

Stormont Vail Health

best place for the second seco

2024 COMMUNITY REPORT



a letter from the PRESIDENT & CEO

Dear Community Partners,

The year 2024 proved to be an important one for Stormont Vail Health as our organization developed and sustained medical services and programs to care for region. We noted tremendous gains in our quality and safety initiatives, improved access to healthcare through the region, and enhancements in workforce development.

Stormont Vail now cares for more than 220,000 of our friends, family members and neighbors. That is nearly fifty percent of the population in our 15-county service area. In total, taking care of our patients added up to more than a million visits – or as we like to think of them, opportunities to create Small Moments – each visit an opportunity to create a meaningful connection and improve another's journey. Through these relationships, we are able to improve the health of the community, which is our mission.

SIGNIFICANT MILESTONES IN 2024:

- We marked 10 years as a member of the Mayo Clinic Care Network.
- We were recognized as a Best Regional Hospital by U.S. News and World Report, and a Best Regional Hospital for Equitable Access.
- We received numerous Kansas Blue Distinction Centers designations by Blue Cross and Blue Shield of Kansas, as well as multiple Joint Commission Hospital and Program accreditations.
- We marked the one-year anniversary of the opening on the Manhattan Campus and the two-year anniversary of operating the Stormont Vail Flint Hills Campus, a rural demonstration hospital and rural health clinic in Junction City. Both have been extremely well received in the region.
- We progressed in our plans to construct an Emporia Campus, purchasing property where we will build a new state-of-the-art clinic to serve the future of healthcare in Lyon County, and give our team and patients more collaborative and efficient space. We have offered services in Emporia for more than 30 years and are proud of the 85 team members at that clinic.
- At our Topeka hospital, we neared completion of our Cardiac and Vascular Center expansion, and development of a new Simulation Lab, where team members receive vital hands-on training.
- We acquired the former Hill's Pet Nutrition building at 8th and Harrison in downtown Topeka for our new Administrative Center. Stormont Vail departments that support the regional system's operations moved into the building. Approximately 450 team members from 52 departments and eight locations, including Human Resources, Information Systems, Patient Financial Services, Supply Chain, and our senior leadership are now in a single location. The consolidation of administrative departments that support our regional system increases efficiencies and frees

- up space to support clinical expansion, and decreases the need for leased space.
- We continue to be committed to growing the next generation of health care professionals through our partnerships with the Topeka Center for Advanced Learning and Career (known as TCALC), the Baker School of Nursing, Washburn University and Washburn Tech, Kansas State University and others. We have a program to offer to both traditional students and our existing employees scholarships available through the Stormont Vail Foundation, in addition to our tuition reimbursement and leadership development programs.

THE PATIENT REMAINS THE FOCUS OF OUR WORK.

- Supporting the health of our patients and by extension our communities – remains at the center of our work. Through Community Health Needs Assessments in Geary and Shawnee Counties, we are working alongside governmental and community organizations to develop a roadmap to work toward better health outcomes. By identifying priority areas for improvement, such as maternal, infant and child health outcomes, we seek to address the disparities that Black mothers and babies face and get them appropriate care right from the start. The Community Committee of our Board is helping us with that initiative. We also recognize the critical need for behavioral health services and are working to expand access to mental health care.
- The focus on ensuring children have a healthy start in life is so important. We are grateful for a large donation this year from Advisors Excel that benefits our young patients in the Neonatal Intensive Care Unit through new equipment and other support. Our NICU, celebrating 20 years, will provide lifesaving care for thousands of premature and seriously ill infants for decades to come.

WE ALSO HAD CHANGES TO OUR TEAM IN 2024.

- We recognized the 44-year Stormont Vail
 Health career of Carol Perry Lumb, who retired
 in May 2024, and celebrated the promotion
 of her successor, Amy Kincade, as Senior
 Vice President and Chief Nursing Officer. Deb
 Yocum, Vice President, Strategic Development,
 retired in March 2024, after a 35-year career
 in healthcare administration.
- We added tremendous new physicians and advanced practice providers to care for our patients across the region. This includes a general surgeon at the Flint Hills Campus, the addition of the Blue River Family Medicine team, now a part of our Manhattan Campus, additions to primary care in Emporia, and specialists in neurology, neurosurgery, endocrinology, rheumatology, general surgery, emergency medicine primary care and more in Topeka.

