

Empowering Your *Health.*



2019 ANNUAL REPORT TO THE COMMUNITY



MESSAGE FROM THE PRESIDENT & CHIEF EXECUTIVE OFFICER

Stormont Vail Health, a community of 5,200 team members, joined together in mission, has renewed our commitment to improve the health of our communities. Our connection is meaningful and our future is bright as we stay focused on what matters most:

- The experience of our patients and team,
- The growth of our health system into a national leader,
- The value we create together,
- Improvement in the health of our communities.

We are a talented, caring and hardworking team that celebrates each of our individual contributions and multiplies them through excellence in teamwork.

When our lives intersect with those of our patients and community, it is our time to make positive impacts. These are our small moments, the essence of our culture.

Together we, for the first time, have identified community as a focus of our energy. We will learn, partner and lead across opportunities in food security, health equity, education, and economic vitality.

As we look ahead, we see a bright future for Stormont Vail. One in which we continue to optimize the health of individuals and improve the health and vitality of our communities.

Sincerely,
Robert Kenagy, M.D.
President & Chief Executive Officer

TENETS

Together we treat every patient, visitor, and team member with compassion and dignity.

Together we are aware of our surroundings and will purposefully connect by guiding others to their destination, making eye contact and greeting everyone with a smile.

Together we own patient safety and the patient experience. We provide safe, high-quality care with a kind and generous spirit.

Together we are sensitive to privacy and confidentiality in our conversations and use of technology.

Together we honor our heritage, embrace diversity, and work every day to improve the health of our community.

MISSION

Working together to improve the health of our community.

VISION

Stormont Vail Health will be a national leader in providing compassionate, high-quality and efficient integrated care through collaboration that results in a healthier community.

VALUES

- **Service to Others**
We meet or exceed the needs and expectations of those we serve.
- **Quality**
We create an environment of trust, comfort and confidence brought about by a competent, compassionate and caring staff.
- **Teamwork**
We do together what cannot be done alone.
- **Respect**
We honor the dignity and creative potential of each staff member.
- **Viability**
We assure our mission by remaining profitable.

ABOUT US

Stormont Vail Health has long been a leader in providing high-quality health care to Kansans. We take pride in the history on which our system was built. We are an indispensable community asset; locally owned, locally governed. A health system that knows our communities and regions that we serve. We are neighbors helping neighbors, striving to treat everyone who walks through our doors as we would our own family. For us, it is about care and caring.

When it comes to the care we provide, we invest in the best providers, most up-to-date technology and services to ensure you are receiving high-quality, evidence-based care. Our investment is an investment in our communities. This means you are able to receive care close to home, avoiding lost work time and unnecessary travel expenses. We also believe that partnerships with our patients, other health care providers, community groups and organizations, is key in delivering the best possible care to our communities.



2019 IN REVIEW

We have proudly provided best in class care to Kansas communities for more than 130 years. We know that the health of a community goes far beyond that of just physical health. As we reflect on the past year and set our sights on a bright future, we will focus on empowering our patients, our providers and our communities.

2019 was a transformational year as we welcomed new leadership, implemented new health and quality initiatives, and placed a larger emphasis on our role in the communities we serve. Investments were made into our physical footprint as well as the latest health care technologies. We received and renewed many prestigious designations and awards, once again setting the precedent of excellence.

As we move into the future as a population health organization, we will continue our commitment to build partnerships that benefit the community, invest in our patients' experience, and grow and expand access to health care close to home.

ROAD MAP 2020 RECAP

SMALL MOMENTS CULTURE

Stormont Vail Health believes in Small Moments. Team members are encouraged to recognize one another for the exemplary care provided to those we serve. This culture of recognition and encouragement serves to foster pride and ownership in each interaction of every life we touch.



