

# presence

Make a  
**SPLASH** at  
HEALTH ZONE

**YOUR QUESTIONS  
ANSWERED**

Saint Francis Medical Town Hall

**MORE LOCATIONS.  
MORE CONVENIENT.**

Warren Clinic Opens New Sites

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# Saint Francis Health System Calendar of Events



THURSDAY, APRIL 30

## Medical Town Hall with Dr. Matt Meyer and Dr. Jimmie McAdams from Laureate

Saint Francis Education Center  
6161 South Yale, East side of the hospital  
5:30 p.m. – Refreshments  
6:00 p.m. – Program

Join us for an interactive discussion titled "What You Need to Know About Mind, Memory and Mood Changes Over Time." Guest speakers include Dr. Matt Meyer and Dr. Jimmie McAdams from Laureate Psychiatric Clinic and Hospital. Event is moderated by Dr. Kenneth Piper.

To make a reservation, please call (918) 494-1448; for more information, visit [saintfrancis.com](http://saintfrancis.com)

SATURDAY, MAY 16

## Children's Hospital Bear Clinic at Tulsa Mayfest

6th and Main, Downtown Tulsa  
11 a.m. – 2 p.m.

Children of all ages can decorate a bear and take it for a checkup at The Children's Hospital Bear Clinic at the Mayfest KidsZone.

For more information, visit [tulsamayfest.com](http://tulsamayfest.com)

FRIDAY, JUNE 5 – SATURDAY, JUNE 6

## Lauren Elise Memorial Foundation Events

June 5 – 2015 Pink Balloon Charity Auction and Dinner  
June 6 – LEMF Charity Golf Classic

Proceeds benefit the Lauren Elise Memorial Foundation, whose mission is to support awareness, research, diagnosis and treatment of Congenital Heart Defects (CHD) in children, and to provide for the care and well being of children affected with CHD and their families.

For more information, visit [ilovelauraen.org](http://ilovelauraen.org)

FRIDAY, JUNE 12 – SUNDAY, JUNE 14

## Saint Francis Tulsa Tough

The Saint Francis Tulsa Tough is a premier three-day cycling festival to be held June 12 – 14 in Downtown Tulsa. The event features two days of amateur Gran Fondo rides, three days of professional-level Criterium races as well as the Tulsa Townie ride for kids and families.

For more information or to volunteer, visit [tulsatough.com](http://tulsatough.com)

SATURDAY, JUNE 13

## Children's Hospital Bear Clinic at Saint Francis Tulsa Tough

Guthrie Green, Downtown Tulsa  
12 noon to 2 p.m.

Children of all ages can take their bear for a checkup at The Children's Hospital Bear Clinic on the Guthrie Green located in the heart of downtown's Brady District.

THURSDAY, JUNE 18

## Medical Town Hall with Lung Specialists, Dr. Mark Boomer and Dr. Tim Nokes

Saint Francis Education Center  
6161 South Yale, East side of the hospital  
5:30 p.m. – Refreshments  
6:00 p.m. – Program

Join us for an interactive discussion about pulmonary concerns and the latest treatments with guest speakers Dr. Mark Boomer and Dr. Tim Nokes of Saint Francis Hospital. Event is moderated by Dr. Kenneth Piper.

To make a reservation, please call (918) 494-1448; for more information, visit [saintfrancis.com](http://saintfrancis.com)

# presence

a publication of Saint Francis Health System



## Letter from Jake Henry Jr., President and Chief Executive Officer



When I think about all that was accomplished in 2014, I can't help but think of how many people, how many meetings and how many hours were dedicated to the projects that defined our year. I am immensely grateful to the women and men who make the extension of the system's mission their daily, personal mission. In a time where change is rapid and constant I have some comfort in knowing that, as a Catholic, nonprofit health system, our primary purpose will never change—service to the communities we serve.

