

THE POWER OF *Presence*



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Community Benefit Report

Wheaton Franciscan Healthcare

In Partnership with Schoitz Health Resources

SYSTEM STATISTICS

Year Ended June 30, 2011

| | | | |
|----------------|--|----------------|---|
| 3 | Hospital Sites | 2,740 | Associates |
| 243 | Affiliated Physicians | 104 | Employed Physicians |
| 39,289 | Emergency Room Visits | 1,423 | Newborns |
| 10,310 | Hospital Admissions | 47,708 | Hospital Patient Days |
| 275,107 | Hospital Outpatient Visits | 398,360 | Covenant Clinic Physician Visits |
| 1 | Skilled Nursing Unit | 1 | Home Health Agencies |
| 11,367 | Skilled Nursing Unit Patient Days | 31,492 | Home Health Visits |



Dear Community Member,

The trust placed in us by the communities and people we serve is something of which we are proud. With that trust and support, the people of Wheaton

Franciscan Healthcare - volunteers, physicians and staff, come to work each day to improve the health of our region. Today it is my pleasure to share with you what we have done in the last year, through stories and statistics, that puts into action our Mission, Vision and Values. While we call it a Community Benefit Report, we understand that the real benefit of our work at times can be known when we care for someone in an emergency; and sometimes it is never known, when we help prevent injury or illness through wellness and education initiatives. Either way, and in many ways, every day, we seek to be what our Mission calls us to be, "exceptional and compassionate health care providers." Whether you experienced our work first hand, or only through review of this annual report, we hope we have met that mark. We pledge to continue to do so into the future.

Sincerely,

Jerry Harris
Wheaton Franciscan Healthcare - Iowa
Board of Directors

2011 COMMUNITY BENEFIT SUMMARY

CHARITY CARE **\$ 4,158,000**

Free or discounted health services provided to those who cannot afford to pay and who meet all of the criteria for financial assistance. Charity care is based on actual costs, not charges, and does not include bad debt.

GOVERNMENT SPONSORED HEALTH CARE (PUBLIC PROGRAMS) **\$ 4,100,000**

Shortfall experienced when payments received are below the cost of treating public beneficiaries through Medicaid and other local public programs.

COMMUNITY HEALTH SERVICES **\$ 1,133,000**

Clinical and non-clinical services provided to the community for free or for fees that did not cover costs.

FINANCIAL CONTRIBUTIONS **\$ 613,000**

Contributions, including cash, non-cash items such as furniture, equipment, supplies, and loaned staff for volunteer and charitable purposes, made to individuals or non-profit organizations for charitable purposes.

HEALTH PROFESSIONS EDUCATION **\$ 452,000**

Direct costs incurred for accredited training and education programs for physicians, nurses, allied health professionals and technicians (does not include ongoing education for staff).

SUBSIDIZED HEALTH CARE **\$ 2,931,000**

The negative margin for clinical services that are provided despite financial loss. The financial losses are so significant that negative margins remain after removing the effects of charity care and Medicaid shortfalls.

COMMUNITY BUILDING ACTIVITIES **\$ 60,000**

Programs that, while not directly related to health care, provide opportunities to address the root causes of health problems, such as poverty, homelessness and environmental problems.

TOTAL BENEFIT TO THE COMMUNITY IN IOWA **\$13,446,000**

July 1, 2010 - June 30, 2011

**In addition to the community benefit described above, Wheaton Franciscan Healthcare in Iowa also provides care to Medicare patients that is not fully reimbursed by the government. According to our most current financial data available, we provided \$1,443,993 in unreimbursed Medicare services. We are not including the Medicare shortfall in our community benefit totals in accordance with The Catholic Health Association's Community Benefit Guidelines.*

Honoring Our Heritage

Celebrating Milestones



St. Francis Hospital

This year the very heart of our foundation, the Wheaton Franciscan Sisters, celebrated **150** years of dedication. The Sisters brought their healing ministry to the Cedar Valley **100** years ago when the citizens of Waterloo requested their help to establish a hospital. The citizens agreed to raise money for the hospital, the land was donated and finally, in 1911 the cornerstone was laid for St. Francis Hospital on Independence Avenue in Waterloo.



Sartori Memorial Hospital

Nearly **30** years ago, Mercy Hospital in Oelwein joined the Wheaton Franciscan system. Established in 1926, the hospital was originally sponsored by the Sisters of Mercy. The transfer of sponsorship in 1982 allowed the hospital to continue to serve the rural community with compassionate care.

