



#We Together

COMMUNITY & NURSING

2020 ANNUAL REPORT

MESSAGE FROM
**THE PRESIDENT &
CHIEF EXECUTIVE OFFICER**



Dear Community Partners,

Never in my imagination could I have conjured up a storyline that has played out like the year 2020. We were faced with a novel virus that started a half world away and then suddenly it was in our backyard, affecting our communities and our abilities to deliver all types of care.

Each of us has our own story, our own set of experiences from the year that will be etched in our minds. It has been a year that has changed us, our families, our communities and our world.

I am intensely proud of how our entire team and our community partners responded to the pandemic. This annual report serves as a reminder of the hard work and dedication our health care team demonstrated during this stressful time. As you read, I hope you gain an understanding of the many accomplishments of the Stormont Vail Health team and an appreciation for the empowerment that comes from “We Together.”

As we move into 2021, we have a renewed sense of “can do”. We know that we together will continue to overcome challenges, take care of our communities and care for each other.

We together,
Robert Kenagy, M.D.
President and 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 a deep commitment to the communities we serve. We take pride in offering high-quality health care. We invest in the best providers, most up-to-date technology and services to improve and empower the health of those we serve.

As a population health organization, we invest in our community, partnering with organizations who share common goals. As we strive to address the foundational elements of health, we have focused on food security, health equity, education and economic vitality. We together, along with our like-minded partners, create healthier, stronger communities.

COVID-19 Timeline - March 3, 2020

"Our staff is working diligently to prepare for the potential arrival of COVID-19 in our communities... The potential COVID-19 pandemic is a situation that is extremely fluid and can change at a moment's notice."

SCORECARD

Current # of COVID-19 Positive Patients: 0

Total # of COVID-19 Positive Patients Treated: 0

TAKING ON CHALLENGES

As a health care organization, we're used to challenges. Patients turn to us with all types of ailments. We pride ourselves in always being ready no matter what the challenge may be. So, when we began hearing rumors of a potentially deadly virus spreading on the other side of the world, we went straight to work preparing to support our patients and community.

We developed an Incident Command structure to oversee policies, procedures and operations to address the special circumstances of COVID-19. In addition, early pandemic surge plans included a focus on staffing needs in the hospital, creating COVID and non-COVID patient areas, securing appropriate personal protective equipment and developing and greatly expanding COVID-19 testing capacity.

FACING COVID HEAD ON

One of our main areas of focus when addressing COVID-19 was to slow the spread. We developed patient triage and management strategies to help keep our patients, team members and communities safe. These included:

- **Call-Before-You-Go:** Through an aggressive marketing campaign, we urged patients experiencing COVID-19-like symptoms to call our COVID-19 hotline (785-354-6000) before visiting our hospital or any of our clinics. This allowed us to better prepare for patients and to provide service in an environment that limited the chance of spreading the virus.
- **Drive Up Testing:** Located on Stormont Vail Health's main campus, Cotton O'Neil Drive Up Testing is a safe and convenient way for patients to receive a COVID-19 test without leaving their car. This service is by appointment only.
- **Improved Health Precautions:** By following additional precautions during COVID-19, we were able to help ensure the safety of everyone who turned to us in need of health care services. We implemented mandatory masks, screened everyone entering our facilities, closed waiting rooms and areas, and limited the number of visitors, as well as implementing an age restriction for visitors.
- **Staff Support:** Supporting our team members through the pandemic months has been a high priority. One effort we made was to offer no-cost childcare for school-aged children at the Kansas Children's Discovery Center. This service was offered for children attending schools with a hybrid or remote learning schedule.



Cotton O'Neil Drive Up Testing



Improved Health Precautions at Stormont Vail Health



Nurses Dressing in PPR Equipment

Empowering Your *Experience.*



Stormont Vail Health is dedicated to improving and enhancing the patient experience. Our Video Visits provide our patients with high-quality care from the comfort of their own home. Learn more about our Video Visits by visiting stormontvail.org/virtualcare.

OUTSTANDING CARE

When it comes to the care we provide, Stormont Vail Health is committed to our Small Moments culture. Every person who walks through our doors has a story – a past, a present and a future. Each interaction is an opportunity to create a positive, lasting impression. By creating these Small Moments, we strengthen our relationship with those we serve, which in turn supports the quality of care and experience.



Stormont Vail Health was honored to be 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.