Service to our patients and our community doesn't begin or end at the threshold of our doors. It is our duty, our calling, to reach out to those in need and care for the poor and vulnerable among us—not just the sick. In this issue you will read about population health management, open-to-the-public educational events and how Saint Francis gives back to its community. Lastly, you will also be given an overview of the \$74,444,870 in community benefit that Saint Francis provided, at its cost, in fiscal year 2014.

Our goal for this publication is to share just a fraction of the good works that happen at and through Saint Francis with our community. Matthew 5:14-16 says, "A city set on a hill cannot be hidden. Nor do people light a lamp and put it under a basket, but on a stand, and it gives light to all in the house. In the same way, let your light shine before others, so that they may see your good works and give glory to your Father who is in heaven." I hope that the stories of hope, healing and giving that we have covered over the last year help to share the story of Saint Francis. Our Saint Francis is your Saint Francis; our stories are your stories.

Best regards,

Jake Henry Jr.  
President and Chief Executive Officer, Saint Francis Health System

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*Vice President/Operations, Warren Clinic*



presence  
in pictures

### Visitors Reach New Heights

On February 2, 2015, the Harlem Globetrotters visited The Children's Hospital at Saint Francis while they were in town for their "Fans Rule" World Tour. The visit was part of Smile Patrol, the Harlem Globetrotters' outreach program designed to brighten the day of fans who are unable to attend a game. The group visits more than 200 children's hospitals worldwide each year. During their visit to The Children's Hospital at Saint Francis, Haylie Rigsby (pictured) was just one of the many patients who learned some basketball tricks from visiting team member "Handles" Franklin.

*Photo Courtesy:*  
Stephen Pingry, Tulsa World





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in pictures

### **Volunteers Give Freely Throughout the Health System**

Saint Francis Auxiliary member, Liz Stoven, is just one of many volunteers who gives freely of their time, support and compassion. These women and men can be found giving their time throughout the health system; in Stoven's case, her talents and hours are spent with the patients and families in the new Saint Francis Joint Replacement Center.

Since Saint Francis' first days in 1960, volunteers have been an integral part of its very essence. And, each year since, Saint Francis' volunteers have sustained a lasting history of opening up their hearts and giving to those in need of a reassuring word or smile.





presence  
in pictures

### Measures of Excellence

Saint Francis pharmacists and pharmacy technicians specialize in essential tasks such as recommending safe and appropriate dosage information, as well as helping to prevent drug interactions. In the course of a year, more than 1.8 million medications are ordered and over 6.3 million medication doses are prescribed throughout Saint Francis Health System.





EVERYBODY'S TALKING  
ABOUT



SAINT FRANCIS  
MEDICAL  
TOWN HALL





Dr. Kenneth Piper, moderator of Saint Francis Medical Town Hall

# YOUR QUESTIONS WILL BE ANSWERED

At the outset, an overriding goal of the meetings was to ensure people feel safe raising their hands knowing their questions will be answered accordingly.

"We make it clear from the start that all questions are 'gold' and will be answered," Dr. Piper says. "We have also structured the meetings in somewhat of a reverse order than people may be accustomed for this sort of thing. Rather than a 50-minute rote presentation from a physician, followed by a 10-minute block of time for questions and answers, we do just the opposite. This way, it's not just some doctor talking 'down to' or 'at' the audience, but more of a forum for really getting to the meat of what people want to know. It's been great seeing the doctors relax, unwind and have fun with this."

According to Sanjeev Trehan, M.D., cardiologist, who also participates in Medical Town Hall, it provides an ideal forum for people to get free and accurate information directly from a specialist. "In this day of information overload, I think people appreciate receiving valid information that comes with filters, rather than what they may find from various sites on the Internet," he says.

At each Saint Francis Medical Town Hall, the audience ultimately controls where the discussion goes. "And, that's the way we want it to be. It's a wonderful partnership between the community, the doctors and Saint Francis Health System as a whole," Dr. Piper says. "I believe the way the Saint Francis Medical Town Hall meetings have unfolded over the years is not only a testament to the health system's commitment to community education, but more importantly to the folks who live here."

