2021 Annual Report to the Community
Dear Community Partners,

Our hope was to have put the pandemic behind us in 2021, but that has not occurred. We began the year with an amazing effort to distribute vaccines that have been found to be safe and effective. The promise offered by the combination of effective vaccines and continued mitigation (mask-wearing, distancing, hygiene) has been unrealized due to vaccine hesitancy and a community and leadership weary of all things COVID-19 and eager to return to more normal times.

As I write, we are living through a crisis in healthcare staffing. Many industries have been affected by the “Great Resignation,” which has limited services and products. The current crisis in healthcare staffing threatens to limit access to lifesaving services offered by hospitals across the nation, and here in eastern Kansas.

On a much more positive note, the daily challenges presented to Team Stormont Vail have forced us to become a more cohesive and resilient team. We have witnessed countless acts of kindness and support, and recently people volunteering outside their usual duties to facilitate ongoing service in severely understaffed areas. We have been pushed to the limits of our resilience with many team members taking on additional shifts and workloads. We have an amazing team, responding to the needs of others in the face of so much disruption, misery and death.

Nowhere is there a text with a chapter on “How to plan and execute a COVID-19 pandemic response.” Our focus has been constant: provide high quality healthcare wrapped in caring and compassion and strive to provide useful science-based information to our communities. During this time of uncertainty, we developed and operated a mass vaccine clinic, developed new care protocols including Enhanced Primary Care, which is designed to support those with COVID-19 most at-risk for hospitalization, implemented screening protocols for all coming through our doors and numerous other innovative and effective programs uniquely applicable during COVID times.

In addition to all things COVID-19, we have continued to push forward with initiatives that support our vision. We have begun construction of what will be an amazing new campus in Manhattan. We continue to attain quality accreditations and are primed to submit our document for a fourth Magnet designation to the American Nurses Credentialing Center. We just took delivery of our new mobile primary care van that will begin serving our underserved communities. We continue to offer greatly expanded services by virtual means, including telehealth visits and virtual nursing.

I invite you to review our 2021 report, to gain perspective on the incredible community and regional resource that is Stormont Vail Health. In spite of, and perhaps because of the challenges through which we have persevered, innovated and remained caring and compassionate, I am optimistic about what 2022 will bring.

We Together,
Robert Kenagy, M.D.
President & Chief Executive Officer
ABOUT STORMONT VAIL HEALTH

Stormont Vail Health is a nonprofit integrated health system that operates a 586-licensed bed, acute care regional hospital, Behavioral Health services and Cotton O’Neil Clinic, a network of primary and specialty clinics throughout northeast Kansas.

In conjunction with Baker University, Stormont Vail operates a nursing school on its Topeka campus and works closely with the Washburn University School of Nursing, as well as other nursing and healthcare educational programs in the region.

To learn more about career opportunities at Stormont Vail, visit stormontvail.org.

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.
GETTING ACTIVE THROUGH WALK WITH A DOC

Stormont Vail Health was proud to join Walk with a Doc movement, hosting four events through 2021. Walk with a Doc has not only helped our medical experts provide exceptional care in an engaging manner, but has also gotten our patients and community members up and active. We look forward to continuing our involvement in Walk with a Doc for years to come.

Walk with a Doc began in 2005 when Dr. David Sabgin, a cardiologist in Columbus, Ohio, became frustrated that many of his patients were living sedentary lifestyles. In an attempt to get his patients moving, he invited them and community members to join him for a walk at a local park. To his surprise, over 100 people showed up, energized and ready to move. Since that first event, Walk with a Doc has extended all around the globe with more than 500 chapters worldwide.

Walk with a Doc was organized by Stormont Vail’s Community Engagement department. Other areas of focus under Community umbrella include food security, such as Stormont Vail’s partnership with other community partners in the LINK program and a food pantry developed at the Cotton O’Neil Endocrinology Center; health equity to ensure community members have ways to improve their health and access healthcare; education to develop health knowledge and create training opportunities for future health care workers; and economic vitality to strengthen our workforce and community.