Cotton O'Neil Pediatrics was recently recognized by the Kansas Infant Death and SIDS Network (KIDS) as a Bronze Level. Through the Safe Sleep Star Program, Cotton O'Neil Pediatrics is committed to providing safe sleep education to the families of their patients.



Blue Cross and Blue Shield of Kansas designated Stormont Vail Hospital's spine surgery program as a Blue Distinction® Center. Facilities designated as Blue Distinction Centers for Spine Surgery demonstrate expertise in cervical and lumbar fusion, cervical laminectomy and lumbar laminectomy/discectomy procedures, resulting in fewer patient complications and readmissions.



Stormont Vail Health and the Cotton O'Neil Heart Center received the 2020 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.

For the fifth year in a row, Stormont Vail Health was recognized by U.S. News & World Report as one of the best hospitals in the country. We ranked second in Kansas and achieved the highest rating possible in five procedures or conditions: abnormal aortic aneurysm repair, chronic obstructive pulmonary disease, heart failure, hip replacement and knee replacement.

COVID-19 Timeline - March 29, 2020

"Life has changed for all of us – and in just a few short weeks. We must limit person to person interactions to slow the spread of COVID-19."

SCORECARD

Total COVID-19 Positive Tests Since: 13

Total COVID-19 Related Deaths: 1

GOING FURTHER

As a Population Health Organization, Stormont Vail Health is committed to actions that improve the health of the communities we serve. This year, we gained more insights into how the social determinants of health impact the health outcomes of our patients and communities. We worked to collaborate and connect with community partners to address issues such as food insecurity, transportation and safe housing.

STORMONT VAIL FOUNDATION

The Stormont Vail Foundation is a non-profit organization dedicated to supporting the mission, vision and values of Stormont Vail. Thanks to the generosity of our donors, the Foundation provides funds for:

- Emergency patient needs
- Nursing scholarships
- Continuing education grants
- Facility upgrades
- New equipment



Nursing Care at Stormont Vail Health

CARING FOR THE COMMUNITY

Stormont Vail partners with like-minded organizations to ensure our neighbors receive the help they need, not just in the form of health care. Stormont Vail's participation in the LINK program helps low-income households receive access to health care as well as education to develop health knowledge and training opportunities for future health care workers.

HELPING STUDENTS ADVANCE

We were proud to announce a scholarship program partnership to increase access to health care education and career fields. Working with the Stormont Vail Foundation, Washburn University and Washburn University Institute of Technology, we provided financial and scholarship support to local students who are fulfilling their education to enter a health care career. Areas included are nursing, surgical technology, health care technology, respiratory therapy, physical therapy and more.

SPARK

Stormont Vail was awarded funds from the Community Based Programs allocation of the Shawnee County CARES Act SPARK Funds. By partnering with the Topeka Public School's Center for Advanced Learning and Careers (TCALC) and Washburn Institute of Technology, we helped meet the growing health care workforce demands caused by the COVID-19 pandemic. The funds expanded Washburn Institute of Technology's Certified Nurse Aid (CNA) program through a new simulation lab at TCALC.



Students in the TCALC Simulation Lab

COVID-19 Timeline - April 2, 2020

"Our teamwork and ingenuity is strengthening our ability to provide health care to our communities. We are managing and planning for our future. We are doing it the Stormont Vail way - with a team effort."

SCORECARD

COVID-19 Tests Administered to Date: **531**

Total # of COVID-19 Positive Tests to Date: **100**

EXPERIENCES



Dr. Ekta Aneja, Internal Medicine Provider, with a Patient

Nothing is more important to us than our patients' safety. We work every day to meet high-quality and safety standards so that you have exceptional care. We are guided in these efforts by our Patient Experience Department, the utilization of Press Ganey satisfaction surveys as well as insights from our Stormont Vail Patient and Family Partnership Council.

PATIENT EXPERIENCE

Stormont Vail Health owns patient safety. Our Gemba walks are an important tool that leadership uses to better understand safety and quality concerns across our system. Even through a COVID environment, we were able to perform 190 walks. We did this by limiting groups to 10 participant and offering virtual walks. Great things happen when a diverse group of people join together to discuss ways to improve both safety and quality in all departments.

STAFF EXPERIENCE

Stormont Vail strives to be an employer of choice. Our wellpower initiative encourages team members to be active and supports physical and mental health. This year, we proudly increased the minimum wage for all team members to \$15 per hour. This new wellpower wage benefitted more than 800 Stormont Vail team members.