And, it is apparent the doctors think it's great, too. "I'm totally sold on Medical Town Hall! I really enjoy the spontaneity of it because you never know what someone is going to ask next," says Mark Boomer, M.D., pulmonologist and Medical Town Hall participant. "The feedback has been really good too. I think people are pleased to know something like this is available to them."

## GIVE OR TAKE 20 YEARS AGO...

Kenneth Piper, M.D., Warren Clinic internist, came up with a concept that intrigued him. "It was simply, 'All people are filled with wonder of life and of living things.' So, I thought, 'Let's talk about it!'" he says.

He took it upon himself to "pound on doors," visiting area churches, nursing homes or any other place he thought there might be an interest in face-to-face discussions about health and well-being. What began as a doctor's desire to create a spark for interactive health education and conversation within the community, has evolved into what is now known as Saint Francis Medical Town Hall.

Today, the Medical Town Hall meetings are held in the Saint Francis Hospital Education Center and typ-

ically attract an average of 100 people. Topics for the sessions are literally endless and range from new medical technology, to health conditions people commonly experience. "The fact that folks are motivated enough to break up their evening routine and head over to Saint Francis for Medical Town Hall is what motivates us," Dr. Piper says. "If they make the effort to be here, we want to make sure we answer all their questions and address their concerns."

### UPCOMING MEDICAL TOWN HALL EVENTS

**APRIL 30, 2015**

*"What You Need to Know About Mind, Memory and Mood Changes Over Time."*

Medical Town Hall with Dr. Matt Meyer and Dr. Jimmie McAdams from Laureate Psychiatric Clinic and Hospital

**JUNE 18, 2015**

*"Helping You Breathe Easier"*

Medical Town Hall with Dr. Mark Boomer and Dr. Tim Nokes Lung Specialists, Saint Francis Hospital

**Saint Francis Education Center**  
6161 South Yale, east side of the hospital  
5:30 p.m. – Refreshments  
6:00 p.m. – Program

Events are moderated by Dr. Kenneth Piper.

To make a reservation, please call (918) 494-1448; for more information visit [saintfrancis.com](http://saintfrancis.com)



Dr. Doug Ensley, interventional cardiologist, Heart Hospital at Saint Francis

# Saint Francis Chaplain Finds His Calling Not Once, But Twice

*Joe Frisbee marvels at how the hand of God affects our lives. In his case, he believes God led him to Tulsa – where he taught at Bishop Kelley High School for 28 years, and where he now serves as a chaplain at Saint Francis Hospital.*



*Joe Frisbee leads prayer for the staff of the Saint Francis Trauma Emergency Center to help them start their busy day.*

**B**orn in New Orleans, Frisbee joined the Brothers of the Sacred Heart when he was a freshman in high school, of which he remained a member for the next 14 years. “Who would’ve guessed when I joined the Brothers in the Deep South that I’d be in Tulsa later in life? But, as I look back, it’s clear I was being drawn to Tulsa in some interesting ways,” he says. “Ironically enough, as a devotee of minor league baseball, I followed the old Tulsa Oilers. I also used to make rosaries while I was in the Brothers — and can you guess where I got the materials with which to make them? F. C. Ziegler religious supplies in Tulsa, Oklahoma!”

Frisbee moved to Tulsa and became a parishioner at Christ the King Catholic Church. “I have truly enjoyed life in Tulsa. It’s been such a wonderful experience for me and my family,” he says.

*“It is amazing just how many people have interesting stories to tell; all you really have to do is ask.”*

There’s no question Frisbee’s uncanny ability to draw out the best in everyone has also played a pivotal role in his life’s path. During his distinguished tenure at Bishop Kelley, Frisbee taught Religion, English, Yearbook and Newspaper to students in grades 9 through 12.

“I absolutely love that both of my careers have been ‘people-oriented,’” he says. “My roles as a high school teacher and as a chaplain have given me the opportunity to reach out to others. I feel like I am doing something good and that has been a tremendous blessing.”