ADMINISTERING HOPE

When the COVID-19 vaccine was made available to individuals 16 years of age and older in early 2020, the Stormont Vail team went right to work, setting up a mass vaccination clinic at the Stormont Vail Events Center. Through this clinic, thousands of vaccines were provided to keep patients, team members and the community safe.

Vaccines and boosters are vital in helping end this pandemic. Everyone qualified to receive the vaccine and booster is encourage to do so to protect themselves and others.
WARM & THANKFUL

Showing gratitude and thankfulness is always important, especially during the holiday season. During November, the Stormont Vail Cultural Ambassadors sponsored the annual Warm & Thankful event to collect donations for the Topeka Rescue Mission. This year, these items included HotHands® Warmers, lined leather work gloves and extra-large coats. In addition to collecting donations, team members gather for holiday lighting outside the hospital. This year, 5-year-old Luke Philips had the honor of flipping the switch to turn on the holiday lights. Luke was the first pediatric patient to receive the vaccine through Stormont Vail.

IMPROVING THE COMMUNITY’S HEALTH

Stormont Vail Health is committed to community partnerships. We invest our time and resources in our community because we understand that health extends outside of provision of health care and that there are a variety of obstacles to overcome, including food security, health equity, education and economic vitality. The Community Health Needs Assessment (CHNA) helps us focus our efforts. Results from the 2021 CHNA indicate health equity, substance use, behavioral health and food security continue to be top priorities for Shawnee County. The needs assessment included surveys completed by 2,536 community members, feedback from 15 round table focus groups with 148 total attendees and analysis of local data sources.

Using the information we gathered through these surveys and focus groups, Stormont Vail and local workgroups will begin updating their Community Health Improvement Plan (CHIP) strategies for 2022 to address health risk factors within Shawnee County. Working together, we will make the communities we serve stronger and healthier for generations to come.

POPULATION HEALTH MANAGEMENT

A Population Health Organization, Stormont Vail continues gaining insights into how the social determinants of health impact the health outcomes of patients and communities. It collaborates and connects with community partners to address issues such as food insecurity, transportation and safe housing.

Current GI Consultants of Manhattan providers W. Travis Dierenfeldt, M.D., Molly Lindquist Disbrow, M.D., Robert Starnes, P.A.-C and Ben Lagally, P.A.-C become Stormont Vail providers (Stormont Vail Health is proud to announce GI Consultants of Manhattan will be joining the Cotton O’Neil Network as Cotton O’Neil Digestive Health Manhattan)

COVID-19 Memorial Event

CHNA Call-In Event

Bariatric program receives Comprehensive Center with Obesity Medicine Qualifications accreditation

MARCH
GROWTH

**TOGETHER WE LOOK TO THE FUTURE, AND WILL EXPAND THE SERVICES THAT WE OFFER TO MEET THE HEALTH NEEDS OF KANSANS**

- Regional Expansion: Further develop service offerings in key submarkets and regional areas.
- Service Line Development: Invest strategically in key service lines to develop and strengthen our market position.
- Telemedicine: Improve access to our health system by developing virtual health care offerings.
- Facility Development: Develop the infrastructure on our main campus and in the region to support our footprint.

**MANHATTAN MEDICAL CAMPUS**

Stormont Vail Health continues to expand its footprint in the region by becoming one step closer to a fully operational Manhattan Medical Campus. In June, ground was broken on the 79,010-square-foot facility that sits on 6.92 acres in the K-State Research Park in the university’s Edge Collaboration District. In December, the last structural beam was put in place in the building after being signed by team members, celebrating a highly anticipated new chapter for Stormont Vail’s future.

The Stormont Vail Health Manhattan Medical Campus will be home to primary care services and specialty services such as cardiology, digestive health, neurosurgery, nephrology, plastic surgery, behavioral health and more. This will be a place where patients and families can receive the highest level of quality care, and the Stormont Vail team will have the tools and resources to do their jobs well. The new medical campus will also strengthen Stormont Vail’s partnership between Kansas State University, the KSU Foundation and the City of Manhattan. The facility is projected to be completed in the summer of 2023.