*Person of the Moment (April 2019),
Kenneth Wish, Chaplain, Spiritual Care*

In part of our Small Moments culture, we have developed our Person of the Moment awards program. Each month, an employee is nominated by their peers and selected by our Cultural Ambassadors to be named Person of the Moment. These nominated employees are celebrated for their compassion, observation, creativity in their delivery of care. It is because we believe in encouraging a culture of recognition that makes so many of our small moments, big moments.

PERFORMANCE EXCELLENCE

Our Performance Excellence division assists teams with identifying areas of quality and safety improvements solutions. By using LEAN management system and A3 problem solving, the PEX team leads our organization to a culture of safety and improvement performance. The continual efforts of our team to enhance quality processes ensures the communities we serve have confidence when they choose Stormont Vail Hospital and Cotton O'Neil Clinics for health care.



Warm and Thankful 2019 Donations

COMMUNITY HEALTH NEEDS ASSESSMENT & PLAN

In 2018, Stormont Vail Health and Shawnee County Health Department partnered to complete the Shawnee County Community Health Needs Assessment (CHNA), and subsequently in 2019 completed the Community Health Improvement Plan (CHIP). Through the use of surveys, town hall meetings and other secondary data, the top health needs of our community were identified as Access to Behavioral Health Services, Safe Access to Food, Substance Use and Health Equity.

Some specific results from this include:

- (Health Equity) LINK partnership and mobile clinic
- (Behavioral Health) Behavioral health integration in our hospital, integrated social work services at Lincoln Center for pre- and post-partum mental wellness, expanded telepsych services and a partnership with Children's Mercy and Family Service and Guidance Center to create an event to focus on parenting teenagers with a particular focus on teen stress, anxiety, depression and suicide prevention
- (Substance Abuse) Opioid Stewardship and CKF partnership
- (Food Security) LINK Grant, Food and Farm Council Support and Prescription Food
- (Community Benefit) Warm and Thankful event, Race Against Breast Cancer, Heart Walk, Go Red event, School Sports Physical Blitz (we donate half of the fees back to the school districts), Ronald McDonald House, Meals on Wheels volunteering



Heart Center - Go Red for Women

As part of this process and working together with other community partners we will continue to look at the results over a 3 year period to identify problems, plan and take the necessary steps toward improving the health of our community.

GROWTH

*Together we look to the future,
and will expand the services we offer to meet the health needs of Kansans.*

REGIONAL EXPANSION

Cotton O'Neil Netawaka, previously Muddy Creek Family Medicine, announced in November 2019 it would join the Stormont Vail Health system. Joining the Cotton O'Neil family will be Dr. Michael Keehn and Melissa Tangeman, APRN, and their team. Cotton O'Neil Netawaka will offer high-quality care, expanded services and will have access to MyChart.

We also finalized our partnership agreement with Manhattan Surgical Hospital. With this new collaboration, we strengthen our connection with Manhattan health care providers and its community.

Wrapping up 2019, funding was secured for the purchase of Stormont Vail's first Cotton O'Neil Mobile Clinic. With this health care mobile clinic, we will be reaching out to provide care to new and current patients in underserved areas. Services available will include regular exams, non-emergency health concerns, monitoring of chronic conditions, post-surgical visits and child vaccinations.

"Stormont Vail Health has a long-standing history of providing best-in-class care in Manhattan and we're looking forward to leveraging this partnership to strengthen current services and bring new services to the community."

*- Jamie McAtee, M.D.,
Manhattan Surgical Hospital
Chairman of the Board*



Linear Accelerator, Cotton O'Neil Cancer Center

SERVICE LINE DEVELOPMENT

We treated our first patient on a new additional linear accelerator on May 14 at the Cotton O'Neil Cancer Center. This new machine helps us provide pinpoint accuracy to treat certain types of cancer. The Cancer Center offers state-of-the-art cancer treatments and technologies, such as the linear accelerator that ensures patients can receive care close to home.