## From Traumatic Experience to Epiphany

When Frisbee retired from Bishop Kelley in May 2012, he started at Saint Francis the following Monday. That’s because he had known for some time what he wanted to do following his career at Kelley. In fact, he had known this since 1998, when his oldest daughter’s life was saved at the Pediatric Intensive Care Unit (PICU) at The Children’s Hospital at Saint Francis.

“Prior to turning to the PICU at The Children’s Hospital at Saint Francis, my daughter had been incorrectly diagnosed and her condition continued to worsen. From the moment we arrived at Saint Francis, that all changed,” Frisbee says. “Saint Francis pediatric critical care specialist, Dr. Phillip Barton, correctly diagnosed her condition and got the appropriate treatment underway immediately. Within minutes, her vital signs improved and that’s when we knew everything was going to be all right.”

## Everybody Has a Story

Frisbee’s innate knowledge that “everybody has a story” has served him well throughout his life. As a teacher at Bishop Kelley, he focused not only on teaching the subject matter to students, but also on discovering what made them “tick” — in essence, what made each and every one of them special.

Frisbee believes this concept also holds true in his work at Saint Francis. “I’ve met patients with stories that you just can’t believe. It is amazing just how many people have interesting stories to tell; all you really have to do is ask,” he says. “I go into a patient’s room

hoping to bring them a ray of sunshine. But, more often than not, they bring the ray of sunshine to me. My work at Saint Francis is so much more than I ever even expected. In the role of chaplain, I have the opportunity to be a calming presence for patients and family members during difficult times, as well as to get to know people and hear their wonderful life stories.”

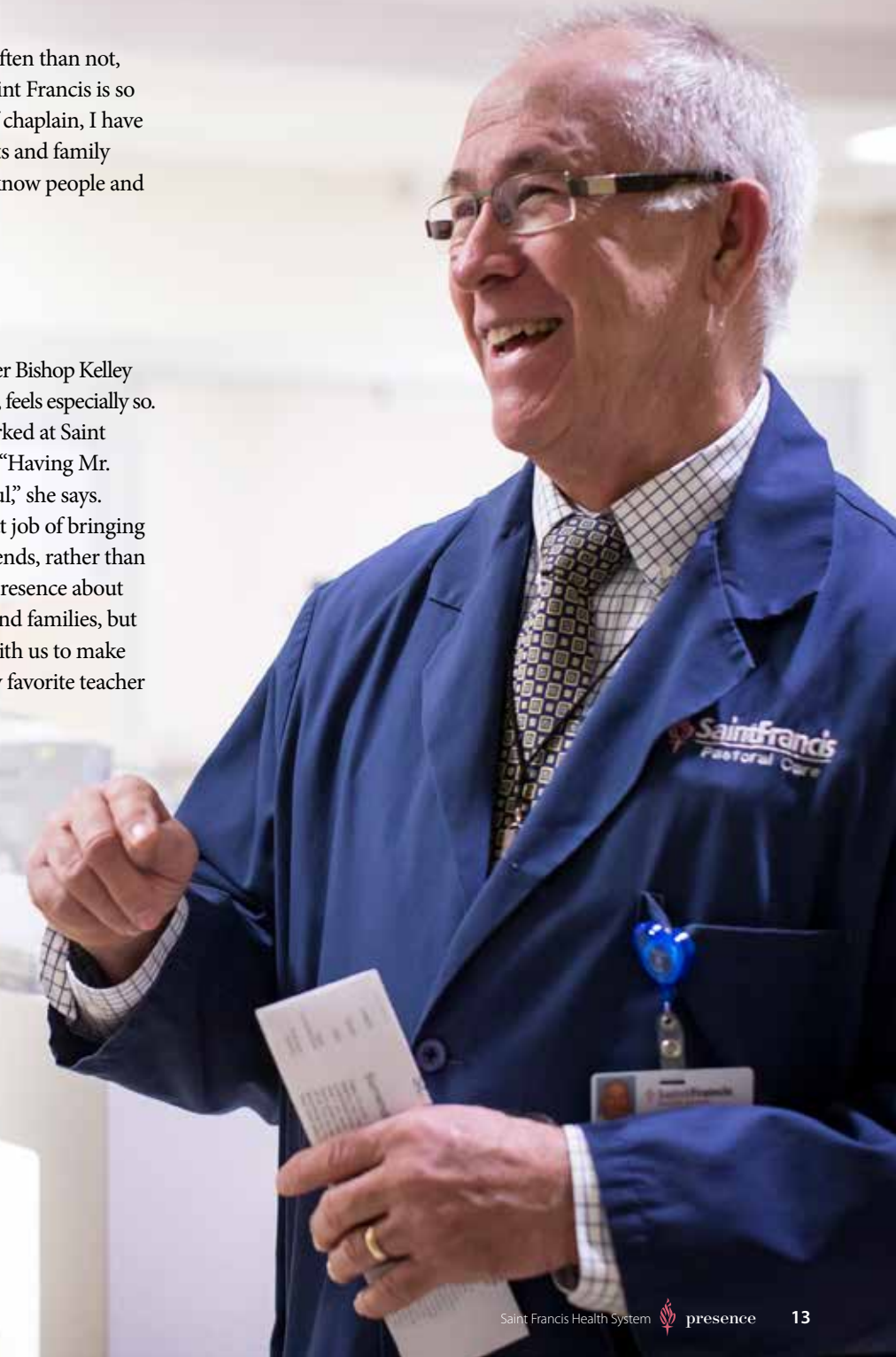
## From Favorite Teacher to Comforting Presence at Work