**NEW DIGESTIVE HEALTH SERVICES IN MANHATTAN**

Three digestive health service locations in Manhattan joined Stormont Vail as further commitment to serving patient needs in the region. The offices are located across the area on Westport Street, Poyntz Avenue and Hylton Heights Road. The Westport Street office will join the Stormont Vail Health Manhattan Medical Campus located on the K-State campus opening in 2023.
MOBILE CLINIC READY TO ROLL

The Stormont Vail Health Mobile Clinic, which will be used for primary care visits, arrived in Topeka and will travel to different areas of the city that don’t have ready access to health care. The ADA-accessible mobile clinic will run by appointments, but will take walk-ins as time allows.
Mary Martell has accepted the role of Vice President and Regional Administrator. Several best practice interventions have been implemented in efforts to keep patients safe. The general surgery provider group started meeting biweekly to review cases with surgical site infections and also consulting with one another on best surgical techniques for upcoming patients to achieve the best outcomes possible. Through our data analysis, it was found that smokers had an increased risk for adverse outcomes post-operation. A smoking cessation pathway was implemented for patients to stop smoking prior to their procedures. All of these interventions have led to zero deep and organ/space surgical site infection for the last eight months of 2021.

**MONITORING SAFETY AND QUALITY EFFORTS**

**HAND HYGIENE**

The number one way to help prevent the spread of infectious organisms is with diligent hand hygiene. Stormont Vail uses secret observers in the hospital setting and patient surveys in the ambulatory setting to monitor hand hygiene compliance. Units with compliance below 90% for the quarter are asked to complete an action plan to help their team improve by eliminating barriers. Along with annual education on hand hygiene, we have added additional hand sanitizer dispensers during key moments of patient care, department specific posters as reminders and daily review of compliance at team huddle. Stormont Vail’s overall hand hygiene compliance is 97%.

**SURGICAL SITE INFECTIONS**

Reducing surgical site infection for colon surgery patients at Stormont Vail has been a major focus over the past couple of years. Several best practice interventions have been implemented in efforts to keep patients safe. The general surgery provider group started meeting biweekly to review cases with surgical site infections and also consulting with one another on best surgical techniques for upcoming patients to achieve the best outcomes possible. Through our data analysis, it was found that smokers had an increased risk for adverse outcomes post-operation. A smoking cessation pathway was implemented for patients to stop smoking prior to their procedures. All of these interventions have led to zero deep and organ/space surgical site infection for the last eight months of 2021.
CATHETER ASSOCIATED URINARY TRACT INFECTIONS (CAUTI)

Stormont Vail is dedicated to preventing CAUTIs by creating a nurse-driven urinary catheter removal protocol to get the catheters out as soon as possible and utilizing external catheters to be less invasive than indwelling catheters. The Hospital Acquired Infections Committee meets monthly to review trends and implement strategies to prevent these infections. COVID-19 has provided additional barriers with sicker patients and requiring these invasive devices for longer periods of time. Stormont Vail continues to assess best practices for opportunities to prevent these infections.

THE COMMAND CENTER PHYSICIAN

The pandemic heightened the need to improve patient flow in the hospital by having an available staffed bed when the next patient was needing admission. Dr. Clayton Wood, Emergency Department physician, brought forward an idea he had been formulating.

Dr. Wood’s idea was to place an ED provider in a more pivotal patient placement role in the organization by working closely with the Stormont Vail Command Center — a 24/7 nursing hub monitoring staffing levels and the ebbs and flows of patients and available beds. A Command Center physician is pivotal in handling transfer requests coming to Stormont Vail as well as pinpointing and overcoming barriers to discharge and assisting in getting patients to their next care destination.

The Command Center physician is involved in incoming transfer requests. The physician essentially triages each request and determine if Stormont Vail has the capacity and staffed bed to accept the patient, and if not, to provide recommendations about stabilization or care until an accepting facility can be found. The Command Center physician role started as a pilot project five weekdays and was later expanded to seven days.
**EXPERIENCE**

TOGETHER WE CREATE A HEALTH SYSTEM THAT IS THE TOP CHOICE FOR BOTH HEALTH CARE AND EMPLOYMENT IN OUR REGION.