EXTRAORDINARY CARE AWARD

The Extraordinary Care Award is the highest recognition of Small Moments. It honors a team or individual who has made a significant impact toward Stormont Vail's mission and embodies the spirit of Stormont Vail values and the Small Moment Culture.

This year, we presented the Extraordinary Care Award to all of our team members for their hard work and perseverance throughout the year. We are incredibly proud of our team and the resilience they showed in the face of a global pandemic.



Join Our Team!

A career at Stormont Vail means joining a team of people who consider every small moment a chance to improve someone's life, whether it's a patient or a colleague.

We're always looking for talented, compassionate individuals to join our team.

Visit stormontvail.org/career-opportunities or follow our careers page on Facebook.

COVID-19 Timeline - May 15, 2020

"Safety is the cornerstone at Stormont Vail Health as we get back to our business of caring for our community in our clinics and hospital. We must all act responsibly, valuing our neighbors' health and supporting our community. We can, we must, we together."

SCORECARD

Total # of Inpatients Confirmed COVID-19 Positive: 37
Total # of COVID-19 Tests Administered to Date: 5,000

TALENTED NURSING STAFF

MESSAGE FROM

SENIOR VICE PRESIDENT & CHIEF NURSING OFFICER



The year 2020 has been like no other. The COVID-19 pandemic has challenged us individually and as a health care organization. We have had to be nimble, innovative and use all of our collective knowledge to develop initiatives and programs to care for our patients and communities.

I have never been so proud of the nurses and patient care team – and the entire team I work with at Stormont Vail Health. There is no other group of professionals that can match this team! Our team has risen to each and every challenge. It has come to the table with solutions, and kept its spirits high even on the darkest of days. This team is truly the best ever.

While we had to cancel some of our traditional activities and programs due to the pandemic, we had an extremely busy year and learned more about each other and about our strengths as a team. We never lost sight of the reason we are here – to take care of our patients. Thank you, to each one of you, for all you have done.

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

MAGNET

Stormont Vail has been designated as a Magnet organization three times – in 2009, 2014 and 2018. Developed by the American Nurses Credentialing Center (ANCC), the



Magnet Recognition Program recognizes health care organizations for quality patient care, nursing excellence and innovations in professional nursing practices. This year, we successfully submitted our interim Magnet report in September.

PHILOSOPHY OF CARE

Stormont Vail Health nurses center on key concepts of nursing: person, environment and health. They focus on providing patient-centered, high-quality care. The Stormont Vail nursing philosophy is reflective of the organization's mission, vision and values.

NURSING MISSION

The professional nurses at Stormont Vail are committed to providing the highest level of care and customer service to improve the health of our community.

NURSING VISION

Stormont Vail nurses actively support:

- Professionalism in relationships.
- Recognition for achievement beyond quality standards.
- Improving health in our community and throughout northeast Kansas.
- Distinguishing our organization above all other health care facilities.

HIGHEST NURSING HONORS

Excellence in Nursing Practice

Susan Parry, RN – Cancer Center Treatment Room
Andrea Perez, RN – IV Therapy

Excellence in Nursing Leadership

Kate McKane, Nurse Manager, Surgery-Main OR

Excellence in Nursing Mentorship

Jackie Koch, RN – Charge Nurse, Pavilion

Excellence in Nursing Preceptorship

Kirsten Mullinix, RN, Surgery-Main OR
Nicole Siruta, RN, Emergency Department

Excellence in Advanced Practice Provider

Holly Johnson, APRN Occupational Medicine

Excellence in Licensed Practical Nursing

Genae LaGasse, LPN – 5 North Medical
Cynthia Proctor, LPN – Manhattan

Excellence in Patient Care

Brayan Andrade-Alonso, PCT, Emergency Department
Jessica Bulmer, PCT, Neonatal Intensive Care
Erin Warders, PCT – 5-North Medical
Hongjun “Jun” Zhang, PCT, Spine Center

Excellence in Research

Linda Frazee, RN, Clinical Research

Rising Star

Julia Wiebler, RN, Patient Center Medical Home
Jordan Christenson, RN, Hospitalists

DAISY Award

December 2019: Alicia Hartner, RN, 7 South; Jennifer Leonard, Cotton O’Neil Manhattan

