

2020 ANNUAL REPORT



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By the Numbers

 <p>306 LICENSED BEDS</p>	 <p>48 MEDICAL PARTNER LOCATIONS</p>	 <p>INCLUDING 33 COUNTIES SERVED</p>	 <p>9,744 PATIENT DISCHARGES</p>
 <p>176,621 OUTPATIENT VISITS</p>	 <p>1,148 BIRTHS</p>	 <p>5,455 LEVEL III NICU DAYS</p>	 <p>4.53 AVERAGE LENGTH OF STAY (DAYS)</p>
 <p>44,120 TOTAL PATIENT DAYS</p>	 <p>37,725 EMERGENCY ROOM PATIENTS</p>	 <p>1,014 TRAUMA CASES</p>	 <p>8,892 SURGERIES</p>
 <p>74,609 CANCER PATIENT INTERACTIONS</p>	 <p>5,411 HOSPICE VISITS</p>	 <p>6,685 HOME HEALTH VISITS</p>	 <p>3,143 COLLEAGUES & MEDICAL PARTNERS</p>

COVID Statistics

 <p>30,879 HOTLINE CALLS</p>	 <p>26,985 TEST PERFORMED</p>	 <p>577 COVID ADMISSIONS</p>	<p>COVID DISCHARGES</p>  <p>480</p>
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Message From Our President and CEO



“*Shine your positive light and resist fear and negativity!*”
- Maryann Reese

Dear Friends and Family of Saint Francis Healthcare System,

When 2020 began, who would have imagined we would find ourselves in the midst of a global pandemic? Who could have predicted the profound change in operations and procedures our Healthcare System would make to adapt to serving our communities' healthcare needs while safeguarding our physicians and colleagues?

As we reflect on all that has occurred in 2020, it is easy to dwell on what has been lost; however, a small perspective shift can radically change our opinions of this unpredictable year.

One fascinating thing I learned in 2020 is copper is one of the few metals that does not transmit COVID-19. If a COVID molecule lands on its surface, the virus disintegrates!

During this time of COVID, unrest and uncertainty, I ask us all to be like copper and resist fear and negativity from consuming our minds and hearts. I encourage everyone to focus on gratitude and generosity for the unexpected

blessings that have come from the trials and triumphs of 2020.

Friends and families have found new, meaningful ways to safely connect virtually. Curbside carryout from your favorite restaurant is easier than ever. Homeowners are tackling long-awaited projects as they spend more time at home. All this because, or maybe in spite, of COVID.

Though this year is not what we imagined, we need to celebrate all that is good in our lives. We have many reasons to be grateful.

At Saint Francis, we have the privilege to touch people. At any given time, every stage of life and every type of care is taking place throughout our Healthcare System. We are entrusted to support our patients through their healing and privileged to care for those dying, all the while witnessing the wonder of the Holy Spirit at work.

Let us celebrate that we are called to care for our community — mind, body and spirit. The communities we are called to serve trust us with their care. We are honored

to be invited to walk alongside our patients at the most vulnerable times of their lives.

So let us be like copper — shine your positive light and resist fear and negativity!

More than ever, I look forward to the good yet to be for Saint Francis Healthcare System!

My Best,

A handwritten signature in dark blue ink that reads "Maryann Reese".

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

Modern Healthcare recognized Maryann Reese as one of this year's **50 Most Influential Clinical Executives**. The recognition program acknowledges clinicians working in the healthcare industry who are deemed by their peers and an expert panel to be the most influential in terms of demonstrating leadership and impact.

Message From The Bishop



Dear Friends,

Everyone tells us that we are living through “extraordinary times.” The reality of COVID-19 and the pandemic throughout the world has affected our economy, education, social activities and the practice of our faith. Last March, staring out at empty pews, I said we are having a Lent none of us had planned. Then, on Easter Sunday, I mentioned the same thought, this will be an Easter that none of us had planned. As we entered the winter flu season and the continuing reality of the virus, the celebration of Christmas was like no other, as well.

Of course, the medical profession has borne the brunt of this disease. While we continue to promote masks, sanitizing and social distancing, the reality is our hospitals have reached capacity, and our health system here in the United States is at a breaking point. What emerged, however, are heroes: our healthcare professionals — housekeeping, nurses, doctors, administrators and everyone in between on the front lines of the battle.

What is the good news in all this? Each one of us has the opportunity to rise up and make a positive difference in the midst of these uncertain times. Each one of us has the possibility of choosing the good, to be selfless and seek out ways to make a difference in the lives of others. The challenges we face never cancel out hope. In the midst of this devastation, we can be saints! Let us remember the example of St. Francis, the patron of this Healthcare System. A chance meeting with a leper on the road became the decisive moment for him. He overcame his repulsion and embraced the leper, recognizing the presence of Christ.

I am personally grateful for the leadership of Maryann Reese as President and Chief Executive Officer of Saint Francis Healthcare System. Her communication with all of us has been outstanding. She has stepped up to face the challenges, leading the charge in providing safety for colleagues, patients and families. Every day, I ask Our Lady to bless those who have died from the pandemic, those who are currently dealing with the virus and, in a special way, bless those on the front lines: our healthcare workers. Every day, I ask Our Lady to bless those seeking a vaccine. Let us move forward, choose the good and strive to be saints.

With the assurance of my prayers, I am sincerely yours in Christ,

– Most Reverend Edward M. Rice
Bishop of Springfield-Cape Girardeau Diocese

Message From The Board Chair



Dear Friends,

During these unprecedented times, we all find ourselves having to adapt to a new normal. Working from home. Virtual meetings. Face masks and social distancing. The list could go on for quite some time.

While some of these changes seem like minor inconveniences, others will have lasting impacts on our families, our businesses and how we provide healthcare to our region. How we react and respond to these challenges will determine our ability to cope and adapt to these changes.

When faced with trials and tribulations, it often feels as if we are alone. In reality, our family and friends are experiencing much of the same. We must lean on each other to guide us through the hard times so that we may celebrate the good that has come from this past year and look forward in hopeful expectancy for the better days ahead.

We are blessed to live in the greatest nation, with access to nationally recognized, award-winning healthcare. For nearly 150 years, Saint Francis Healthcare System has served Cape Girardeau and the surrounding area. A pandemic, as life-altering as it is, will never change our Mission. The pandemic has only emboldened our resolve to follow Christ’s healing tradition, witnessing God’s loving presence among all people, safeguarding the sacredness and dignity of human life and providing care to all who seek help.

As the Board Chair, I am intimately familiar with all that occurs across the Healthcare System but removed from the day-to-day patient care. It has been awe-inspiring to witness the commitment, humility, kindness and strength of our healthcare heroes at Saint Francis. On behalf of the Board of Directors, Executive Team and local community — thank you for your dedication to the care and wellbeing of every patient who enters our doors.

I hope you enjoy this annual report filled with reflection on the challenges of 2020 and anticipation for all the future holds.

Sincerely,

– Kevin Govero
Board Chair, Saint Francis Healthcare System

Saint Francis 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 the organization.