CLINICAL RESEARCH

Our Cotton O'Neil Clinical Research Center – the research program of Stormont Vail Health – has expanded to better engage with new regional partners – Kansas State University and the Saint Luke's Health System. Our research program is in its fifteenth year and continues to conduct more than 100 clinical trials with a variety of research sponsors evaluating new potential treatments for Alzheimer's disease, cancer, diabetes,

gastroenterology, obesity, pediatrics and others. The research program recently entered new areas of research in cardiology, cardio-oncology and fatty liver disease.

VIRTUAL NURSING

Our new Virtual Nurse program launched in January 2019. It uses smart-television and touchscreen technologies to support clinical teams and their patients with an additional layer of nursing care and safety monitoring. The Virtual Nurse represents an extension of bedside nursing, allowing our frontline nurses and other team members to address duties that require hands-on, bedside attention. From a control center, our virtual registered nurses and patient care technicians trained in the virtual protocols communicate via video with patients, families and bedside clinical team members. With one touch of a smart screen, patients and families may access a virtual nurse who can answer questions about diagnosis and treatment, provide education and coordinate care with the patient's doctor.

CLINIC CONSTRUCTION

Ground was broken and construction began on our new Southwest Clinic at 2902 S.W. Asbury Drive in Topeka. With plans to open in 2020, the 50,000 square foot new facility will feature specialty clinics for plastic surgery and dermatology, as well as a primary care clinic.

Together we hold ourselves accountable to achieving high standards in safety and quality, and improving the health of our community. We will accomplish these goals in a way that keeps our organization financially healthy far into the future.

QUALITY AND PATIENT SAFETY

Gemba walks are an important tool leadership uses to better understand safety and quality concerns. In 2019, we averaged four Gemba walks per week, equating to more than 650 hours leadership dedicated to listening and learning. During Gemba walks a diverse group of people come together to observe how we can improve both safety and quality in all departments. It is our goal to offer improvements shortly after these walks to lead to a better Stormont Vail Health.



Emergency Department Metal Detector

One significant change that came directly from staff suggestions during a Gemba are the improvements in security and safety. We recently installed a new metal detector in the Emergency Department which has already resulted in a safer environment for patients and our staff.

POPULATION HEALTH MANAGEMENT

In line with our mission, “Working together to improve the health of our community” Stormont Vail has completed the transition to a Population Health Organization.

We know that the social determinants of health play a role in health outcomes, as do genetics and lifestyle. To address social determinants and health care needs, we are connecting with community partners to address issues such as food insecurity, transportation and safe housing.

PERFORMANCE MANAGEMENT

Pharmacy restructured services at a system level, expanded specialty services and created new avenues to support the needs of our community. We expanded support in the ambulatory setting to ensure care and implementation of medication, therapy management continues to deliver high-quality outcomes, and our improvements serve to support overall population health. We have also implemented several quality and safety initiatives such as the “Pharmacy Community Care” program to ensure that our patients receive access to their medication supply during holidays when other retail pharmacies are closed.

Pharmacy also created ladders to support the personal and professional growth of our staff and clinicians. We recruited a top-notch team that delivers high-quality patient care and specialized services. Last year, we decentralized our system-wide clinical services to ensure better integration with other clinicians and to allow for more face-to-face time with licensed clinical pharmacists. Our retail services continue to deliver medications to our patients in the Topeka area as well as provide the convenience of a drive-through.

EXPERIENCE

Together we create a health system that is the top choice for both health care and employment in our region.

PATIENT EXPERIENCE

As a leader in health care, we recognize the importance of positive patient experiences. We continually work to build lasting relationships through strong programs in quality, safety and team member engagement. Through the development of our Patient Experience Department and use of Press Ganey satisfaction surveys, we will work to provide outstanding patient experiences and a positive community impression.

"For us, it's not about which hospital we go to, Stormont Vail is the hospital we go to."

