



2017 ANNUAL REPORT

TO THE COMMUNITY



MESSAGE FROM THE PRESIDENT & CHIEF EXECUTIVE OFFICER

including decisions on our hospital bed replacements to the turnaround time on lab results, have improved our system for all patients.

Value and quality can also be measured through patient outcomes. Research has shown that patients are healthier when they spend less time in the hospital. We worked on a program to streamline joint replacements so that patients who have had a hip, knee or shoulder replaced are released from the hospital more quickly, with some patients being discharged in two days or less. We also reduced our average length of stay for hospitalized patients to 3.91 days from 4.28 days.

Growth: Growth at Stormont Vail is about expanding our services and programs so that our community has greater access to all levels of care. In 2017, we cared for more than 215,000 unique patients, and this number continues to grow. We discharged almost 2,000 more patients from the hospital than the previous year. We provided 6,300 more primary care visits than we had in 2016 by expanding our primary care locations. In addition, timely access to providers was a critical focus. Our Cotton O'Neil providers made great advancements on shortening the amount of time it takes to get a new patient appointment, reducing the lead time to 37 days from 57 days. At Cotton O'Neil North we worked with our Performance Excellence team to evaluate ways we can get patients in with a provider even more quickly. Now new patients at Cotton O'Neil North can typically get an appointment within two weeks.

We welcomed two new practices to our system, Internal Medicine Associates in Emporia and Tallgrass Family Practice in Topeka. System-wide, we recruited 34 new physicians and 45 new advanced practice providers.

Growth is not just about a number of physical buildings or providers, it is also about expanding our human capital. In 2017, we added a Vice President of Population Health to our leadership team. We also welcomed a new Chief Human Resources Officer, a new Chief Compliance and Integrity Officer and prepared to welcome a newly hired Chief Financial Officer and Chief Medical Quality Officer. Our board of directors welcomed three new members as well. Each of these new faces, brings with them experience, knowledge and value to add to our team. Combined with the veteran leaders at Stormont Vail Health, we are enthusiastic about the future.

As we look toward 2018 and beyond, we are excited about the advancements and services we will be bringing to eastern Kansas. We will be re-applying for our Magnet status from the American Nurses Credentialing Center. We will continue to invest in the communities we serve by expanding our services, recruiting more providers and partnering with local organizations. We know that with dedicated work from our incredible staff, focusing on value for our patients and excellence of care, we will continue to be the preferred provider of choice in eastern Kansas.

Sincerely,

Randy Peterson
President & Chief Executive Officer

Stormont Vail Health is the preferred regional health system in eastern Kansas, focused on your future health status. When we think about what health care should look like three, five and 10 years from now, we do it with you in mind. As the only independent, not-for-profit health system in Topeka, we recognize that by investing in our community, partnering with local organizations and focusing on you, we will continue to achieve our mission of improving the health of the community.

At the end of 2016, Stormont Vail Health launched its Roadmap 2020, a strategic plan to guide the health system to the next level of health care – becoming a Population Health organization by focusing on three key areas: patient and team member experience, delivering exceptional value and investing in growth initiatives across the region. Now at the end of 2017, we are through our first year of that plan and looking forward to building on our successes in 2018.

Experience: We know that positive patient experiences happen when medical excellence and extraordinary care meet. In 2017, Stormont Vail Health was recognized by many organizations highlighting our excellence in patient care. We received an “A” from the Leapfrog Hospital Safety Assessment. This excellence even extends into our nutritional services program, which received the Sodexo recognition as a Best Practice hospital for malnutrition education.

Our excellence goes beyond the technical care we provide; it extends to the way we treat each other. We continue to focus on our Small Moments culture that guides our behaviors, actions and how we connect with patients, visitors and each other. Because of this focus, our patient satisfaction overall rating improved, ranking us in the top 30 percent of the country for hospitals and clinics.

Value: At Stormont Vail Health, value is defined as delivering the highest level of safety and quality care, while creating efficiencies and improving the cost of that care. We recognize that one way to measure quality is through our patients' feedback. The development of our Patient and Family Partnership Council provides important perspectives to keep our services and operations patient-centered. And it's working. The council's valuable input on key issues,



PICTURE THIS: LOCALLY PREFERRED, NATIONALLY RECOGNIZED

- Kansas' highest ranking urban health system outside of Kansas City, according to U.S. News & World Report
- Received the highest level of designation for Cotton O'Neil Express Cares from the Urgent Care Association of America
- Six national recognition awards for the Cotton O'Neil Heart Center and cardiology program



PICTURE THIS: A HEALTH SYSTEM THAT BRINGS CARE TO YOU

- Opened two new primary care and two new Express Care locations
- Introduced virtual visits with the addition of E-Visits in MyChart
- Expanded specialty services through 90 regional Cotton O'Neil outreach clinics each month



PICTURE THIS: HEALTH CARE THAT PARTNERS WITH THE COMMUNITY, FOR THE COMMUNITY

- Celebrated three years as a Mayo Clinic Care Network member with more than 200 e-consults with Mayo physicians
- Cotton O'Neil Orthopedics & Sports Medicine began providing exclusive sports medicine services for Washburn Athletics
- Kansas State University, The Kansas Health Foundation and Stormont Vail Health partnered to encourage all Kansans to live healthier through the PowerCat Health Partnership
- Expanded relationship with Central Kansas Foundation to address substance abuse in the emergency department



PICTURE THIS: PROVIDERS CARING FOR YOU WITH ADVANCED CARE METHODS

- Performed more than 80 transcatheter aortic valve replacements (TAVR) – a minimally invasive procedure to repair the heart aortic valve
- Performed 80 reverse total shoulder replacement surgeries – a new procedure to Topeka
- Enrolled 482 people in clinical research studies
- Introduced new primary care models including our Intensive Primary Care Clinic, reducing hospitalizations, readmissions and emergency department visits for our highest risk patients.



BY THE NUMBERS 2017

- Cotton O'Neil Visits – 708,593
- Cotton O'Neil Accountable Care Organization Covered Lives – 70,201
- Express Care Visits – 52,718
- Surgeries – 15,961
- Emergency Department Visits – 66,143
- Hospital Outpatients – 141,319
- Hospital Admissions – 23,827
- Births – 1,812
- Employed Physicians – 266
- Employed Advanced Practice Providers – 193
- Employees – 5,056
- Volunteer Hours – 44,703
- Net Revenue – \$654,650,760
- Total Assets – \$768,341,758
- Community Benefit – \$39,395,323

Stormont Vail Health forgave more than \$36 million in charges for patients qualifying for financial assistance and contributed more than \$240,000 to 52 organizations.