Kevin A. Govero, Chair
 Steven K. Dirnberger, Vice Chair
 Dennis Vollink, Secretary/Treasurer
 James H. Bollinger Jr., DDS
 Don L. Kaverman
 Adam Kidd
 Joey McLane
 Gina K. Raffety
 William D. Stahr, MD
 Janet E. Varnon
 Laura L. Younghouse
 Maryann Reese, President
 and Chief Executive Officer
 Andrew Godbey, MD, MSPH, Ex-Officio,
 Saint Francis Medical Partners Board Chair

Health 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, as well as expand opportunities to new and existing markets.

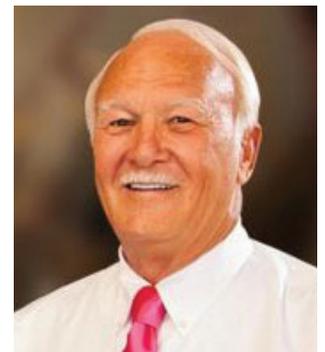
Kevin A. Govero, Chair	Daniel Presson
Marvin Adams Jr.	Harry E. Rediger
Mike Himmelberg	Susan Layton Tomlin
Don L. Kaverman	Judith R. Wilferth
Adam Kidd	Laura L. Younghouse
John A. Layton	Maryann Reese, President and Chief Executive Officer
Kimberly Likens	
Clyde Nenninger	

Tribute to Mickey Roper

While it is never easy to address, some of our COVID-19 patients unfortunately succumbed to this virus. It is at these moments we are reminded every stage of life and every type of care is taking place throughout our Healthcare System. While we have celebrated those who have been discharged from our COVID Care Unit, we must also honor the battles of those who were not as fortunate.

As a Saint Francis Family, we mourn the loss of LaRoy R. "Mickey" Roper Jr. who lost his valiant battle with COVID on August 24. In the same breath, we celebrate, along with his family, Mickey's "welcome home" to his eternal home with Jesus.

As a generous and faithful man, Mickey contributed not only to our community but also to Saint Francis. Mickey actively served on the Saint Francis Medical Center Board for 30 years, from 1984 to 2014. After his retirement, he continued to serve the Healthcare System on the Emeritus Board. Following a distinguished business career, Mickey earned a degree in biblical counseling and dedicated his life to mentoring others alongside his beautiful wife, Susan.



He, along with everyone lost this year, will be deeply missed.

Saint Francis Sister Retires

Saint Francis Healthcare System honors Sister Maureen Elfrink, our last remaining Franciscan Sister, for her decades of dedicated service. In September of 2020, Sister Maureen retired to the Wheaton Franciscan Sisters Motherhouse in Wheaton, Illinois.



With roots in southeast Missouri, Sister Maureen led a faith-filled career that took her far beyond this region.

While attending St. Mary's High School, now Notre Dame Regional High School, Maureen worked as a nurse's aide at Saint Francis Hospital on Good Hope Street. Her interaction with the many sisters at Saint Francis, her love of taking care of people and her calling to devote her life to God were the foundation of her decision to become a nurse and a nun.

Sister Maureen practiced nursing at several places including St. Michael and St. Joseph Hospitals in Milwaukee, Wisconsin; at the Saint Francis Mental Health Center in Cape Girardeau; as a missionary in northern Brazil; and at the Wheaton Franciscan Sisters Motherhouse in Wheaton, Illinois. For the past ten years, she volunteered at the Medical Center and St. Mary's Cathedral Catholic Social Ministries Food Pantry.

The enduring legacy of Franciscan Sisters at Saint Francis continues to leave its mark on all we do. We wish Sister Maureen all the best in retirement.

Congratulations, Dr. Gretchen Price!

Recipient of the 2020 Sister Jane Mission Award

Each year, we recognize a colleague-nominated member of the Saint Francis Family for living our Mission.



The "Sister Jane Mission Award" is given in honor of Sister Jane Kiefer's years of service to the Healthcare System. For more than four decades, Sister Jane ministered to our patients, colleagues and families, and set an example for us to care for all who enter our doors with integrity, dignity, compassion and excellence.

Gretchen Price, DO, hospitalist, received the third annual Sister Jane Mission Award.

Price joined Saint Francis Healthcare System as a hospitalist in April 2016. She took on the additional responsibility of medical director of Hospice later that year. She quickly became renowned on the critical care and inpatient floors for her compassion, empathy and collaboration.

In the weeks leading up to our first COVID-19 positive patient, Price quickly became a key figure in our response and treatment of patients. She works tirelessly and advocates for her patients in a manner consistent with the Mission, Vision and Values of the Healthcare System. She is a living example of St. Francis, our Franciscan Sisters and our Catholic identity.

Executive Team

The **Executive Team** coordinates strategy and provides organizational oversight for Saint Francis Healthcare System. The Executive Team oversees the day-to-day operations to ensure quality care for patients in the communities served by Saint Francis.

Maryann Reese, President
and Chief Executive Officer

Jim Burke, Chief Administrative Officer
and General Counsel

Justin Davison,
Chief Financial Officer

Thomas Diemer,
Chief Medical Officer

Stephanie La Pierre,
Chief Nursing – Clinical Officer

Lori Sturgill,
Chief Information Officer

Jason Bandermann, Vice President
– Saint Francis Medical Partner
Operations – Northeast

Alex Ogburn, Vice President
– Saint Francis Medical Partners

Gerry Salter, Vice President
– Specialty Practices

Christy Shawan, Vice President
– Saint Francis Medical Partners
Operations – Southwest

Jimmy Wilferth, Vice President
– Foundation & Marketing

Physicians



Jesal Amin
MD
Emergency Medicine
Saint Francis Emergency Department



Bradley Beran
DO
Emergency Medicine
Saint Francis Emergency Department



Anne De Lonais-Turner
MD
Emergency Medicine
Saint Francis Emergency Department



James Edwards
MD
Orthopaedics
Advanced Orthopedic Specialists



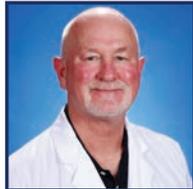
Yenhui Huang
MD
Cardiology
Cape Cardiology Group



Patrick Knight
MD
Orthopaedics
Advanced Orthopedic Specialists



Gilbert L. Kukielka
MD, FACC, FACP, FSCAI
Interventional Cardiologist
Cape Cardiology Group



Rickey Lents
MD
Orthopaedics
Advanced Orthopedic Specialists



Marc Lumsden
DO
Family Practice
Cape Physician Associates



Michael Malone
MD
Vascular Surgery
Cape Thoracic & Cardiovascular Surgery



R. August Ritter, III
MD
Orthopaedics
Advanced Orthopedic Specialists



Brian Schafer
MD
Orthopaedics
Advanced Orthopedic Specialists



C. Adam Swafford
MD
Emergency Medicine



Rahul Thampi
MD
Endocrinology
Cape Diabetes and Endocrinology



Andrew Trueblood
MD
Orthopaedics
Advanced Orthopedic Specialists

Advanced Practice Providers



Deborah Drummond
FNP-C
Family Nurse Practitioner
Cape Cardiology Group



Candace Emmendorfer
PA-C
Physician Assistant
Advanced Orthopedic Specialists



Nicholas Ervin
APRN, FNP
Family Nurse Practitioner
Saint Francis Palliative Care



Leslie Evans-Hedge
NP-C
Nurse Practitioner
Advanced Orthopedic Specialists



Sandra Grebing
MSN, NNP
Neonatal Nurse Practitioner
Cape Neonatology Specialists



Tricia Johnston
NP-C
Family Nurse Practitioner
Advanced Orthopedic Specialists



Gregory Leet
PA-C
Physician Assistant
Advanced Orthopedic Specialists



Amos Macharia
AGACNP
Adult-Gerontology Primary
Care Nurse Practitioner
Cape Cardiology Group