*- Melody Lewis
Stormont Vail Patient*

TEAM MEMBER EXPERIENCE

We remain committed to creating a culture of small moments and recognition amongst our team members. We strive to be the employer of choice, offering staff professional development, flexible scheduling and work-life balance. We offer a collaborative environment focused on performance excellence and support for each other. In addition, our wellpower initiative arms our patients, communities and employees with the right information to make the changes they need to feel good and live well. Through wellpower, we help those we serve stay active, eat better, maintain a healthy weight and take care of their mental health.

Live healthy
wellpower
Stormont Vail Health



Anita Abbot - Volunteer Services

EMPOWERING YOUR COMMUNITY

“WHEN ACTION MEETS COMPASSION, LIVES CHANGE.”

The LINK Partnership was created to improve patient care and ensure patients are getting the help they need to get healthy and stay healthy. As Jerome Turner and his wife, Jowana, found out, the LINK Partnership goes beyond helping patients receive health care.

In May 2019, Jowana was brutally assaulted and robbed outside of her apartment complex in Fort Worth, Texas. She was immediately rushed to a hospital where she found out she had multiple fractures in her spine, neck and leg. She had a long road to recovery ahead of her and would need to wear a Halo Brace until her neck could heal. The traumatic event left Jowana devastated.

Upon her hospital discharge, Jerome and Jowana packed their life in on suitcase, hopped on a bus and ended up in Topeka, Kansas, ready to begin anew. Unfortunately, with no health insurance and Jowana needing regular medical attention, the Turners felt overwhelmed. That’s when they turned to the Stormont Vail Emergency Department and were informed about Health Access and the LINK Partnership.

“Alone we couldn’t do this, but because our community is at the place that it is, we are on the brink of greatness. We are at this tipping point where everyone’s working together. It’s going to launch us into making this kind of difference that we want to make.”

*- Marsha Pope
Board of Directors
Stormont Vail Health*

THE IMPACT OF LINK

The Turners, who were staying at the Topeka Rescue Mission, had no money and were running low on hope. “I felt like I was drowning,” Jerome says. Health Access and the LINK Partnership soon became a life preserver to keep them afloat.

The first issue to be addressed was their access to health insurance. In Kansas, the Turners were not eligible for Medicaid until their disability was approved. This can be a long, tedious process. Through Health Access, they were able to access donated health care.

Next the Turners faced social determinants of health – lack of food, transportation, shelter, etc. Through the LINK Partnership, we assisted the couple in applying for food stamps, transportation to and from their medical appointments and communicated with health care staff to help them navigate their health care. In addition, LINK connected Jowana with

Sgt. Josh Klamm of the Topeka Police Department to provide her with a free city I.D. so the couple could apply for public housing.

SIX MONTH UPDATE

Fast forward six months, the LINK Partnership has continued to build partnerships with community agencies to provide support to the Turners. Jerome and Jowana were both assigned homeless case managers at Valeo, who connected them to Valeo’s SOAR Benefits Specialist who assisted in the Medicaid and Disability process.

Additionally, LINK’s strong partnership with Pine Ridge Health Clinic ensured the Turners were approved for prescription assistance through the manufacturers to reduce out-of-pocket-cost, as well as educated the Turners to better understand their health care needs.

In November 2019, thanks to the efforts of Pine Ridge Staff and LINK CSN, Jowana was able to get her Halo removed. Shortly after, Jerome was notified that his Medicaid was approved. On December 17, 2019, the Turners were approved for public housing and moved into their new home.

“The LINK Partnership has helped us in so many ways,” Jerome says. “We will be forever grateful for their help!”



The Turners

RECOGNIZED FOR EXCELLENCE

We are committed to providing the highest quality of care and in 2019, that quality was recognized both locally and nationally. These recognitions highlight our responsibility and loyalty to our community.



MAGNET® RECOGNITION

We received our third-consecutive Magnet® recognition from the American Nurses Credentialing Center. Magnet hospitals are noted for nursing excellence and high-quality patient care. Only 8 percent of hospitals in the U.S. have received Magnet designation and of those, only 3 percent receive a third-consecutive recognition.