- Team Member Experience: Foster a culture and workplace that supports the physical, emotional, and professional health of our team members.
- Consumer Experience: Be consumers’ first choice for health care services in our region, optimizing access, coordination, and navigation.

**RECOGNIZED FOR EXCELLENCE**

- Stormont Vail Health operates a Joint Commission-accredited hospital. Stormont Vail also received Joint Commission certification for Disease Specific Care for Chest Pain, and advanced certification in Primary Stroke Center, Perinatal Care Certification, Advanced Total Hip and Total Knee Replacement.
- Stormont Vail was recognized by the American College of Cardiology (ACC) for its demonstrated expertise and commitment in treating patients receiving transcatheter valve repair and replacement (TAVR) procedures. Stormont Vail was awarded the Transcatheter Valve Certification based on evaluation of the staff’s ability to meet standards for multidisciplinary teams, formalized training, shared decision-making and registry performance.
- Stormont Vail Health’s application for designation as a Magnet facility has been accepted by the American Nurses Credentialing Center. Stormont Vail has received the Magnet designation in 2009, 2014 and 2018.
- Stormont Vail Health celebrated its 7th anniversary as part of the Mayo Clinic Care Network in March. Stormont Vail joined the network in April 2014 to bring the extensive knowledge of Mayo Clinic to its communities.
- Stormont Vail Health continued its commitment to infant and maternal health by earning High 5 for Mom & Baby recognition, a program offered by the United Methodist Health Ministry Fund.
- Stormont Vail Health was named one of the Centers of Excellence by Kansas Perinatal Quality Collaborative (KPQC). The KPQC’s Neonatal Abstinence Syndrome (NAS) Initiative partners with birthing centers across Kansas to improve health outcomes for infants born at risk for NAS.
- Stormont Vail Wound Care Center earned a Center of Distinction recognition from Healogics for four consecutive years. The Center achieved outstanding clinical outcomes for 12 consecutive months, including patient satisfaction higher than 92 percent, and a minimum wound healing rate of at least 92 percent within 28 median days to heal.
- Stormont Vail’s bariatric and weight management program achieved recognition as a Comprehensive Center with Obesity Medicine Qualifications, from American College of Surgeons (ACS) Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP), in partnership with the American Society for Metabolic and Bariatric Surgery (ASMBS).

Dr. Korri Phillips named one of Ingram's Top Doctors

2021 Best of Topeka Winners Announced:
Medical Facility – Stormont Vail Hospital
Pediatrician – Randall L. Schumacher, MD, Cotton O’Neil
Urgent Care Facility – Cotton O’Neil Express Care Clinics
Weight Loss Center – Cotton O’Neil Weight Management Center

Stormont Vail Health’s application to redesignate as a Magnet facility has been accepted by the American Nurses Credentialing Center.
ENHANCED PRIMARY CARE INITIATIVE

COVID-19 patients began to overwhelm hospitals, Stormont Vail Health looked for temporary solutions to increase inpatient and ED patient flow, as well as to reduce unnecessary utilization of ED visits, hospital admissions and re-admissions. The resulting Enhanced Primary Care model was initially intended only for COVID-19 patients. However, in large part thanks to high patient satisfaction, it has since spread to transform other areas of care for the better.

The program originally debuted at the end of 2020 but gained traction and recognition in 2021. Spearheaded by the Care Transformation Department, along with Dr. George Wright, Vice President of Primary Care Services, and Dr. Salah Najm, Vice President of Acute Care Services, the Enhanced Primary Care initiative has transformed the patient experience and continues to challenge us to take a proactive look at health care.

From the program’s inception on Dec. 1, 2020 through Dec. 31, 2021, the Enhanced Primary Care program cared for 2,481 COVID-19 outpatients. The program was later introduced to patients with COPD on June 1 and enrolled 194 of those patients with COPD through the end of 2021. We look forward to expanding its reach in 2022.