In 2024, I also announced my upcoming retirement to take place in May 2025, so this will be the last Community Report I provide as President and Chief Executive Officer. It has been my honor to have served in this role since March 2019, and for the three years prior as Senior Vice President and Chief Medical Officer.

Stormont Vail Health is a special place. We are an amazing team dedicated to caring for our patients and our communities. I have been honored and humbled to be a part of the legacy of caring and commitment that our organization provides in the region.



Rob Kenagy, M.D.
President and Chief
Executive Officer
Stormont Vail Health

about STORMONT VAIL HEALTH

Stormont Vail Health has long been a leader in providing high-quality healthcare to Kansans. We take pride in the history on which our system was built. We are 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.

When it comes to the care we provide, we invest in the best providers and the 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 and avoid lost work time and unnecessary travel expenses. We also believe that partnerships with our patients, other healthcare providers and community groups and organizations, is key in delivering the best possible care to our communities.

We know that each person who walks through our doors has a past, a present and a future. Every interaction we have, whether big or small, is an opportunity to create a positive impact. Together, we are building a healthier future – one patient, one family, and one community at a time.

To learn more 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.

Ouality

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.

roadmap 2026

Roadmap 2026 lays the groundwork for a brighter, healthier future for Stormont Vail Health and the communities we serve. We use this roadmap to narrow our focus on improving what matters most – **Experience**, **Value**, **Growth**, and **Community**. It takes all of us working together to support this vision. With your help, Stormont Vail will continue to provide high-quality care for generations to come.

EXPERIENCE

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

STARTING FROM WITHIN: INVESTING IN OUR TEAM AND COMMUNITY

SURGICAL TECHNOLOGIST APPRENTICESHIP PROGRAM

In October 2024, the first class of students in the Stormont Vail Health Surgical Technologist Apprenticeship Program graduated. The program was created because of a shortage of surgical technologists, as well as a shortage of surgical technology students at surrounding schools. The program started in February 2023 with a pilot group of eight students.

Surgical Technology is usually a two-year, full time schooling program, but Stormont Vail's comprehensive program teaches the same level of skill in a 12-month program. After completing the nearly 500 hour, nine-month academic portion of the program, students completed three months of full-time training in the Main Operating Room (OR).

The 2024 graduates all accepted full-time positions in the OR at Stormont Vail adding valuable experience and talent to our workforce. Stormont Vail will be continuing the apprenticeship program in 2025 with the next cohort beginning in March 2025.

ENHANCED RELATIONSHIPS WITH COLLEGE, TECHNICAL, AND HIGH SCHOOLS

Helping the next generation of healthcare professionals is important for a healthy future – that's why Stormont Vail partners with a number of colleges, technical and high schools to support this mission. You can read more about those relationships below.

TOPEKA CENTER FOR ADVANCED LEARNING AND CAREERS (TCALC) PATHWAYS PROGRAM

Since 2022, Stormont Vail has partnered with the Topeka Center for Advanced Learning and Careers (TCALC) to offer several health sciences pathways to support this mission. These programs combine different fields of study, allowing students to learn about various areas within healthcare, including: Certified Nursing Assistant (CNA), Patient Care Technician, Phlebotomy, and Sports Medicine.

Since the program's inception, more than 179 local high school students have earned valuable certifications in various fields. Additionally, more than 30 students have joined Stormont Vail, benefiting from paid internships, job opportunities, and scholarships that support their career growth.

KANSAS STATE UNIVERSITY PA PROGRAM

A new academic program started this year at Kansas State University, and Stormont Vail is thrilled to be a leading partner for K-State to educate future healthcare providers. The university now offers a physician assistant program and is one of only two universities to offer the program in Kansas.