"Attaining a Magnet designation, the gold standard for nursing programs, is proof of the excellent care our team members deliver every day. We take pride in this designation, and thank our team for their contributions to it. It validates the excellence of our care team and represents the dedication they share for providing the highest level of care to our patients."

*- Carol Perry, MSM, BSN, RN, FACHE,
Senior Vice President &
Chief Nursing Officer, Acute Care Operations*



THE JOINT COMMISSION

The Joint Commission is an independent accreditation organization that certifies hospitals meeting the highest performance standards in quality and value. We have again earned full accreditation from the Joint Commission. Additionally, we received advanced certification for Advanced Total Hip and Total Knee Replacement, Perinatal Care, Primary Stroke Center as well as Chest Pain and Prematurity Care Certifications.



BLUE DISTINCTION®

Blue Cross and Blue Shield of Kansas awards hospitals the Blue Distinction Center when health system meets overall quality measures for patient safety and outcomes. We have received the Blue Distinction Center recognition for Cardiac Care, Hip and Knee Replacement as well as the Blue Distinction Center+ for Maternity Care.

LEADERSHIP 2019

Fiscal Year 2019 brought significant changes to our senior leadership team. The organization welcomed Dr. Robert Kenagy as our new President and CEO. Other changes included Judy Corzine as vice president and chief information officer, Dr. Kevin Dishman as senior vice president and chief medical officer, Dr. Sridevi Donepudi as senior vice president and chief medical quality officer, Dr. Salah Najm as vice president, acute care services, Tracy O'Rourke as senior vice president and chief administrative officer, Carol Perry, RN, as senior vice president and chief nursing officer, acute care operations and Darlene Stone as senior vice president and chief experience officer. In addition, joining the leadership team was Amy McCarter, MSW, as vice president, marketing & communications and Kevin Steck, J.D., as senior vice president, chief compliance officer and general counsel.



Robert Kenagy, M.D.
President &
Chief Executive Officer



Judy Corzine
Vice President
Chief Information Officer



David Cunningham
Vice President
Support Services & Facilities



Kevin Dishman, M.D.
Senior Vice President &
Chief Medical Officer



Sridevi Donepudi, M.D.
Senior Vice President &
Chief Medical Quality Officer



Clifton Jones, M.D.
Vice President
Specialty Services



Amy Kincade
Vice President
Population Health Management



Robert O. Langland, CPA
Senior Vice President &
Chief Financial Officer



Amy McCarter, MSW
Vice President
Marketing & Communications



Salah Najm, M.D.
Vice President
Acute Care Services



Tracy O'Rourke
Senior Vice President &
Chief Administrative Officer



Carol Perry, RN
Senior Vice President &
Chief Nursing Officer



William Sachs, M.D.
Vice President
Surgical Services



Kevin Steck, J.D.
Senior Vice President
Chief Compliance Officer &
General Counsel