St. Francis Hospital earned the trust of the community through years of excellent care. As time passed, medical advances and additional demand led the Sisters to evaluate innovative partnerships to meet the needs of the time. In 1986, the Franciscan Sisters worked with Schoitz Medical Center and consolidated to form Covenant Medical Center **25** years ago in 1986.



Covenant Medical Center

Sartori Memorial Hospital in Cedar Falls was originally built by Joseph Sartori in memory of his wife, Theresa. While Theresa Sartori was not a Franciscan Sister, her dedication to community service mirrored the values of the Sisters. This past year we celebrated the **15** year anniversary of the long-term lease agreement with the City of Cedar Falls that brought Sartori Memorial Hospital into the Wheaton Franciscan Healthcare family of care.



Schoitz Memorial Hospital



Mercy Hospital

Celebrating 20 Years of Triage Nursing

As Schoitz Medical Center and St. Francis Hospital merged, Ask-A-Nurse was offered as a gift to the community. Ask-A-Nurse started as a community based telephone service that assisted the public by answering health questions, evaluating symptoms and recommending when to seek medical care, and referring where to go for help with health related issues. We now recognize the call center as Nurse On Call (NOC).

Over the years the department has significantly expanded services to include many more telephone lines for a variety of different purposes. The free Community Line is still promoted and in 2010 there were more than 24,000 calls placed to that line. Nursing professionals field many types of calls including, symptom based calls, requests for additional health information, service referrals and physician referrals and discharge instructions.

Honoring the Franciscan Tradition

To honor the Wheaton Franciscan Sisters 150 year milestone anniversary, more than 900 associates participated in the Wheaton 150: 150 acts of kindness performed throughout the Cedar Valley.

They worked individually and in groups completing a variety of projects – everything from picking up trash as part of the “Adopt a Highway” program; bell ringing for the Salvation Army; collecting items for local food drives; care packages for the troops overseas; Christmas caroling at area nursing homes; helping elderly neighbors with errands and chores; to building a home with Habitat for Humanity. Associates made an impact on the community in big and small ways, giving generously of their time and talents.

Associates who participated were given a commemorative Wheaton 150 lapel pin. The pins are a visible sign of the spirit of giving that the Sisters have instilled in Wheaton associates.



Patient Stories



Going the Distance with Courage

In her short 13 years, Olivia Armstrong, born weighing just 1 pound, 12 ounces, has overcome six major surgeries on her hips, back and feet and receives occupational and physical therapy twice a week for the effects of her cerebral palsy. Through it all she has amazed and touched the hearts of the therapists on Covenant Medical Center's Early Developmental Intervention team.

"We just love Olivia. She's such a hard worker – she gives 110% and always focuses on abilities rather than disabilities," commented Krista Lotts, physical therapist.

And the feeling is mutual. "My therapists always talk to me and help me through," Olivia shared. "I also tell myself I can do it. I want to be able to get to the point that I can do more."

For her inspirational courage, the department awarded Olivia with a Medals4Mettle, donated by a national nonprofit that collects medals from marathon runners.

Touched by an Angel

The Wheaton Franciscan Healthcare Foundations' new Guardian Angel program offers patients and visitors a heart-felt way to say 'thank you' to a special associate, physician or volunteer who made a positive difference in their experience at our hospitals and clinics. In the program's first 12 months, 174 Wheaton associates have been recognized by our patients. Here's what patients are saying about the care they received.

Guardian Angels Dawn Johnson, Angie Fuller, PA-C, Bonie Elin-Kutz, Sandra Parish and Roszella Andersen - *"Having been retired 24 years, there have been a few bumps in the road. My Angels have gone out of their way to help me over the potholes. They promptly return my calls for help, facilitate testing schedules, and generally hold me together. They are appreciated!"* - Gerri Mahnke

Guardian Angel Amy Spooner, RN (L&D) - *"Thank you for making our experience memorable. Thank you for being so nice and calming. Great staff like you make everything easier. You're the best."* - Brian and Katie Burkhardt

Guardian Angel Dr. Valente - *"How can I and my family thank you enough? Your care and concern for me were awesome. Again thank you and God bless."* - Dorothy Dunnwald

Guardian Angel Lindsey Skinner, RN - *"I appreciated your smile and helpfulness when I returned from surgery. Your tender care was more than any I had received. You are truly a Guardian Angel."* - Mae Hoffa



Patient and Family Centered Care

For more than 30 years, the acute inpatient rehabilitation department at Covenant Medical Center has provided hope and inspiration through therapy to countless patients who had an event or medical diagnosis that changed the way they live their lives. These patients have had to re-learn the aspects of daily life that so many take for granted, and for many of these patients, they did it out of determination and perseverance.