The first class of 36 students started their 27-month journey in March of 2022 to achieve a Master of Science in Physician Assistant Studies. There were 800 applications for these 36 spots and half of those enrolled students are from outside of Kansas.

Students in the program, and our own physician assistants, have access to the Stormont Vail Health Simulation Lab located at Carl Ice Hall in Manhattan. Stormont Vail helped fund the state-of-the-art lab that includes adult, pediatric, infant, and trauma simulators. The first class of students started using the simulation rooms at the beginning of the program, which provides crucial training for a more realistic and hands-on experience than a traditional classroom alone.

Students participate in three semesters of classroom training, followed by four semesters of clinical rotations. Stormont Vail Emergency Department Advanced Practice Providers (APPs) have offered input on the curriculum using real-work examples and skills, have spent time in the classroom, and have also been preparing for the clinical rotation sites in this program. Our APPs enjoy teaching in the classroom setting and look forward to being preceptors in the clinical setting.

ATHLETIC TRAINER PROGRAM EXPANDS TO USD 501

Stormont Vail Health launched the Athletic Trainer Outreach Program more than 35 years ago when Brad Parry, MS, LAT, ATC, Athletic Trainer Supervisor, and a former physician identified a pressing need for it. Since then, we've expanded the program to 25 schools across Kansas.

"What our presence in the high schools can do to enhance the product on and off the field by improving communication between athlete, coach, parent, and physicians as well as acting in a complementary role with physical therapy departments is really incredible," said Austin Dodds, MS, LAT, ATC, Athletic Trainer at Silver Lake High School. "Ultimately, our approach is full-service and organizationally integrated to those we render athletic training services."

NURSE RESIDENCY AND EMERGING LEADERS PROGRAMS

Stormont Vail Health is committed to investing in our team members and providing opportunities for growth through several initiatives including the Nurse Residency program and the Emerging Leaders program.

The Nurse Residency program provides resident learners with the opportunity to transition recent nursing grads, new nurse managers, and new nurse hires into the practice, well-positioned and ready to lead with confidence and competency. Registered Nurses (RNs) experience intensive simulation-based education, in-depth exploration in nursing topics, mentorship, structured peer support, and complete a guided case study.

Emerging Leaders is a program developed to help team members, without a formal leadership title, grow. Throughout the program, they are taught how to tackle difficult and crucial conversations, learn different leadership styles, how to manage conflict, and much more. Emerging Leaders helps to ensure that this organization is a place where people want to show up and do their best.

UNIQUE TRAINING OPPORTUNITIES

The Stormont Vail Health Simulation Center is an educational area where team members and others can expand their skills and knowledge to ensure high-quality, safe care for patients. This cutting-edge facility features four patient room replicas, a full immersion room equipped to provide real-world experiences, healthcare educators and simulation experts with experience in more than a dozen medical fields, and two new state-of-the-art simulation manikins (SusieS2000 and HalS5301).

Our education team has also worked to develop unique training exercises, including a new escape room scenario that launched in September 2024. Team members must work to solve clues about something putting a patient at risk and what they can do to resolve it. Since the development of the escape room, more than 2,000 employees have gone through the scenario.

The enhancements to the Simulation Center reaffirm Stormont Vail's dedication to being the best place to work, best place to train, and the best place to grow your career.









VALUE

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.

At Stormont Vail, our commitment to quality, safety, and continuous improvement drives everything we do. Our dedication to excellence is reflected in the numerous awards and recognitions earned by our facilities and team members.