Christopher Martin
LCSW
Licensed Clinical
Social Worker
Kneibert Clinic



Jennifer McLaughlin
FNP-C
Family Nurse Practitioner
Saint Francis Emergency Department



Lisa Miller
NP-C
Nurse Practitioner
Advanced Orthopedic Specialists



Haley Nichols
AuD, CCC-A
Doctor of Audiology
Cape ENT Group



Patricia Peterson
FNP
Family Nurse Practitioner
Poplar Bluff Neurology Specialists



Emily Rhodes-Griffith
AGACNP
Nurse Practitioner
Saint Francis Medical Center Hospitalists



Caitlin Roe
APRN, FNP
Family Nurse Practitioner
Saint Francis Health Center - Dexter



Kathryn Sanders
PA-C, MPAS
Physician Assistant
Advanced Orthopedic Specialists



Heather Williams
FNP
Family Nurse Practitioner
Advanced Orthopedic Specialists

Introducing Saint Francis Health Plans

We are pleased to announce our new direct to employer health insurance option – Saint Francis Health Plans. Since its launch in August 2020, four local employers have signed Saint Francis Health Plans contracts for 2021.

Backed by the nationally recognized quality and safety of Saint Francis Healthcare System, area employers with five or more employees can save money on healthcare costs and improve the overall health of their staff through Saint Francis Health Plans.

“This is a monumental step in expanding care to the communities we are privileged and called to serve,” says Maryann Reese, president and chief executive officer of Saint Francis Healthcare System. “All patients deserve access to our award-winning quality and safety. Saint Francis Health Plans ensures high-quality, affordable care for its members.”

By design, Saint Francis Health Plans is community-based to keep care local. We believe patients deserve to receive care close to home with the support of family and friends.

Saint Francis Health Plans’ principle offering is a PPO offering utilizing existing networks without restrictions. For example, if a local healthcare provider has a contract with Aetna, the provider would accept Saint Francis Health Plans’

members through the Aetna network without disruptive narrow network restrictions. Employers and their employees are assured access to our high-quality, award-winning care, as well as countless other local healthcare providers not considered part of Saint Francis Healthcare System.

“Our approach is designed to lower member and employer costs, improve benefits and establish long-term partnerships with employers,” says Alex Ogburn, MBA, vice president – Saint Francis Medical Partners. “We believe keeping care local while providing personalized healthcare services and care coordination is best for our local employers and providers.”

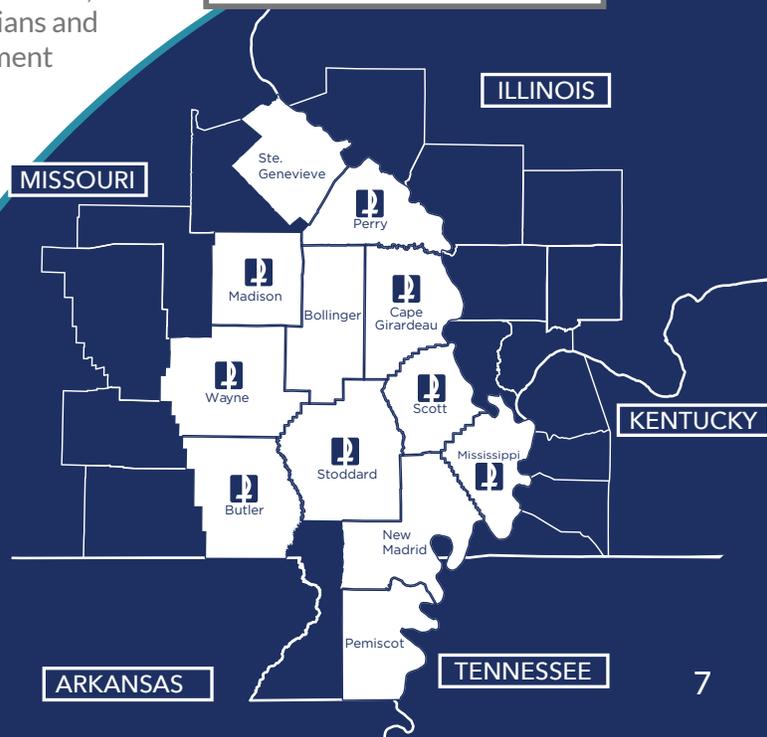
For more information, visit saintfrancishealthplans.com. Quotes can be requested online and returned within seven business days.

“*All patients deserve access to our award-winning quality and safety. Saint Francis Health Plans ensures high-quality, affordable care for its members.*”

- Maryann Reese

Saint Francis Health Plans provides enhanced offerings including wellness services, primary care physicians and nurse care management for members who might benefit from additional resources to improve their health and wellbeing.

SAINT FRANCIS HEALTH PLANS COVERAGE AREA



Message From Our Vice President of the Foundation

“
*It is in giving that
we receive.*”

Foundation Raises Less, but Helps More

Saint Francis Foundation experienced an unusual year of fundraising and events due to the COVID-19 pandemic.

The March 7 Friends Gala was the last large in-person and indoor event the Foundation could offer before it became inadvisable due to public health reasons. Thankfully, the Gala raised a record amount in its fifth year, more than \$315,000, pushing the event over the \$1 million raised mark since inception. Funds raised go to CancerCare and CardiacCare Patient Funds, two of our communities' greatest needs.

Remaining events we could offer in 2020 were outdoors – The Friends Golf Tournament raising funds to feed hungry children and the Pink Up Color Dash 5K Run/Walk supporting those in need of cancer screenings. Both events were less attended than in 2019 for understandable reasons, but we were thankful that the events could actually take place.

The Power of One employee giving campaign was cancelled early in the year in order to relieve our colleagues during this financially trying time. We have since revived the campaign, and many of our colleagues have committed to begin giving again with the new year.

The Foundation continued sheltering and caring for homeless individuals, hosted a live Christmas nativity for the community, provided cancer screenings to those unable to afford them, distributed St. Elizabeth baskets of food at Thanksgiving to colleagues and community members in need and adopted families at Christmas to help in this unusual year.

Although fundraising was down (no surprise), the need for financial support was never greater than in 2020 because of the impact of COVID-19 on patients and families. The Saint Francis Foundation, dependent on strong reserves from previous years, amazingly helped more people than in any previous year. Our grateful appreciation goes out to all of you who have believed

in and supported the works of the Foundation. We were able to give abundantly because of you.

God Bless,



– Jimmy Wilferth

Vice President – Foundation and Marketing



Foundation Board

The **Foundation Board** oversees strategy and fiduciary matters of the Saint Francis Foundation. Board members volunteer their time, talents and treasure. They oversee financial investments, help cultivate major gifts and strategize growth and development of the organization.