In terms of being blessed, Betsy Street Brooks, former Bishop Kelley student and Frisbee’s present coworker at Saint Francis, feels especially so.

A 2004 graduate of Bishop Kelley, Brooks has worked at Saint Francis as a cardiac intensive care nurse since 2008. “Having Mr. Frisbee on board at Saint Francis has been wonderful,” she says. “Mr. Frisbee was the best teacher ever. He did a great job of bringing theology into our daily lives and relating to us as friends, rather than just students. He has such a comforting and warm presence about him. He not only provides comfort to our patients and families, but also to the staff members. He’s always checking in with us to make sure we’re all doing ok too. I feel so lucky to have my favorite teacher here as a coworker at Saint Francis.”

## Ever Present Everywhere

Through his work as chaplain, Frisbee has also been delighted to find the calming spirit and presence that is evidenced throughout Saint Francis. “For instance, the emergency room staff asks us to come to their area every morning to lead them in prayer. What an amazing statement! They realize they are not in this alone and seek guidance and prayer before their day begins,” Frisbee says. “This is true throughout Saint Francis. The spirit of the people who work here is one of the great things about Saint Francis. For this, and so many other reasons, I am truly blessed to be here.”





As anyone who has strived to make a wellness change will attest, the pivotal point of the whole experience was the decision to do it.

## HEALTH ZONE AT SAINT FRANCIS:

# FINDING YOUR PERSONAL

# BEST

FOR

**Julia Worth,**

it was losing nearly 125 pounds, and gaining strength, confidence and a healthy lifestyle along the way.

FOR

**Jon Hart,**

it was regaining his speed and momentum post-hip replacement surgery on the AlterG® Anti-Gravity Treadmill® at Health Zone at Saint Francis.

FOR

**Robert Hauger, M.D.,**

it was realizing he is actually stronger and faster than he was six years ago, thanks to the Maximum Performance (MP) Cross Fit workout.



“

I learned to be patient with results and mostly, with myself.

”

## A PLACE OF BALANCE

Julia Worth had battled the roller coaster of her scales since 2000. “I would have some success here and there, but I’d always end up regaining the pounds,” she says. “This was the pattern for years and I would get so discouraged.”

Then after years of pounds coming and going and coming again, something finally clicked. “In August 2012, I decided to enroll in a class at Health Zone. Looking back, I know this was the turning point for me. During the course of the class, we not only worked out with a trainer, but also learned the psychology of our eating habits and why we do what we do. That’s when I committed to making a change and Health Zone’s supportive staff helped me do it,” Worth says.