The Covenant Inpatient Rehabilitation Center underwent a remodel and reopened in June of 2011. The new center is designed to have a home-like atmosphere, making the experience all about patients and their families. Amenities include a patient and family resource library with educational materials, expanded spa-like bath/shower area and a patient apartment complete with cooking facilities, full bath and living area that patients use prior to discharge for the development of independent living skills. Centralized dedicated treatment areas in the center offers occupational, physical, recreational and speech language therapy for patients. The Covenant Inpatient Rehabilitation Center is dedicated to working with patients and families to maximize independence and function in a team oriented, patient and family centered environment.

Using the apartment on the unit helps patients understand their limitations, if any, when they get home. Equipped with a full kitchen and bathroom, the apartment allows patients to test their independence. Ryan Zaugg was one of the patients who used the apartment before being discharged.



Ryan had been in the hospital roughly seven weeks after suffering a severe traumatic brain injury. He moved from the Rehabilitation Unit to the patient apartment a few days before he was discharged home.

“Everyone has been really good in handling my care,” said Ryan. “They congratulate me, but I congratulate them; because without their talents, I wouldn’t have made it this far.”

Nancy Zaugg, Ryan’s wife says “The stay in the apartment has been good for Ryan. He has had two goals during his rehabilitation – one: stand up and walk; two: use the bathroom. The apartment has a full size bathroom! There are so many things that you take for granted. Moving into the apartment helps you regain your independence.”

Ryan had to rearrange some of the furniture in the apartment so it was accessible for his wheelchair. It wasn’t easy he says, but it was all part of therapy. Ryan says the apartment tests for safety and independence – including taking medication.

“It’s just good getting back to real life.”

- Ryan Zaugg

Rehabilitation Unit Patient



Community Outreach

Wheaton Franciscan Healthcare partnered with organizers at a number of community events to provide free health screenings for attendees

Are You at Risk?

Health screenings and education at locations throughout the community are designed to begin to address a growing incidence of chronic diseases such as diabetes and heart disease. Today in the U.S. alone there are 21 million people with diabetes and nearly one-third of those are unaware they have the disease. Heart disease, which often appears as a heart attack, is the most common disease in the U.S. In 2010, an estimated 785,000 Americans had a new coronary attack, and about 470,000 had a recurrent attack.*

To identify those at risk and ultimately help reduce these alarming numbers, Wheaton Franciscan Healthcare partnered with organizers at a number of community events to provide free health screenings for attendees. At the Cinco de Mayo community event in May, 65 people took advantage of free cholesterol, glucose and blood pressure screening tests. Of that number, ten were referred to their physician because their screening results fell outside the normal or safe range. At the Juneteenth Celebration in Waterloo, Wheaton professionals provided educational materials as well as free cholesterol, glucose, and blood pressure screenings to more than 100 attendees. At each of these events Wheaton also provided Spanish and Bosnian language interpretive services to help attendees receive care in their native language.

Each year, Wheaton Franciscan Healthcare partners with Allen Hospital, Black Hawk County Health Department, American Cancer Society, and Peoples Community Health Clinic to offer colorectal cancer screening kits to those with risk factors for colorectal cancer. Around 100 people receive free kits annually and the tests are processed at either Allen Hospital or Covenant Medical Center. If a positive test result is found, GI specialists agree to follow up with the patient. Patients coming to Wheaton for follow up care who are uninsured or underinsured are covered through Wheaton's Community Care program.

**Source: www.cdc.gov*



Preparing Students for a Bright Future

Every fall nearly 20 Covenant Medical Center associates go back to school as teachers through the local Junior Achievement program. The goal: to educate youth about business and economics. Volunteers spend time once a week for six weeks with students at nearby Hoover Middle School.

Chris Hyers, Vice President of Business Development, whose involvement with Junior Achievement spans more than two decades, initiated Covenant's relationship with Hoover seven years ago. "I saw the school a mile down the road and thought, 'Let's be more than neighbors; let's be friends,' " he said. "It's a great way to show the students what we're all about."

Suzanne Frank, Director of Revenue Cycle, was once a Junior Achiever herself. "It's a lot of fun, and volunteering is my way to give back to the program," Suzanne said.

"It's one way to have an impact in the community," Chris said. "As community leaders, our ability to connect can't be underestimated."

"It's a great way to show the students what we're all about."