Debbie Balsano,
Outgoing Chair
Andrew Boldrey, MD, FAAP
Jason Coalter, Treasurer
Tucker Davis
Laurie Fitzgerald
Lori Fowler, Chair
Duc Nguyen, DO
Ken Oberlohr

Garrett Ozbun
Lynn Richardet
Carlos Robles, MD
Sagar Patel, MD
Requi Salter
Deacon Thomas Schumer,
Vice Chair
Angie Womack, Secretary

Your Foundation Update

Missouri Department of Agriculture Grant:

The Missouri Department of Agriculture awarded Saint Francis Healthcare System a grant of \$15,000 to underwrite a multi-phased project plan for the Cape Girardeau City Farm Project. The award will help Saint Francis and its partners develop a roadmap for how the project can roll out. The area of Cape located south of Highway 74 known as “South Cape” has no grocery stores. Food, especially healthy food, is truly insecure in this very underprivileged area. For the past four years, Saint Francis Foundation has provided food to these families in South Cape each summer and has underwritten Friday food backpacks to families throughout the school year. The Chinese proverb, “teach a man to fish...” seemed more logical than simply providing the fish. The PORCH Initiative— local churches and business leaders—are collaborating with Saint Francis to bring food and hope to this area. The timing is ideal to conduct a feasibility and planning study to map out how the project could work based on a successful model in Dallas.



Wrapping Up the First Birthday Project

a flat surface with nothing in their sleep space with them. Baby boxinettes were perfect.

For four years, Saint Francis administered a baby boxinette distribution project to promote safe sleep for newborns and young infants. The project initially focused on the Missouri bootheel counties of Dunklin, Mississippi, New Madrid, Pemiscot, Scott and Stoddard because their rates of infant mortality were elevated when compared to the remainder of the state. The bottom line was simply too many babies were dying from preventable causes, especially unsafe sleep practices.

Saint Francis led a pilot project in 2017, resulting in dramatic positive results. In the months when baby boxinettes (specially designed cardboard boxes with thin mattresses) were given to families for providing a safe place for their babies to sleep, infant mortality declined.

The American Academy of Pediatrics recommends babies sleep alone on their backs on

The project came to a close on June 30, 2020. With a global pandemic and reallocation of federal and state dollars, it was unfortunate that the project ended, but the data supports that, because of the project, more babies reached their first birthday thanks to safe sleep habits.

Saint Francis Neonatologists Karlyle Christian-Ritter, MD, FAAP, and Alan Barnette, MD, FAAP, along with Project Director Morgan Nesselrodt, led the project. Nesselrodt says, “I truly believe, and the numbers support, that the baby boxinettes were not only socially accepted but played a major role in the reduction of infant mortality in southeast Missouri.”

Although the distribution may have come to an end, our dedicated work continues to ensure that every baby makes it to his/her first birthday.

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 communities it serves.

Corey Baker | Ryan Bandermann | Lindsay Bingaman | Stephanie Conley, Secretary | Blake Driskell
Matt Ewasko, Treasurer | Christy Farrow | Liz Glastetter | Robbie Guard | Beth Keller, Development Chair
Kimberly Likens, Past President | Todd Marchi, Vice President, Golf Chair | Philip Moore, Golf Co-Chair
Nicole Nguyen | Ken Oberlohr, President | Laura Parker, Gala Co-Chair | Christy Parrish, Historian/Social Chair
Gordon Powers | Myra Sander | Heather Short, Gala Chair | Zach Stanfield | Susan Layton Tomlin | Matthew Welker

The Friends Gala

Cheers to five outstanding years of fundraising efforts by The Friends of Saint Francis with their rewarding and thriving event, The Friends Gala. The Friends aid the Saint Francis Foundation in providing patient services and financial assistance to Saint Francis and the communities we are called to serve.

In 2016, The Friends debuted, “The Friends Gala,” with the aim of raising money for Saint Francis Foundation’s CancerCare and CardiacCare patient assistance funds. The event proved to be a success in its inaugural year raising more than \$100,000, and it has continued to grow each year.

In five years, The Friends Gala has raised more than one million dollars to assist Saint Francis patients with services and supplies essential to their recovery and comfort that they are unable to afford.



The Friends Golf Tournament

The Friends hosted its annual golf outing on August 14, 2020, at the world-class Dalhousie Golf Club, and raised more than \$110,000 despite the pandemic. 160 golfers turned out for this four-person scramble.

The Friends Board kept health and safety the utmost priority when planning this event. Significant modifications were made to ensure golfers and volunteers were kept safe by requiring everyone to wear neck gaiters and practice social distancing. Golf teams played according to scheduled tee times and were given plenty of hand sanitizer and wipes to use throughout the day.

Golfers did not let rain spoil the fun – the tournament prevailed through the inclement weather until lightning brought an early end to the day.

Many thanks to area businesses and golfers for supporting this event. Proceeds raised cover the costs for the Summer Tiger Bites Feeding Program, which provides groceries to Jefferson Elementary School families, and the backpack program during the school year. This year, The Friends extended their outreach to other local schools to feed hungry children throughout our region.

Auxiliary Board

The **Auxiliary Board** is a volunteer group dedicated to helping Saint Francis patients and families through its fundraising and volunteer efforts.

Betty Carroll, President
 Judi Owens, President Elect
 Judy Heisserer, Corresponding Secretary
 BJ Bowman, Linen Sales
 Connie Laurentius, Creative Crafts
 Mona Nenninger, Recording Secretary
 Judy Criddle, Treasurer
 Teresa Lukefahr, Volunteer and Auxiliary Coordinator

Auxiliary and Volunteer Contributions

When COVID-19 emerged in early 2020, the difficult decision was made to ask volunteers to not work onsite. Many of them fell into high-risk categories and little was known about the virus at that time. Although they were not able to be at Saint Francis, their skills were still needed.

There is a proverb—“Necessity is the mother of invention.” Saint Francis quickly realized personal protective equipment was in short supply. The ideal contribution for many volunteers was to produce masks at home. Betty Carroll, an accomplished quilter and long-time volunteer and auxiliary member, opened her home to meet the need. A small factory started with production in every room. Many volunteers helped, even some who could not sew. The volunteers produced approximately 21,500 masks in 4,400 hours of sewing.

Saint Francis thanks these dedicated volunteers for their generous donation of time and effort.



“*There is a proverb – “Necessity is the mother of invention.”*”



Inspire Boutique

What started as the Tower Gift Shop at Saint Francis Medical Center, offering assorted items for patients, including floral arrangements, cards, candy and biblical gifts, transitioned into an up-scale, destination retail location known as Inspire Boutique in November. The Boutique now offers unique apparel and accessories for women, men and children, home goods, décor, handmade soaps, hand-poured candles, fresh floral arrangements and more.

Inspire Boutique is a one-of-a-kind retail experience with a purpose. Several brands housed in the Boutique focus their businesses on philanthropy like BluTaylor which creates handmade hats for infants and operates a “preemie program,” enabling new moms to receive a mini-version of the company’s stylish hats at no cost for their NICU babies. There is also World Finds Ethical Style whose mission is to provide empowerment for women through the art of fair trade. The company’s products create work for more than 799 female artisans living in vulnerable communities and conditions in India, bringing change to their lives and brightening the path for their futures.

Along with offering unique, philanthropic brands, Inspire Boutique gives back to Saint Francis Healthcare System in a big way. Proceeds raised through the Boutique benefit the Saint Francis Foundation, whose mission is to develop, manage, raise and distribute gifts to support Saint Francis Healthcare System in its ministry of healing, wellness, quality and love inspired by faith in Jesus Christ.