AWARDS & RECOGNITION



STORMONT VAIL HEALTH

- 10-year Mayo Clinic Network Member
- Designated an American Nurse Credentialing Center Magnet® Hospital since 2009. (4-time designation)
- Verification as Level II Trauma Center by the American College of Surgeons
- Level III Neonatal Intensive Care Unit
- Accredited by The Joint Commission
- Blue Cross and Blue Shield of Kansas Blue Distinction Center+ Designation for Maternity Care
- Center of Excellence by the Kansas Perinatal Quality Collaborative (KPOC)
- High 5 Kansas High 5 for Mom and Baby Premier Facility (Topeka and Flint Hills Campuses)
- The Joint Commission's Gold Seal of Approval for Advanced Certification in Perinatal Care (ACPC)
- Get with the Guidelines Heart Failure GOLD PLUS with Target: Heart Failure and Target: Type 2 Diabetes Honor Roll
- Get with the Guidelines Stroke GOLD PLUS
- American College of Cardiology Platinum Performance Achievement Award for Chest Pain -MI Registry
- Transcatheter Value Certification by the American College of Cardiology (TCC)
- Intersocietal Accreditation Commission Vascular Testing Accreditation Gold Milestone
- National Safe Sleep Hospital "Gold" Safe Sleep Hospital Certification
- TeamBirth Recognized Site
- Advanced Total Hip and Knee Replacement Certification by The Joint Commission
- Advanced Certification in Perinatal Care by The Joint Commission
- Advanced Primary Stroke Center Certification by The Joint Commission
- Chest Pain Certification by The Joint Commission
- Vascular Testing Accreditation Gold Milestone from the Intersocietal Accreditation Commission (IAC)
- Bariatric and weight management program reaccredited as a Comprehensive Center with Obesity Medicine Qualifications from American College of Surgeons (ACS) Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP
- Received Excellence in Donation Award from Midwest Transplant Network
- Echocardiography Testing Accreditation Gold Milestone from the Intersocietal Accreditation Commission (IAC)
- Topeka Center for Peace and Justice 2024 Education Award
- 2024 Topeka Community's Choice Awards
- Best Hospital/Medical Center
 - · Best Men's Health Services
 - Best Pain Management Clinic
 - Best Sports Medicine/Orthopedic Center
 - Best Urgent Care/Walk-In Clinic

















TEAM MEMBER AWARDS

- Ingram's Top Doctor Award: Dr. Shaun Steeby
- Ingram's Hero in Healthcare Award: Tracy O'Rourke, Senior Vice President and Chief Operating Officer
- Emporia Gazette's Readers' Choice Best Pediatrician: Dr. Christy Jansen
- Jayhawk Area Council Top 20 Under 40 Honorees: Emersen Frazier, Director of Health Equity and Policy and Thaina Dos Santos Jensen, Acute Care RN
- Kansas Respiratory Care Society (KRCS) Respiratory Therapist of the Year: Lindsay Moore
- Leadership Greater Topeka Graduate: Paula Sanders, Director Magnet and Clinical Excellence
- Mid-America Athletic Trainers' Association Hall of Fame Inductee: Brad Parry, Retired Athletic Trainer Supervisor
- Kansas State University Physician Assistant Class Preceptor of the Year: David Brosa, PA-C, Emergency Department
- 2024 Persons of the Moment
 - January: Tammy Barber, Cancer Center Lab
 - February: Isaac Littlejohn, Facilities Management
 - March: Elizabeth Herman, Ultrasound Hear Center
 - April: Amanda Allen, Maternal Child Administration
 - May: Tajion Smith, Integrity and Compliance
 - June: Perlita Reyes, Emergency Room
 - July: Alicia Criger, Emporia General and Melissa Limqueco, Case Management
 - August: Melanie Griffin, Case Management
 - September: Ashley Meek, 4 West Spine Center
 - October: Julie Parnell, Justine Wiltz, 4 West Spine Center, and Annie Wiggin, Patient Flow
 - November: Clayton Wood, Emergency Department
 - December: CoraLeigh Stover, Pre-Registration Representative
- Clyde Clifton Leadership Award: Hollie Spencer, Charge Nurse, HSD Infusion Center
- Extraordinary Care Award: Clinical Research Center









GROWTH

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

SUCCESS AT OUR FLINT HILLS AND MANHATTAN CAMPUSES

Stormont Vail's Flint Hills and Manhattan Campuses continue to grow and enhance services, ensuring high-quality care. With the addition of physicians from Blue River Family Medicine, we have expanded access to primary care. Our investment in imaging technology has improved diagnostic capabilities, allowing for faster and more accurate results. Additionally, our clinical research affiliation with Kansas State University provides new opportunities for innovative treatments and advancements in healthcare.