- Chris Hyers

Vice President of Business Development



Innovation & Technology

“We’re proud to be able to provide Northeast Iowa women with the most advanced screening technology available to identify cancers early when they are most treatable.”

- Allison Ingels, R.T.(R)(M), RDMS
Mercy Radiology Supervisor



Increased Access and New Service

On a very chilly day in January the permanent 1.5 Tesla Magnetic Resonance Imaging Unit or MRI was lifted into place in its new suite at Sartori Memorial Hospital. The new MRI replaced the mobile unit that provided service at Sartori four days a week, and one day a week at Mercy Hospital in Oelwein, for the past five years. The unit provides high quality images to help doctors see injuries in soft tissue such as ACL tears in the knee, back injuries and more.

This new unit also allows Sartori to provide Breast MRI. "There are some patients that need this technology to adequately evaluate their risk for breast cancer or to properly plan the correct surgery to remove a known cancer. Having this capability at Sartori will make it easier to complete their workup in a timely manner," said breast surgeon, Neil McMahon, MD.

Clearer images provided by the Breast MRI allows radiologists and surgeons to obtain a more in-depth view of the situation to provide a fast and accurate diagnosis in determining the best treatment options for the patient.

Patient Centered Care

At Wheaton Franciscan Healthcare we understand the fear and confusion that comes with a cancer diagnosis. That's why we've invested in expert staff and leading edge technology to help cancer patients become cancer survivors.

This past year the Breast Center at Covenant Medical Center became the only breast center in the region to earn accreditation, confirming the high-quality care provided. As part of our ongoing commitment to our patients, Wheaton also created a new position - the breast care navigator. The navigator helps patients move through the complexities of the health care system - ensuring timely treatment, more information about treatment options, and access to cancer wellness and rehabilitation services. The navigator understands the patient's fears and hopes, and helps remove barriers to effective care by coordinating services, increasing a cancer patient's chances for survival and quality of life.

In fiscal year 2011 Mercy Hospital in Oelwein implemented the latest in digital mammography technology. With the installation of Fuji's Computed Radiography for



With the new MRI up and running at Sartori, the mobile unit is now permanently stationed at Mercy Hospital, expanding service for patients in Oelwein and surrounding communities. "Having a permanent unit in Oelwein allows us to better serve our patients here," says Brenda Kriz, MRI Supervisor. "We can provide MRI services close to home and a give a faster turnaround time with a diagnosis."

Mammography (FCRm) system, Mercy was one of the first breast imaging facilities in the area to offer this digital mammography capability.

"Screening mammography is still recognized as the most effective tool available for the early detection of breast cancer," said Allison Ingels, Radiology Supervisor. "And according to a recent landmark study, digital mammography offers significant benefits to certain groups of women. We're proud to be able to provide Northeast Iowa women with the most advanced screening technology available to identify cancers early when they are most treatable."

From the patient's perspective, the procedure for a digital mammogram is the same as for a conventional film mammogram. Since the images are available almost immediately and no film development time is necessary, the time spent waiting for results is reduced.

Innovation & Technology

Close to Home. Close to Hope.

Covenant Cancer Treatment Center celebrated the Center's updated technology, a new look, enhanced services and the ongoing commitment and compassion shown by the physicians and staff who provide care to local cancer patients. With a room full of survivors, caregivers, patients, physicians, associates, leaders, media and the public, the rededication and ribbon cutting ended the long awaited moment of showcasing the organization's dedication to serving patients with compassionate care.

"Compassionate care is the most important element on the journey to survivorship," Mukund Nadipuram, MD stated during the rededication ceremony. "I am so proud of our team providing care here at Covenant Cancer Treatment Center."

In addition, Covenant Cancer Treatment Center recognizes the importance of ongoing research in the fight against cancer. We proudly participate in a wide variety of national and regional clinical trials. Current open protocols include studies in prostate, breast, lung, rectal, colon, multiple myeloma, Non-Hodgkin's lymphoma, ovarian, Gastrointestinal Stromal Tumors (GIST), renal cell, gastric, and gastroesophageal cancers and chronic lymphocytic leukemia.

A clinical trial is a very carefully designed and executed investigation of the effects of a drug administered to humans. The goal of a clinical trial is to determine how well a drug works, its best use, side effects, toxicities, incompatibilities and interactions of a particular drug or drugs. The United States government requires strict testing of all new drugs before they can be used to treat cancer.

For more information on clinical trials and insurance coverage, you can visit the National Cancer Institute's web site at: <http://cancer.gov/clinicaltrials/understanding/insurance-coverage>.