Saint Francis Medical Center
An Affiliate of Saint Francis Healthcare System

Watson Health
100 TOP HOSPITALS
2020

Awards and Recognition

Watson Health™
100 TOP HOSPITALS®
2020

IBM Watson Health™ named Saint Francis Medical Center as one of the 100 Top Hospitals in the nation for performance in care, efficiency and community value. This is the first time Saint Francis has been recognized, and Saint Francis is the only large community hospital in Missouri to be honored. Of the 100 hospitals honored, only 20 large community hospitals are awarded.

This recognition demonstrates the ongoing commitment of Saint Francis to prioritize patient-centered care. Based on an independent analysis of metrics, including publicly available ratings and grading scales, this distinction is designed to help patients make smart healthcare choices. According to IBM Watson Health, as compared to similar hospitals, the hospitals included on the Fortune/IBM Watson Health 100 Top Hospitals list had better results on key clinical and operational performance indicators.

At Saint Francis, patients can expect:

- Lower death rates
- Fewer complications
- Lower infection rate – among the lowest in the nation!
- Fewer readmissions and shorter inpatient lengths of stay
- Faster Emergency Room throughput
- Higher patient satisfaction

This all adds up to higher quality and lower costs. At Saint Francis, we are *called to serve you!*



Center for Medicare and Medicaid Services Four-Star Rating

In January 2020, Saint Francis Healthcare System received a four-star quality rating from the Centers for Medicare and Medicaid Services. The Centers for Medicare and Medicaid Services Hospital Compare methodology calculates a star rating in order to easily compare overall hospital quality. Ranging from one to five stars, the rating reports on timely and effective care in 60 areas of quality.

Leapfrog Hospital Safety Grade 'A'

For the fifth time in a row, Saint Francis Medical Center earned the highest possible Leapfrog Hospital Safety Grade 'A.' This rating provides patients with the unbiased, third-party opinion of a panel of national healthcare experts. Hospitals are rated on factors such as inpatient care management, medication safety, maternity care and more.

Commission on Cancer

The Cancer Institute received a three-year reaccreditation from the Commission on Cancer, a program of the American College of Surgeons. The Commission evaluates cancer care programs on their commitment to provide comprehensive, high-quality, patient-centered care. The Cancer Institute was evaluated on 33 standards based on program management, clinical services, continuum of care, patient outcomes and data quality.

American College of Radiology Radiation Oncology Accreditation

Cape Radiation Oncology was awarded a three-year radiation oncology accreditation following a recent review by the American College of Radiology (ACR). The ACR is the nation's oldest and most widely accepted radiation oncology accrediting body, with more than 700 accredited sites and 30 years of accreditation experience.

Press Ganey Guardian of Excellence Award in Patient Experience

Saint Francis Healthcare System's Inpatient Rehabilitation was named a 2020 Guardian of Excellence Award winner by Press Ganey, a nationwide patient satisfaction and performance improvement organization. The award recognizes top-performing healthcare organizations that have scored at or above the 95th percentile in terms of patient experience.

American College of Cardiology's NCDR Chest Pain-MI Registry Platinum Performance Achievement Award

The Heart Hospital received the American College of Cardiology's NCDR Chest Pain-MI Registry Platinum Performance Achievement Award for 2020. Saint Francis is one of only 140 hospitals nationwide to receive the honor. The award recognizes the Heart Hospital's commitment and success in implementing a higher standard of care for heart attack patients for two consecutive years.

Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award with Honor Roll Elite

Saint Francis Medical Center received the American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award with Honor Roll Elite. The award recognizes the hospital's commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

Missouri Association for Healthcare Public Relations and Marketing Show-Me Excellence Awards

The Missouri Association for Healthcare Public Relations and Marketing (MAHPRM) recognized the Healthcare System's Marketing department with Show-Me Excellence awards in the association's annual Show Me Excellence marketing awards competition. Saint Francis won awards in seven categories.



2019-2020 Patient Safety and Quality Outcomes

HOSPITAL COMPARE

Medicare's Hospital Compare reports on timely and effective care in key areas of quality. Patients can learn how often Saint Francis Healthcare System and other hospitals perform recommended care for people with specific conditions. Quality data in this section can be found online at [medicare.gov/hospitalcompare](https://www.medicare.gov/hospitalcompare).



SAINT FRANCIS



MISSOURI



NATIONAL
(HOSPITAL COMPARE)

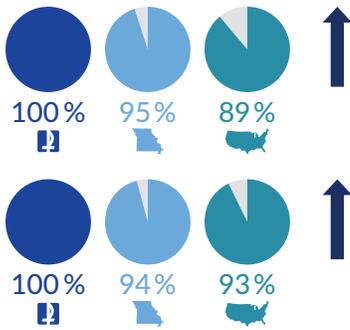
Emergency Departments



Saint Francis Medical Center’s Emergency and Trauma Center is the only state-designated Level III Emergency and Trauma Center in southeast Missouri.

Average time patients spent in the emergency department after the doctor decided to admit as an inpatient before leaving the emergency department for inpatient room
(A lower number of minutes is better, January through December 2019)

Average time patients spent in the emergency department before leaving from the visit
(A lower number of minutes is better, January through December 2019)



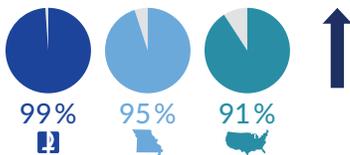
Colonoscopy

Southeast Missouri is one of three hot spots in the nation for an increased prevalence of death from colon cancer. Sixty percent of deaths from colon cancer could be prevented with screenings.

Percentage of patients receiving an appropriate recommendation for a follow-up screening colonoscopy
(Higher percentages are better, CY2018)

Percentage of patients with a history of polyps receiving follow-up colonoscopy in the appropriate time frame
(Higher percentages are better, CY 2018)

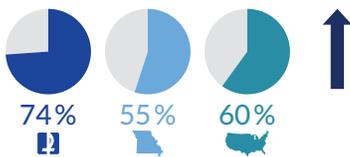
Influenza Prevention



Saint Francis requires all colleagues to be vaccinated for the flu to prevent possible exposure to our patients. Colleagues with a medical or religious exemption are required to wear a mask at all times during cold and flu season.

Healthcare workers given influenza vaccination
(Higher percentages are better, October 2019 through March 2020)

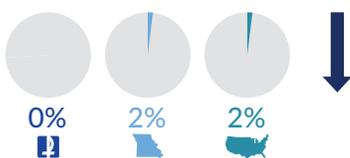
Sepsis



Sepsis is a complication from a severe infection that can cause organ damage and even death if not identified and treated quickly. Our sepsis treatment is better than state and national averages.

Percentage of patients who received appropriate care for severe sepsis and septic shock
(Higher percentages are better, January through December 2019)

Pregnancy And Delivery



Our Family BirthPlace follows best practices and strategies that foster the best care for both mom and baby. One of those best practices is to avoid elective deliveries (inducing labor before 39 weeks of gestation without medical necessity). Saint Francis outperforms Missouri and the U.S. when it comes to discouraging early elective deliveries.