EMPORIA EXPANSION

For three decades, Stormont Vail Health has proudly served the Emporia community. Some of our 18,000 Emporia Clinic patients travel to our Topeka healthcare facilities for specialty care. Other Emporia residents go Kansas City, Wichita, or Lawrence for care. With an updated Stormont Vail Emporia facility - and all of our providers and team in a cohesive clinic space – we will be able to provide more of that care in Emporia. This benefits our patients, creates a better patient experience - and it keeps their care local. Groundbreaking on the updated Emporia facility is expected to begin in Spring 2026.

ADMINISTRATIVE CENTER OPENS

In February 2024, Stormont Vail acquired the Capitol Tower building in Topeka to serve as the new home of the Stormont Vail Administrative Center. A number of Stormont Vail's operational support departments moved into the building throughout 2024 allowing for better collaboration between our administrative and support services.

"The addition of this office building provides us the opportunity to bring together departments that support our clinical operations into one location from multiple buildings," said Dr. Rob Kenagy, President and CEO. "We had been considering the benefits of a service center when this building became available and fit our needs. It will provide space for administrative functions, and in turn, by relocating some of those operations, will open up needed space for clinical areas."











COMMUNITY

TOGETHER, WE INVEST OUR TIME AND RESOURCES IN OUR COMMUNITY. WE PARTNER WITH LIKE-MINDED ORGANIZATIONS TO ADVANCE OUR MISSION OF WORKING TOGETHER TO IMPROVE THE HEALTH OF OUR COMMUNITY.

2024 COMMUNITY HEALTH NEEDS ASSESSMENT

To better address the needs of the community, Stormont Vail collaborates every 3 years with other local health experts, stakeholders and residents, to develop a community health needs assessment (CHNA) and community health improvement plan (CHIP). The CHNA is an important tool used for examining and prioritizing the health needs of a community. Stormont Vail conducted CHNAs in both Shawnee and Geary counties and identified the following priorities for each county.

SHAWNEE COUNTY CHNA PRIORITIES:

- Behavioral Health (Mental Health and Substance Use)
- · Neighborhood Safety and Housing
- Healthy Eating Options
- Health Equity (including disparities related to sexually transmitted infections and infant mortality)

GEARY COUNTY CHNA PRIORITIES:

- Access to Community Resources
- Youth Character Development
- Transportation
- Obesity
- Mental Health

COMMITMENT TO INFANT AND MATERNAL HEALTH

TeamBirth

TeamBirth is an industry-standard process, developed by Ariadne Labs, to improve communication, teamwork, and shared decision-making throughout the birthing process, giving every person a chance at a safe, dignified childbirth experience.

Communication failures between providers and patients account for up to 90% of preventable injuries during childbirth. To address this issue and improve our community's maternal/infant health, Stormont Vail launched TeamBirth in September 2023. Stormont Vail is one of 10 hospitals in the United States to receive TeamBirth Recognition for implementing the TeamBirth program. This distinction is awarded to facilities that demonstrate a significant commitment to teamwork, effective communication, and respectful practices in childbirth.

TeamBirth supports open communication among patients, their support people, and clinicians during childbirth allowing improved outcomes for mothers and newborns while letting patients play an active part in their journey.

Black Maternal Health

Stormont Vail is committed to increasing education, advocacy, and support for Black Maternal Health and Mortality. Disparities in black maternal health persist due to numerous factors like variations in healthcare, implicit bias, or social determinants of health that hinder just opportunities for overall wellbeing.

The mortality rate for Black mothers is 2.6 times higher than White mothers – 69.9 deaths per 100,000 women. Tragically, 80% of these deaths are preventable. For this reason, Stormont Vail launched an initiative to encourage expectant mothers to: learn the urgent maternal warning signs, connect with health and social support systems before, during, and after pregnancy, and talk to a healthcare provider and seek immediate care if something feels off or causes concern.