From that point on, Worth began losing weight and keeping it off. But, it didn’t happen overnight; rather, it took her almost a year to reach an ideal weight. “Through the process, I learned to be patient with results and mostly, with myself. It is a journey and it takes a while, but anything that is worth it does. Now, healthier eating and exercise are a way of life. It feels great to have found a place of balance,” Worth says. “An added bonus was meeting Caroline Quinn, my friend and workout buddy. She was also taking the class and had goals like mine. Since that time, we’ve worked out together every week and kept each other motivated.”

As far as Quinn is concerned, having a workout partner has been the key. “I might have given up if not for Julia. It just really helps to have someone who holds you accountable during the inevitable ups and downs,” she says. “And, once we get to Health Zone, it’s actually a lot of fun and I always leave in a better mood. There’s great interaction at Health Zone; it’s a very welcoming and encouraging place to be.”



### ON THE ROAD AGAIN

Prior to Jon Hart's hip replacement in February 2012, he had enjoyed running. Yet, once he was released to resume his activities following surgery, he noticed running wasn't comfortable anymore and just didn't feel the way it once did.

"I was about to give up on running altogether, when a friend told me about the AlterG® Anti-Gravity Treadmill® available at Health Zone. This was the first I'd ever heard of it, but I was definitely willing to give it a try," he says.

The first time he did, Hart ran 4 mph faster and two times further than he'd been able to do post-surgery on traditional treadmills—plus running felt like it once did. "From the first time I tried out the AlterG, I was fully committed to it," he says. "I've had two goals since I started training on the AlterG: To be able to run again with my dog, and to run a half-marathon this September. And, the way things have been progressing, I believe these goals are well within reach."

Developed by NASA engineers, the AlterG enables people with joint problems, injuries and a host of other issues to exercise stress-free in an anti-gravity environment using 20 to 100% of their normal body weight.

It bears mentioning that in addition to running, yoga has been a key component of Hart's wellness regimen for the past 15 years or so. As a matter of fact, he teaches a yoga class every Monday evening at Health Zone at Saint Francis. "For me, yoga has been absolutely elemental to managing stress. But, whatever it is that helps a person de-stress—whether it is yoga, running, Zumba—Health Zone is a place where you can turn everything off and decompress," he says. "But, on the flip side, it's also a wonderful place to make connections with those around you. Regardless of where you are, you are going to find people at your level who are facing similar challenges."



“ I was about to give up on running altogether... ”



### CROSSING OVER TO FITNESS

Internal medicine physician, Robert Hauger, M.D., has been a Health Zone at Saint Francis member for 15 years, and a CrossFit devotee for the past six. (CrossFit is a core strength and conditioning program.)

"I think Health Zone's CrossFit coach, Jimmy Ellis, is the best around. I've really enjoyed the CrossFit program and the friends I've met while doing it. One of the best things about

CrossFit is its ability to surprise you. I am doing things now I never imagined I'd be able to do six years ago. We are all stronger than we think and the challenges of CrossFit make that evident," Dr. Hauger says. "Granted, CrossFit may not be for everyone, but the great news is Health Zone offers the entire menu. The usual advice I offer to my patients is to get 150 minutes of exercise a week—and variety is great! Mix in strength and balance training with aerobic activity. It's just a matter of finding what you enjoy and keeps you interested."

In extolling additional benefits of exercise, Dr. Hauger mentions its ability to decrease anxiety, increase energy, while instilling overall confidence and well-being. "But, one of the most immediate benefits of exercise is what occurs 'between the ears.' Exercise really helps with mental sharpness and memory," he says. "I encourage everyone who is considering a more active lifestyle, to make that leap. Initially, it's a good idea to take incremental steps. Most of all, be patient with yourself—and just have fun."



Health Zone at Saint Francis personal trainer Doug Tolbert helps Jon Hart get up to speed on the AlterG® Anti-Gravity Treadmill®



Regardless of your definition of “personal best,” Health Zone at Saint Francis is a great place to find it.