Percentage of mothers whose deliveries were scheduled one to two weeks early when a scheduled delivery was not medically necessary
(Lower percentages are better, January through December 2019)

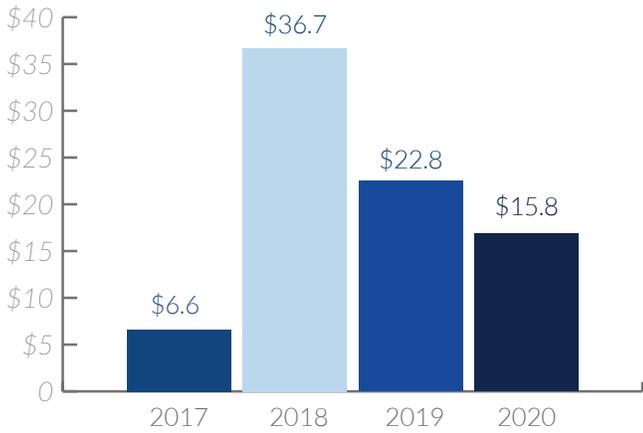


2019-2020 Financial Performance

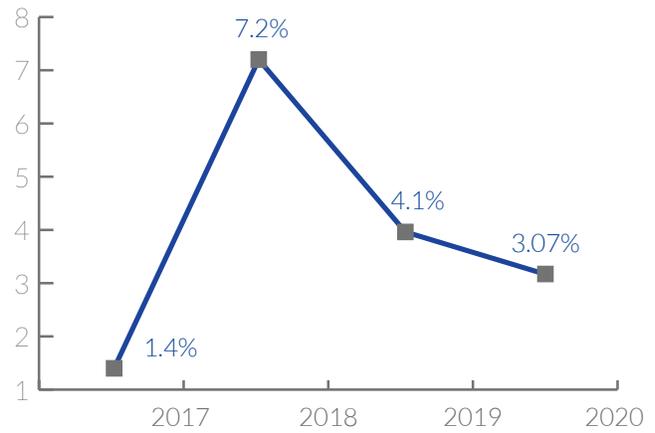
Fitch
Ratings

The Healthcare System reported an operating margin of \$15.8 million for the year ending June 30, 2020, achieving a margin of 3.07 percent. This was the result of strong revenue growth and effective expense management. Saint Francis continued to maintain its AA Fitch Rating in 2020.

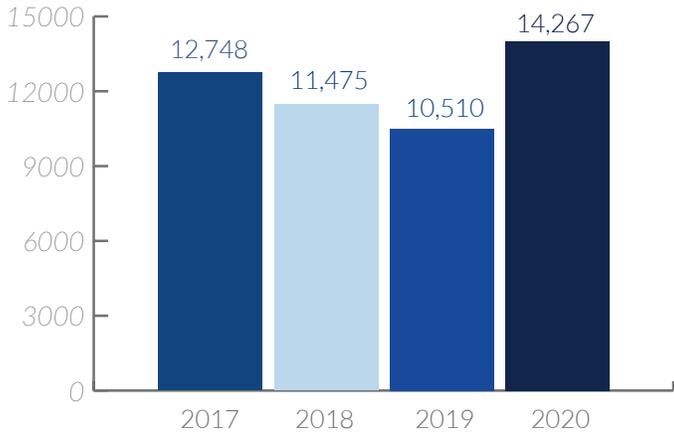
OPERATING INCOME (in millions)