This program focuses on keeping high-risk COVID-19 positive patients out of the hospital. Once identified as a candidate for the program, patients receive daily phone or video calls from an experienced RN Care Manager who assess their symptoms and available physiologic data. The team works with acute care and ambulatory physicians to implement clinical pathways that allow the Enhanced Primary Care nurses to take care of a population of patients that may have otherwise required hospitalization on an already burdened system. The results of the program have been outstanding, low admission, readmission and mortality rates.

- Stormont Vail Health was recognized by Midwest Transplant Network with a 2021 Excellence in Donation award for organ and tissue excellence.
- The Stormont Vail Birthplace received the Blue Distinction Center+ designation for maternity care from Blue Cross and Blue Shield of Kansas and the organization was named a Blue Distinction Center for Spine Surgery. The designations are part of the national Blue Distinction Specialty Care program that recognize hospitals for providing quality and affordable care.
- Stormont Vail Health’s application for designation as a Magnet facility has been accepted by the American Nurses Credentialing Center. Stormont Vail has received the Magnet designation in 2009, 2014 and 2018.
- Stormont Vail Health and the Cotton O’Neil Heart Center received the 2021 Chest Pain – MI Registry Platinum Performance Achievement Award. The award recognizes hospitals participating in the registry who have demonstrated sustained, top-level performance in quality of care and adherence to guideline recommendations.
- Certification of its cardiovascular rehabilitation program by the American Association of Cardiovascular and Pulmonary Rehabilitation.

Warm and Thankful Event

Certification of its cardiovascular rehabilitation program by the American Association of Cardiovascular and Pulmonary Rehabilitation

Manhattan Medical Campus Beam-Signing Ceremony

The second nurse residency program celebrates 43 graduates
With the continuation of the COVID-19 pandemic, we have provided our patients and communities with safe access to vaccines and boosters, testing, treatments and appropriate levels of care – from enhanced primary care, respiratory clinics, urgent and emergent care and hospitalization.

The Stormont Vail team has been nimble in its ability to address new challenges during the pandemic. From standing up a mass vaccine clinic to shifting vaccines to our retail pharmacy and other locations, to creating protocols and care plans to care for patients ill with the virus to providing new treatments through our infusion center, team members have been flexible and creative in their approach.

Our Call Before You Go Line is utilized to triage symptomatic patients before they go to Stormont Vail Health locations and the drive-through testing clinic is a convenient and safe place to serve community members. We continue utilize telehealth in our care as well to keep both patients and our team safe.

The enhanced primary care program supporting patients with COVID-19 at home has had a tremendous impact on helping people heal without hospitalization. These patients are closely monitored by a care manager and physician during their recovery.

Our Incident Command structure oversees the policies, procedures and operations to address the special circumstances of COVID-19.
Working together to improve the health of our community

Stormont Vail Health is an integrated health care system based in Topeka, Kansas, composed of Stormont Vail Hospital and the Cotton O’Neil medical group. Stormont Vail Hospital and Cotton O’Neil joined in 1995 to form Stormont Vail Health.

### Stormont Vail Hospital

<table>
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<tr>
<th>Service</th>
<th>Count</th>
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<tbody>
<tr>
<td>Licensed Beds</td>
<td>586</td>
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<tr>
<td>Births</td>
<td>1,548</td>
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<tr>
<td>Surgeries</td>
<td>17,346</td>
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<tr>
<td>Inpatient Admissions</td>
<td>21,438</td>
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<tr>
<td>Emergency Visits</td>
<td>52,288</td>
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<tr>
<td>Outpatient Visits</td>
<td>146,042</td>
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### Cotton O’Neil

<table>
<thead>
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<th>Service</th>
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<tbody>
<tr>
<td>Primary Care &amp; Specialty Clinics</td>
<td>30+</td>
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<tr>
<td>Express Care Visits</td>
<td>88,504</td>
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<tr>
<td>Clinic Visits</td>
<td>754,826</td>
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### Unique Patients Served

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<th>Count</th>
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<td>215,106</td>
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### STORMONT VAIL HEALTH