Darlene Stone
Senior Vice President &
Chief Experience Officer

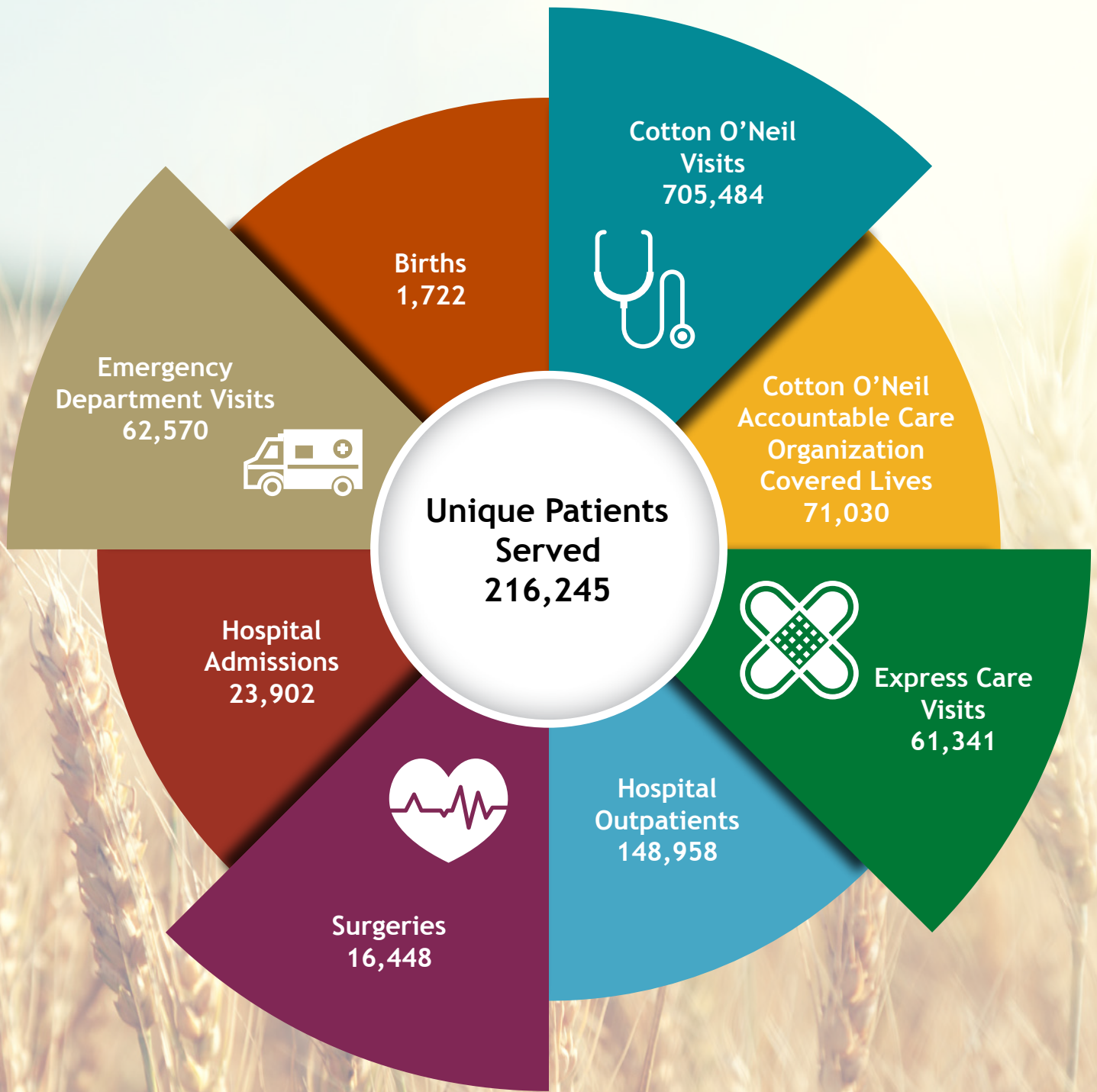


Eric Voth, M.D.
Vice President
Primary Care



Deb Yocum
Vice President
Clinic Operations

LIVES TOUCHED IN 2019



- **Employed Physicians - 265**
- **Employed Advanced Practice Providers - 227**
- **Employees - 5,148**
- **Volunteer Hours - 47,038**
- **Total Consolidated Assets - \$860,289,637**
- **Consolidated Operating Revenue - \$762,959,308**
- **Community Benefit - \$49,362,284***

Stormont Vail Health covered the cost of \$66.8 million worth of care from uninsured and under-insured patients.

*As reported on our most recent IRS Form 990

MAYO PARTNERSHIP



In 2019, we celebrated our 5-year anniversary as a member of the Mayo Clinic Care Network.

Mayo Clinic has been ranked the best hospital in the country by U.S. News & World Report. That means Stormont Vail Health providers have the opportunity to query Mayo Clinic physicians who are the top experts in their field. The eConsult resource is one of a number of benefits provided through the network that brings world-class care close to home for Kansans.