January 2020: Nick Ahlert, RN, 7 North

February 2020: Brett LaMar, RN, 7 South; Laura Odom, RN, Breastfeeding Clinic

March 2020: Brooke Lyle, RN, Behavioral Health; Jackie Koch, RN, 3 / 4 Pavilion

June 2020: Erika Sanchez, RN, 7 South; Nicole Townsend, RN, Pain Management

August 2020: Aurea Knott, RN, Emergency Department

December 2020: Kylie Hastings, APRN, Cotton O’Neil Osage City

COVID-19 Timeline - June 16, 2020

“It is important to reflect on what we’ve been through, noting our accomplishments and lessons learned. Just as when this journey began, we continue to communicate openly and candidly... This is our time to make a difference together.”

SCORECARD

Total # of COVID-19 Deaths to Date: **10**

Total # COVID-19 Tests Administered to Date: **8,000+**

EXPANSION

Even in the midst of a global pandemic, Stormont Vail Health realized the importance of growth. We set our eyes to the future, to a world not guided by COVID-19, and it was evident that the communities we serve will need more services and better access to health care.

MANHATTAN EXPANSION

Stormont Vail signed an agreement with Kansas State University to form an academic partnership in the College of Health and Human Sciences' Physician Assistant program. The program aims to provide local communities with health care providers who offer excellent medical care with uncompromising commitment and compassion.

Additionally, Stormont Vail announced plans to develop the Cotton O'Neil Manhattan Medical Campus. A 77,000-square-foot medical office building in the K-State Research Park will increase public access to medical professionals in the Manhattan region. The new medical campus will create a partnership between Kansas State University, the KSU Foundation, the City of Manhattan and the State of Kansas to attract industry and research to the northern edge of K-State's Manhattan campus.

SERVICE LINE DEVELOPMENT

Cotton O'Neil Asbury Drive Clinic: 2902 S.W. Asbury Drive, Topeka, KS

Opened in October, Cotton O'Neil Asbury Drive Clinic provides a new location for primary care, plastic surgery, dermatology, laboratory and imaging services.

Cotton O'Neil Foot and Ankle Clinic: 1315 S.W. 6th Ave A, Topeka, KS

Kansas Foot Care Associates, P.A. joined Cotton O'Neil as Cotton O'Neil Foot and Ankle Clinic. Matthew Galliano, D.P.M., and his six-clinic team became Stormont Vail employees as part of the merger.

Stormont Vail MRI Center: 731 S.W. Mulvane, Topeka, KS

Construction started at the Stormont Vail MRI Center for expanded space for a 128-slice CT scanner to join the open MRI at the center. The center will be known as the Stormont Vail Imaging Center. The registration area was also redesigned.

In addition, a new CT scanner was installed in the hospital's Emergency Department. Imaging Services also installed X-ray and 3D mammography at the new Asbury Drive Clinic. In addition to that location, 3D mammography is available at the Jane C. Stormont Women's Health Center, Emporia and Manhattan clinics.



Cotton O'Neil Asbury Drive Clinic



Cotton O'Neil Foot & Ankle Clinic

COVID-19 Timeline - August 5, 2020

"The year 2020 has been a year of challenges – all layered on a global pandemic. It has also been a year of small (and large) acts of kindness, and showing respect and care for others. Take time to savor the small moments. Share virtual hugs."

SCORECARD

Total Patients Hospitalized for COVID-19 (Since 3/15): **154**
COVID-19 Tests to Date: **21,607**

RESPONSIBILITY

2020 has been a year full of challenges and hardships. However, it was also an eye-opening experience that taught us lessons we will never forget. It brought us together, led us to create new and improved safety protocols and changed the way we deliver health care.

As we look forward, we see a bright future for Stormont Vail Health and the communities we serve. One in which we together can improve and empower the health and vitality of those we serve for generations to come.

COVID-19 VACCINATION CLINIC

In an extraordinary combination of public and private enterprise, technology, science and industry were harnessed to create safe and efficient vaccines. Stormont Vail is proud to be a leading distributor of the vaccines. We have developed a vaccination center at the Stormont Vail Events Center. In accordance to the KDHE guidelines and in cooperation with the Shawnee County Health Department, we began vaccinating Stormont Vail team members first, then increased the reach to more community groups as the vaccine became more readily available. At the time of printing, 25,207 had been inoculated at the COVID-19 Vaccine Clinic at the Stormont Vail Events Center.