- Employed Physicians – 278
- Employed Advanced Practice Providers – 228
- Employees – 5,455
- Volunteer Hours – 23,651
- Total Consolidated Assets – $1,138,631,331
- Consolidated Operating Revenue – $872,226,474
- Community Benefit – $43,661,576*

*Stormont Vail Health covered the cost of $67,591,997 (amount of charges written off for charity, not cost)\

*As reported on our most recent IRS Form 990
**Uninsured and Charity Care & Medicaid Expansion**

- Each year Stormont Vail Health cares for nearly 16,000 patients who lack insurance.
- Many of these people would benefit from Medicaid expansion:
  - Parents and adults without children, many of them working at low income jobs, with income up to 133% of federal poverty level ($2,937 per month for family of 4).
- Stormont Vail Health writes off approximately $68 million in charges related to uninsured care each year. Medicaid coverage for these uninsured patients would help offset some of this cost and allow better access to services.
- Studies have revealed that quality of care, self-reported health status, and health outcomes were generally higher in expansion states’ Medicaid programs. In expansion states, beneficiaries saw shorter hospital stays and were more likely to be discharged to rehabilitation facilities.
- Stormont Vail Health cares for nearly 24,000 individuals on Medicaid each year.
- Medicaid reimburses for services (including supplemental payments like Hospital Provider Assessment) at 37% below cost.

**340B Pharmacy Pricing**

- Stormont Vail Health serves a disproportionate share of uninsured and Medicaid patients, and thus qualifies for 340B Discount Pricing.
- 340B pricing provides approximately $29 million of savings to Stormont Vail Health each year to assist with our charitable mission.
- We engage with 13 contract pharmacies, including Stormont Vail Health’s owned pharmacy which accounts for a significant portion of the business.
- This program, which is funded by private pharmaceutical companies and not government funds, is frequently targeted Pharmacy Benefit Managers for restrictions intended to reduce the pharmacy savings generated, and is subject to governmental requirements that have been increasingly harder to meet during the pandemic which jeopardizes our ability to participate in the program going forward.

**BOARD OF DIRECTORS 2021**

Brenda Mills  
(Chairwoman)  
Tom Bell  
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Cody Foster  
Alonzo Harrison  
Cindy Hornberger  
Robert Kenagy, M.D.  
Mark Knackendoffel  
Aileen McCarthy, M.D.  
James W. Parrish  
Marsha L. Pope  
Mark Ruelle  
James R. Schmank  
SueAnn V. Schultz  
Robert St. Peter, M.D.  
Richard Wienckowski

December 16, 2021, the Stormont Vail Health Board of Directors and Operating Committee spent their afternoon packaging 1,000 boxes of food at Harvesters in just 2 hours!
The year 2021 brought several changes to the Operating Committee, Stormont Vail’s leadership team. Mary Martel, MBA, BS, was named as Vice President and Regional Administrator, a new position to guide Stormont Vail’s growing presence in Manhattan and to expand relationships with partners such as Manhattan Surgical Hospital and Kansas State University. Mary is also growing our regional relationships with other hospitals and providers, while handling operations at Cotton O’Neil Manhattan during construction of the new medical campus.

Anita Fry, MHS, BSJ, was promoted to Vice President, Marketing and Communications, leading the organization’s internal and external communications, marketing, brand management and community awareness of the health system.

Adrienne Mills, MBA, BSN, RN, CBOR, was named as Vice President, Ancillary and Support Services. Adrienne Mills oversees Medical Imaging, PT/OT/Speech Therapy, Lab Services, EVS/Linen and Nutritional Services.
Serving a multi-county region in Kansas, Stormont Vail Health features the region’s only Level II Trauma Center as well as a Level III Neonatal Intensive Care Unit. Specialty clinics in Topeka include the Behavioral Health Center, the Cancer Center, the Diabetes & Endocrinology Center, the Digestive Health Center and the Heart Center. Stormont Vail Health serves the primary care needs of eastern Kansas with five clinics in Topeka and clinics in the surrounding communities of Carbondale, Emporia, Lebo, Manhattan, Meriden, Netawaka, Osage City, Oskaloosa, Rossville and Wamego.