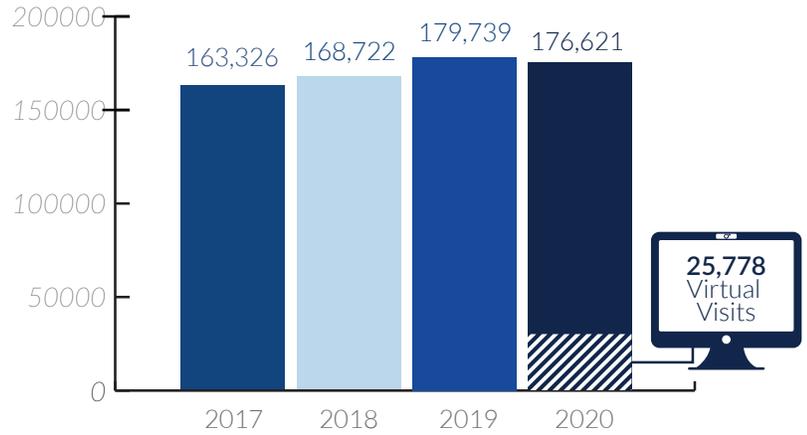
OPERATING MARGIN



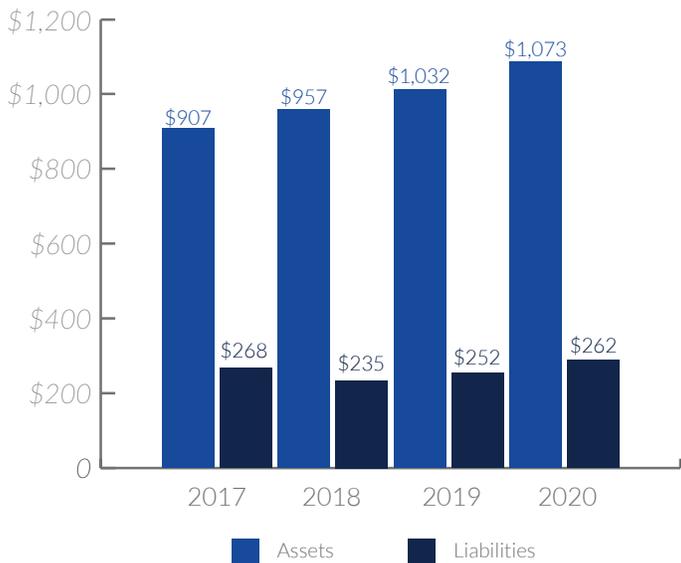
DISCHARGES & OBSERVATIONS



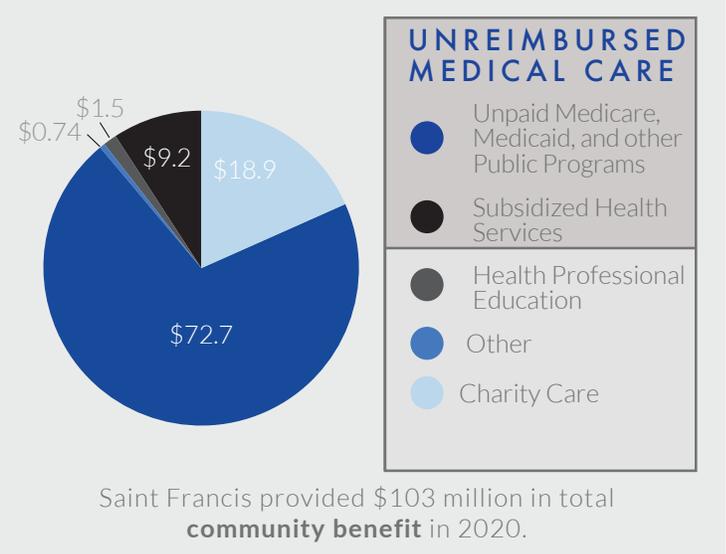
OUTPATIENT VISITS



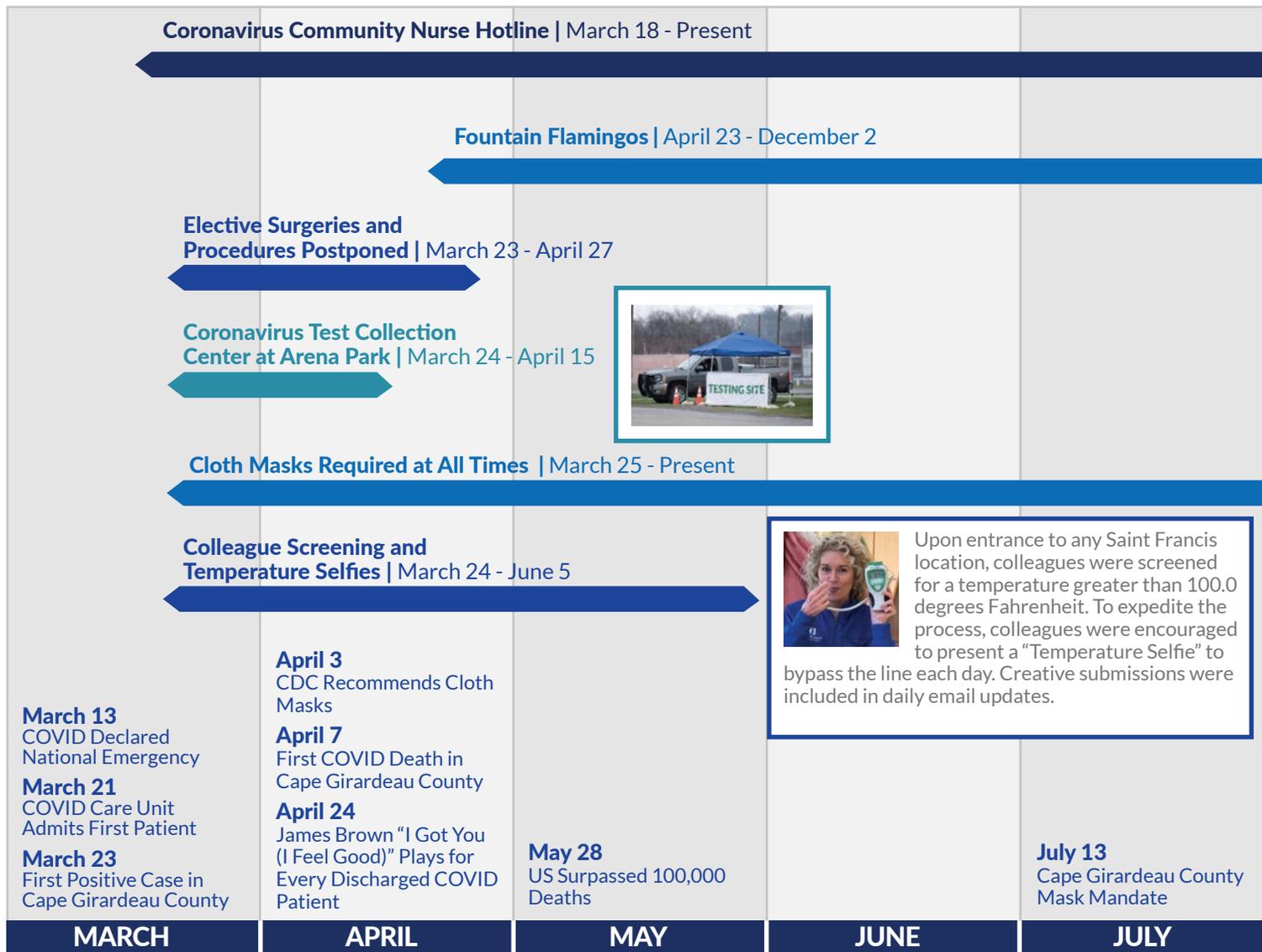
TOTAL ASSETS & LIABILITIES (in millions)



2020 COMMUNITY BENEFIT COST (in millions)



Response to COVID-19 March 12-December 31



Upon entrance to any Saint Francis location, colleagues were screened for a temperature greater than 100.0 degrees Fahrenheit. To expedite the process, colleagues were encouraged to present a "Temperature Selfie" to bypass the line each day. Creative submissions were included in daily email updates.

Virtual Visits

The pandemic led to expanded coverage and reimbursement for telehealth visits. Virtual Visits with primary and specialty care providers are offered at every Saint Francis Medical Partner location, allowing a patient to have a medical consultation with a healthcare provider using live video chat from the comfort of home, reducing possible patient and staff exposure. Virtual Visits are for more than just cold and flu symptoms or even a basic checkup. Patients can schedule a virtual visit for services throughout the Healthcare System, including specialty and urgent care providers.

Incident Command

Since March 12, Incident Command—a widely used emergency management system utilized for the strategic and comprehensive management of emergencies—has met regularly to manage the Healthcare System's response to COVID-19. Comprised of leaders and subject matter experts of all areas, Incident Command has completed more than 400 tasks and is the longest-running response group in Saint Francis history.

Testing Centers

Saint Francis offers COVID testing at clinics across the Ministry. Often, testing occurs in the patient's vehicle or an isolated area of the clinic, separating potentially COVID-positive patients from others. Since March, testing has happened at the following locations:

- Immediate Convenient Care in Cape and Jackson
- Farmington Physician Associates
- Ferguson Medical Group – Sikeston
- Piedmont Physician Associates
- Saint Francis Health Center – Dexter and Poplar Bluff
- Coronavirus Test Collection Center at Arena Park (now closed)
- Pre-Op Testing for Surgical Patients at the Medical Center (now closed)
- Outpatient COVID Clinic at the Medical Center (now closed)



A flamingo was placed in the fountain for every discharged COVID patient healing at home. Flamingos symbolize living life to the fullest – no better reason to do so than winning the fight against COVID!

Saint Francis required masks for all colleagues, physicians, patients and visitors before recommended by the Centers for Disease Control and Prevention (CDC). At a time when personal protective equipment was rationed, and cloth masks were not readily available at most retailers, Saint Francis relied on handmade, donated cloth masks from the community and volunteers.

Thank you!

Travel Home Program November 17 - Present

Nursing, respiratory and other staff committed to a full assignment for 12 weeks in order to fulfill staffing needs at the Medical Center to meet increased patient demand and reduce the need for contract labor.

COVID Vaccine Distribution December 18 - Present



December 11
FDA Grants the
Pfizer-BioNTech
Vaccine Emergency
Use Authorization

AUGUST

SEPTEMBER

OCTOBER

NOVEMBER

DECEMBER

Visitor Restrictions

In an effort to stop the spread of illness and protect Saint Francis colleagues and patients, Saint Francis Medical Center quickly restricted visitors and limited entrances, and all clinic locations limited the number of visitors accompanying patients to appointments. These restrictions have eased but continue to largely remain in effect. Exceptions exist for various patient populations, including OB, NICU and pediatric patients, as well as compassionate care visitation for patients who are passing. Visitors are expected to wear a mask at all times, and be screened appropriately upon entry to any facility across the Healthcare System.



New Innovations, Technology and Treatments

Throughout the pandemic, Saint Francis innovated new devices and leveraged technology and treatments to ensure staff safety while care continued to be provided to patients.

- The Dirnberger and Dodd Masks: Colleague-designed masks using sterile processing material for filtration.
- Intubation Box and Extubation Tent: Protect providers from aerosolized virus particles when intubating and extubating patients.
- Convalescent Plasma Therapy: Infusions of antibody-rich plasma from recovered patients to help treat COVID-positive patients.
- Bamlanivimab Infusions: Infusion of a monoclonal antibody approved for the outpatient treatment of COVID-positive patients with co-morbidities.