Stormont Vail Health Vaccination Clinic

ADVANCING PATIENT CARE

Stormont Vail is always looking to advance patient care. COVID-19 has opened our eyes to new ways of offering services to those who need us.

Mobile Clinic: The best way to offer care is to meet people where they are. The mobile clinic will feature two separate patient exam rooms and a small waiting area to provide primary care for 12-15 patients per day. We plan on an open date late summer/early fall.

Video Visits: To help keep the number of visitors to our hospital and clinics low during the pandemic, Stormont Vail implemented Video Visits. These virtual visits are ideal for follow-up appointments, questions regarding medication, pre- and post-surgical visits and hands-off consultations. These visits were proven very successful. We plan to continue using Video Visits in the future.

DIVERSITY IN HEALTH CARE

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

Our staff, volunteers and patients come from all types of backgrounds. This is what makes Stormont Vail so unique. We come together to celebrate our differences, learn more about each other and grow toward a more unified population health organization. We do not and will never discriminate based on race, color, religion, sex, national origin, age, disability, marital status, or political affiliation.

COVID-19 Timeline - November 26, 2020

"Our team is making every effort to care for our region. We need everyone working together to mitigate the spread of the virus."

SCORECARD

Total Deaths Caused by COVID-19: 52

COVID-19 Tests Administered to Date: 40,632

LEADERSHIP 2020

This year brought some change to our senior leadership team. We welcomed George Wright, M.D., FAAFP, as Vice President, Primary Care Services. Dr. Wright has been a member of the Stormont Vail Health team since 1993 as a family medicine physician and as a family medicine medical director.

In addition, Peg Burnette, CPA, FHFMA, was named Senior Vice President and Chief Financial Officer. She brings more than 16 years of experience as CFO of Denver Health and Hospital Authority. Peg succeeds Robert Langland, CPA, who retired.



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



Sri devi 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



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



George Wright, M.D.
Vice President
Primary Care



Deb Yocum
Vice President
Clinic Operations

COVID-19 AT A GLANCE

Who could have predicted the events of this past year – a rumor of a novel virus on the other side of the globe that grew to affect the entire world. The Stormont Vail team worked tirelessly to ensure the safety of our patients and the communities we serve. Here's a look at COVID-19 numbers for fiscal year 2020.