2024 AT A GLANCE

WORKING TOGETHER TO IMPROVE THE HEALTH OF OUR COMMUNITY.

FY October 2023 - September 2024

Stormont Vail Health is an integrated healthcare system based in Topeka, Kansas, composed of two hospitals (Topeka and Junction City) and the Cotton O'Neil medical group. Stormont Vail Hospital in Topeka and Cotton O'Neil joined in 1995 to form Stormont Vail Health. The Stormont Vail Flint Hills Hospital and Rural Health Clinic in Junction City joined the system in 2023.

STORMONT VAIL HEALTH TOPEKA CAMPUS

Licensed Beds	586
Births	1,499
Surgeries	16,883
Inpatient Admissions	19,464
Emergency Visits	56,421
Outpatient Visits	170,422

STORMONT VAIL HEALTH FLINT HILLS CAMPUS

Licensed Beds	49
Births	224
Surgeries	844
Inpatient Admissions	1,082
Emergency Visits	14,282
Outpatient Visits	46,551

COTTON O'NEIL

Primary Care & Specialty Clinics	30+
Express Care Visits	80,993
Clinic Visits	866,784

Unique Patients Served	226,043
------------------------	---------

STORMONT VAIL HEALTH	
Employed Physicians	281
Employed Advanced Practice Providers	220
Employees	5,938
Volunteer Hours	34,621
Total Consolidated Assets	\$1,201,468,666
Consolidated Operating Revenue	\$1,061,955,435
Community Benefit	\$68,783,322*

Stormont Vail Health covered the cost of \$78,121,652 (amount of charges written off for charity, not cost)

*As reported on our most recent IRS Form 990

Operating COMMITTEE



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



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



Stacie Mason, MBA Senior Vice President & Chief Financial Officer



Tracy O'Rourke Senior Vice President & Chief Operating Officer



Amy Kincade, RN Senior Vice President & Chief Nursing Officer



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



Page Bachman Senior Vice President & Chief Experience Officer



Judy Corzine Vice President Chief Information Officer



Anita Fry Vice President Marketing & Communications



Angie Gamber, RN Vice President, Clinical Operations



Salena Gillam, RN Vice President & Assistant Chief Nursing Officer



Clifton Jones, M.D. Vice President Subspecialty Services



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



Michael Lexow, M.D. Vice President Primary Care



Mary Martell Vice President Regional Administrator



William Sachs, M.D. Vice President Surgical Services



Chad Yeager, RN Vice President Clinical Quality

Board of DIRECTORS

Mark Ruelle (Chairman)
Tom Bell
Pamela Johnson-Betts
Michel' Cole
Matt Crocker
Kevin Dishman, M.D.

Alonzo Harrison Cynthia Hornberger Robert Kenagy, M.D. Amanda Kiefer Mark Knackendoffel Mallory McIntosh, M.D. Brenda Mills
Robert St. Peter, M.D.
James R. Schmank
SueAnn V. Schultz
Richard Wienckowski

we are Stormont





Serving a multicounty region in Kansas,
Stormont Vail Health features the region's
only Level II Trauma Center and Level III
Neonatal Intensive Care Unit. Stormont Vail
provides primary and specialty care needs for
patients in Topeka, Manhattan, Junction City,
and Emporia, along with clinics in surrounding
communities of Carbondale, Emporia,
Meriden, Netawaka, Osage City,
Oskaloosa, and Wamego.



The Stormont Vail organization is a

Mayo Clinic Care Network member, meaning
our experts have experts. The network provides
Stormont Vail physicians access to top-tier expertise,
innovative research, and collaboration on treatment
options for complex medical conditions. Additionally,
being a Magnet Designated facility reflects the
organization's dedication to nursing excellence,
providing patients with the highest standards of
care, and fostering an environment of continuous
improvement in patient outcomes.