The Wadlington Story: A Family Faces COVID-19

The Wadlington Story began on June 26, 2020, when Lauren Wadlington, a part-time phlebotomist at Saint Francis and the youngest child of Robert and Tammy Wadlington, tested positive for COVID-19. Lauren lives with her parents in Benton, Mo. Although Robert and Tammy tried to quarantine away from Lauren, families under the same roof are especially prone to sharing germs, and there was no stopping the inevitable.

Lauren and Tammy suffered fever and flu-like symptoms but recovered fairly quickly. Robert, age 57, was not as fortunate.

Initially, he tested negative for the virus but continued to feel very ill and developed a cough, shortness of breath and a consistent fever. Tammy realized he was not recovering like she and Lauren. On Friday, July 3, she drove him to the Saint Francis Emergency Department. Robert's rapid test was positive for COVID. He was admitted to the COVID Care Unit at Saint Francis Medical Center, and that was the last time Tammy saw Robert in person for several weeks. His oxygen needs continued to increase, and by Sunday, July 5, Robert was intubated and placed on a ventilator.

"The hardest part of Robert's journey was not being able to physically see him during his time in the hospital," said Tammy.

"Things were very different around our house. Many days we went the whole day without turning on the TV and would sit in silence waiting for a call from the hospital hoping the news was good," added Lauren.

Tammy kept a notebook of every call she received to track Robert's stats and progress. In the beginning, the reports were not encouraging. Robert had been a borderline diabetic for about a year prior to COVID but now was considered a full-blown diabetic. His oxygen needs were considerable, his vent had to be at 100 percent and he required paralytic drugs.

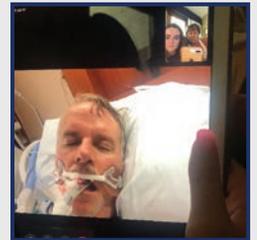
“My care was amazing while I was at Saint Francis. The entire COVID staff was so kind, upbeat and worked tirelessly for all their patients.”

- Robert Wadlington

Robert's condition began improving, and his vent settings were gradually decreased. By July 11, Tiffany Samples, DO, hospitalist at Saint Francis, told the family he was doing remarkably well; however, Robert soon suffered a setback. His persistent cough and aspiration resulted in pneumonia just days later. Robert had shown tremendous improvement and now had to overcome pneumonia. Tammy knew there would be setbacks and kept faith Robert would overcome this obstacle.

On July 17, the doctors dialed back his vent once again, and on July 19, he did so well breathing on his own the breathing tube was removed. His first request — a cheeseburger! Tammy and Lauren were able to FaceTime him, and one of his first questions was how their dogs were doing.

The Wadlington family had every reason to hope and plan. Although Robert survived COVID, he had lost muscle mass and was very



Lauren and Tammy FaceTime a sedated Robert

The Gaines Story: Speaking Out to Save Lives

Some miracles have occurred during the COVID-19 pandemic, but unfortunately, not for the Gaines family of Oran, Mo.

"At the onset COVID-19, my worst fear was the outcome if my 58- and 63-year-old parents should get it. Unfortunately, this fear became a reality in October when my dad was exposed and faced a six-week battle against the virus," says Sarah Gaines Young, daughter of John Robert Gaines.



In the beginning, Gaines experienced many of the common COVID symptoms. "He started to improve after two weeks, and we thought he was on the road to recovery. However, pneumonia set in during the third week, and he was admitted to the COVID Care Unit at Saint Francis Medical Center in week four when his oxygen saturation plummeted to just 74 percent," shares Young.

Gaines responded well the first few days at Saint Francis while receiving oxygen; however, his saturation level dropped further. He had to be put on a ventilator and sedated.

On the ventilator, Gaines's condition continued to worsen. "His kidney function decreased, and he required dialysis. By the end of the week, doctors noted that my dad's body was shutting down," continues Young.

"At the beginning, I thought for sure John was going to improve. Other people had been on the vent, eventually got off and got sent home," shares Debbie Gaines, his wife of 38 years.

"However, he seemed to worsen daily. His lungs were in worse shape than we knew from years of having rheumatoid arthritis, and he fought to breathe."

John Robert Gaines passed away on November 29, 2020. He left behind his wife Debbie, daughter Sarah, son Derek and five siblings.

“If you or others do not experience major symptoms with COVID, count your blessings. Be thankful things did not go worse, but know that it is NOT an excuse to pretend the virus is not a big deal, because it is.”

- Sarah Gaines Young

Healthcare Heroes

Caring for COVID patients not only consumed 2020 but included colleagues from across the Healthcare System. These are just a few of the many colleagues caring for COVID patients each and every day.

weak from being immobilized for so long. Robert set a goal to recover and be discharged by August 2 when one of the family's older sons was leaving for the Missouri Highway Patrol Academy. Robert wanted to see him in person and shake his hand before he left.

On July 24, Robert began inpatient rehabilitation at Saint Francis under the care of Heidi Hunter, MD, physical medicine and rehabilitation physician and medical director of Inpatient Rehabilitation at Saint Francis. Robert said the first couple of days were extremely tough, but with that August 2 goal in mind, he quickly progressed with the help of skilled therapists. Hunter approved Robert's discharge on August 1.

After 29 days in the hospital and 14 days on a ventilator, Lauren pushed him out of the hospital in a wheelchair and he was headed home. Robert still had to use oxygen intermittently and required additional rehabilitation. On September 22, Robert returned to work with no restrictions.

The Wadlingtons are very grateful to the physicians, nurses, rehabilitation staff and other Saint Francis colleagues for Robert's recovery. "The physicians and nurses gave me daily updates and never made me feel they were rushed when they called. They answered every question and were very honest," said Tammy.

Robert adds, "I would not be here without the guidance and care from the COVID Care Unit staff. I know God was in control of it all, working through all of them. If I ever need to be in the hospital, it will be Saint Francis. I cannot thank the COVID staff enough for all they did for me!"



Lauren Wadlington pushes her dad out of the hospital on August 1 while one of his therapists looks on. The therapist came in on her day off to witness the discharge.

"When you think of your life, you think you will be with your spouse for a very long time, grow old together. You do not think he will be taken away from you. When that reality hits, you have a better understanding of what life really is. I know John is now out of pain and is with his everlasting Father in Heaven," shares Debbie.

The family was allowed to be with Gaines when his time on Earth was near an end. Although it was a sorrowful time, the family feels uplifted by the love and compassion displayed by the Saint Francis staff.

The family urges everyone to follow the Centers for Disease Control and Prevention and local health departments' guidance on COVID precautions.

"COVID-19 is a horrible virus, and it spreads way too easily. Please, do not take the virus lightly. "If you or others do not experience major symptoms with COVID, count your blessings. Be thankful things did not go worse, but know that it is NOT an excuse to pretend the virus is not a big deal, because it is," stresses Young.



Physicians and Advanced Practice Providers



Nurses



Emergency Department



Respiratory Therapists



Physical and Occupational Therapists



Environmental Services



Food and Nutrition Services



Coronavirus Community Nurse Hotline



COVID Testing Centers



Facilities Maintenance



Saint Francis
HEALTHCARE

Called to Serve *you.*

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