SINCE MARCH 15, 2020

321

TOTAL PATIENTS
HOSPITALIZED



261

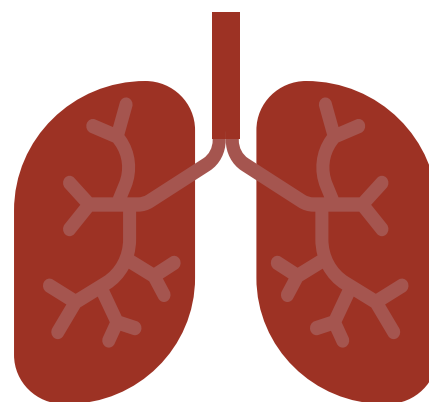
TOTAL PATIENTS
RECOVERED



COVID-19

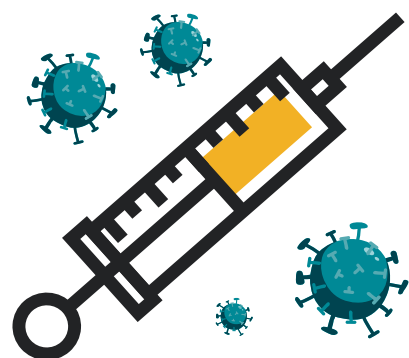
33,744 TESTS
ADMINISTERED

TESTING
CENTER VISITS 18,854



RESPIRATORY
CLINIC VISITS

8,014



25,207
VACCINATIONS
GIVEN*

*From December 15, 2020 to February 26, 2021

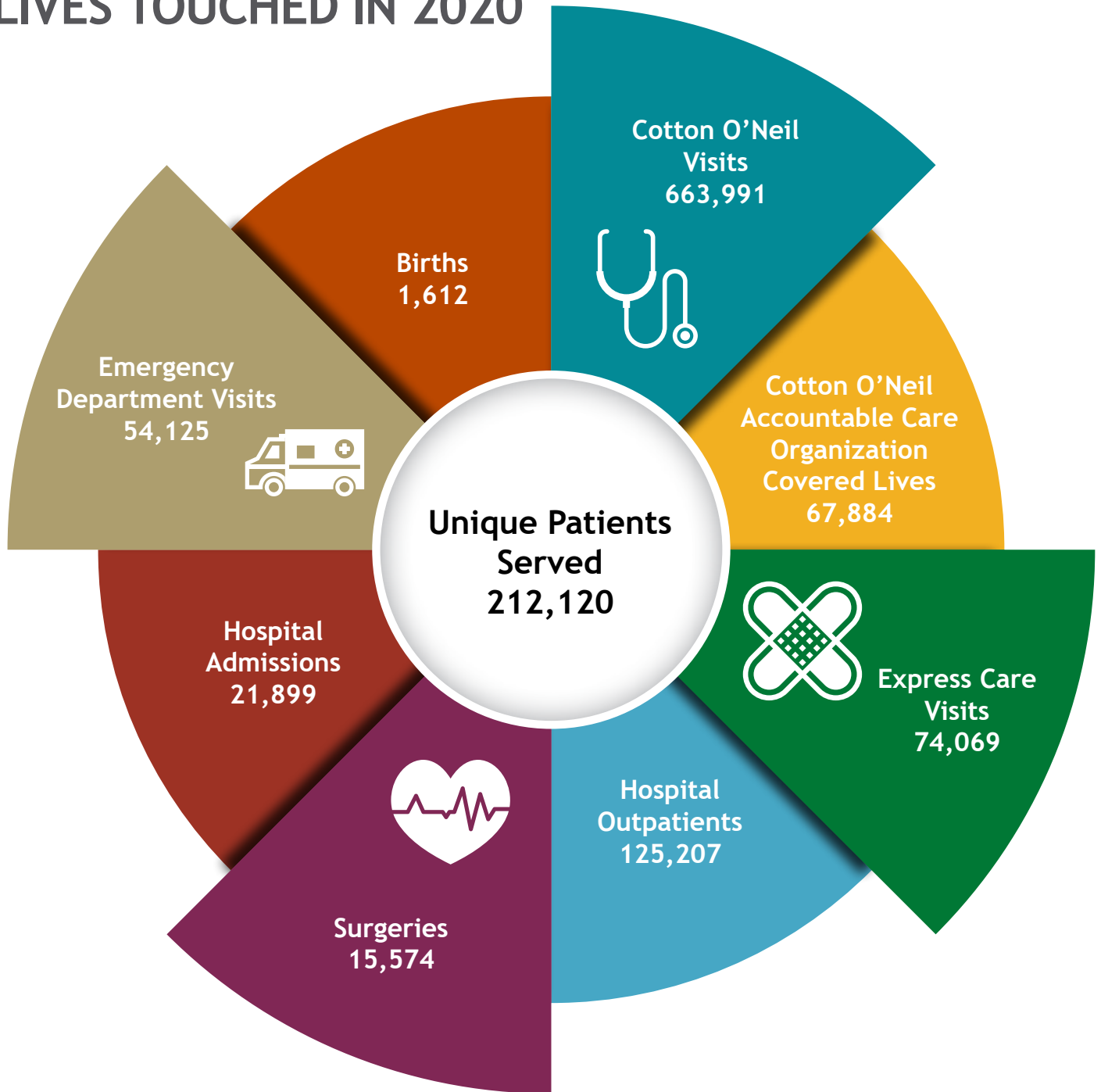


33,147
CALL BEFORE
YOU GO



47,550
TELEHEALTH
VISITS

LIVES TOUCHED IN 2020



STORMONT VAIL HEALTH

- Employed Physicians - 277
- Employed Advanced Practice Providers - 223
- Employees - 5,317
- Volunteer Hours - 23,761
- Total Consolidated Assets - \$1,038,721,507
- Consolidated Operating Revenue - \$784,219,304

Stormont Vail Health covered the cost of more than \$40 million worth of care from uninsured and under-insured patients.

STORMONT VAIL NURSING

- Advance Practice Nurses - 171
- Registered Nurses - 1,345
- Licensed Practical Nurses - 322
- Patient Care Technicians - 395
- Medical Assistants - 251
- Licensed Mental Health Technicians - 5
- Certified Registered Nurses - 395



In 2020, Stormont Vail Health celebrated our 6-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.