“Fortunately, technology found at the best cancer centers in the country is available right here at Covenant Cancer Treatment Center. And the staff ... they always treated me kindly and brightened my day.”

- Marv
Cancer Survivor



Looking to the Future



The power of Wheaton's presence in our communities can be felt each and every day through interactions with our associates, medical staff, volunteers and auxiliaries. It is their passion and commitment that ensure our communities continue to have leading edge physicians, technology and compassionate care.

In the coming year we are excited to break ground on a state-of-the-art emergency department at Covenant Medical Center that will enhance the overall patient experience, directly impacting the level and quality of patient care and overall community health. The benefits of a new emergency department include a significant increase in square footage and number of treatment rooms. Increasing the space will allow adequate room for current technology and equipment and boost our ability to address increasingly complex levels of care.

The physicians and associates at Sartori Memorial Hospital work tirelessly to make sure our hospital is ready to meet the medical needs of the community. We continue to invest in medical equipment, ensuring that our caregivers have the latest in tools and technology, so they can provide the most accurate diagnosis, surgery, and personal care possible.

Mercy Hospital in Oelwein marked their 85th year of service to the community and celebrated the new Mercy Center for Outpatients Services on the fourth floor. For years to come this area will allow specialists, seeing patients at Mercy, the opportunity to conduct procedures and exams in one dedicated location at the hospital. Patients don't have to leave town to schedule consultations with specialists in cardiology, nephrology, urology, ophthalmology, orthopedics and general surgery.

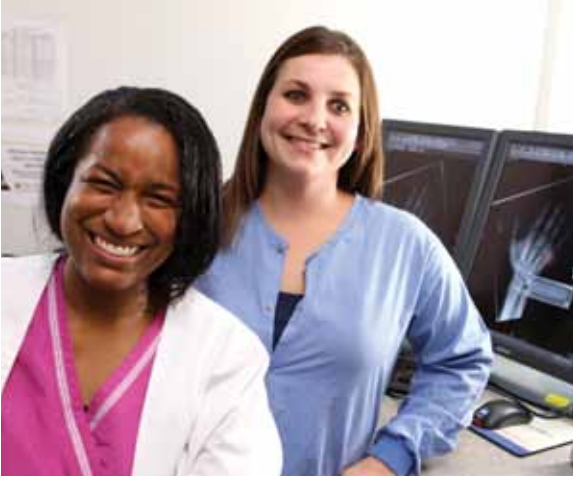
Covenant Clinic continues to recruit top notch talent to the communities served by Wheaton Franciscan Healthcare. This past year, Wheaton Franciscan Healthcare-Iowa continued to deliver on the promise to expand access to primary care and specialty providers in the Cedar Valley. In all, 11 new providers joined Covenant Clinic - including family practitioners, a neurologist and a gastroenterologist.

Wheaton Franciscan Healthcare will always continue to provide benefits to the communities we serve. It is our Mission, it is our heritage and it will always be a part of our future. Giving back to the community is a part of the fabric that makes us Wheaton Franciscan Healthcare and its our *Power of Presence*.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jack Dusenbery'. The signature is fluid and cursive, with a large loop at the end.

Jack Dusenbery,
President and CEO, Wheaton Franciscan Healthcare-Iowa



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OUR MISSION

Wheaton Franciscan Healthcare is committed to living out the healing ministry of the Judeo-Christian tradition by providing exceptional and compassionate health care services that promote the dignity and well being of the people we serve.

HOSPITALS

Covenant Medical Center
Mercy Hospital
Sartori Memorial Hospital

COVENANT CLINIC

Convenient Care – Waterloo & Cedar Falls
Covenant Clinic Primary Care
Arlington
Cedar Falls
Dysart
Evansdale
Fairbank
Gladbrook
Jesup
La Porte City
Oelwein
Reinbeck
Shell Rock
Traer
Tripoli
Waterloo
Waverly
Psychiatry–Waterloo & Cedar Falls

REGIONAL SERVICE LINES

Covenant Cancer Treatment Center
Iowa Spine and Brain Institute™
Occupational Medicine and Wellness
Midwest Institute of Advanced
Laparoscopic Surgery™
Covenant Home Health

PHILANTHROPIC FOUNDATIONS

Covenant Foundation
Sartori Health Care Foundation
Mercy Foundation

EMPLOYMENT OPPORTUNITIES

319.272.7322
www.wfhealthcare.jobs

NURSE ON CALL/FIND A PHYSICIAN

319.272.2600 or 800.593.1414



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