Cape Cardiology Group



**Randall L. Stahly,
DO, FAAN**
Neurology
Cape Neurology Specialists



Khalid Waliullah, MD
Orthopedics
Cape Orthopedic Surgeons



Christy L. Walter, DO
Emergency Medicine
*Saint Francis
Emergency Department*



Chad N. Stasik, MD, FACS
Cardiovascular Surgery
*Cape Thoracic &
Cardiovascular Surgery*

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 200 Medical Partner physicians and providers. We are pleased to welcome these talented physicians in the past year as our newest Medical Partners.



Medicine to the Highest Power

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