## YOGA

From beginning to advanced, Health Zone at Saint Francis offers a wide variety of classes from power to stretch yoga.



## PILATES

Pilates is a mind/body exercise that combines breathing techniques with alignment and core work. Pilates classes at Health Zone at Saint Francis are designed for all levels and ages.



## BARRE

Zone Barre is a Pilates-based class combined with elongating ballet-inspired exercises performed at the barre.



## CROSSFIT

The Maximum Performance (MP) Cross Fit workout, which is provided in Health Zone at Saint Francis’ specially designed area, is a challenging core strength and conditioning program.



## SPIN

Indoor cycling classes, also known as spin classes, are a great way for cyclists and non-cyclists alike to get a vigorous workout.



## ZONE TRANSFORMATION

Small group training sessions (no more than five participants per session) are offered twice a week. The sessions include two one-on-one nutrition consultations with a dietician, as well as access to Health Zone at Saint Francis’ online nutrition tracking program.



# SOMETHING FOR EVERYONE

AT HEALTH ZONE AT SAINT FRANCIS

## OTHER FEATURES OF HEALTH ZONE AT SAINT FRANCIS

### TWO SALT WATER FILTRATED POOLS WITH AQUATIC FEATURES INCLUDING:

- A warm water group exercise pool
- A three-lane lap pool
- Warm water and suspended exercise classes
- Year-round swim lesson programs for children, youth and adults

Pools are available for “free swim” any time there is not a class posted. Group exercise classes are held in shallow water and knowing how to swim is not a requirement to participate.

### SPA:

The spa at Health Zone at Saint Francis offers massage services to members and non-members. The health benefits of massage have been cited as stress-relieving and therapeutic, particularly in conjunction with an exercise program.

Health Zone at Saint Francis is much more than a place to work out. Our staff is committed to providing each member with a total wellness experience, as well as one-on-one assistance with achieving individual goals.

For more information or to schedule a tour at Health Zone at Saint Francis, please call 918-494-1671 or visit [saintfrancis.com/healthzone](http://saintfrancis.com/healthzone).

# OUR PRIVILEGE. OUR PROMISE. OUR COMMUNITY.



## REPORT TO THE COMMUNITY

### A MESSAGE FROM THE PRESIDENT



Saint Francis Health System had a great 2014. As noted in this annual report to the community, the ways the organization has provided benefit to the community this year were numerous. There have been new buildings, new computer systems, new initiatives and new doctors—however, as has always been the case, it is the extension of our mission by the women and men of Saint Francis that is our principal concern and the metric of which I am most proud.

This year a total of \$74,444,870 was returned to our community through charity and uncompensated care, programmatic subsidization, donations to nonprofit agencies and support of the area's educational institutions. As Tulsa's only locally owned and operated health system, when we have funds available it is both our responsibility and our privilege to give back to the community. I do not see Saint Francis as just a healthcare provider in this region; I see it as a bellwether for the city. A strong Saint Francis contributes to a strong Tulsa. With over 8,500 employees and almost a two billion dollar regional economic impact—what happens at and because of Saint Francis affects Tulsa in more ways than just bedside care.

Today's healthcare environment has prompted hospitals and care providers to shift from a volume-based approach (payments based on the number of patients seen) to a value-based paradigm (payments based on the quality and outcome of care provided). This shift has caused us to step back and reevaluate many of the assumptions we have held for years. We have emerged from this exercise in introspection with a clearer picture of what we need to be in terms of quality and value. While both have always been of paramount importance to the system, even greater emphasis is now being attributed to these two concepts by numerous governmental and other third party agencies.

I believe any success we have been fortunate enough to experience is rooted in our willingness to embrace productive change and in our ability to effectively adapt and respond to the evolution occurring within our industry. Most important to our future is an unwavering adherence to our mission and values, ensuring that our strategy and direction will continue to be aligned with our ultimate purpose.

I remain optimistic that if we plan and manage for the hard times and remain nimble as we are faced with challenges, Saint Francis will be well-positioned to care for the healthcare needs of our region for many generations to come.

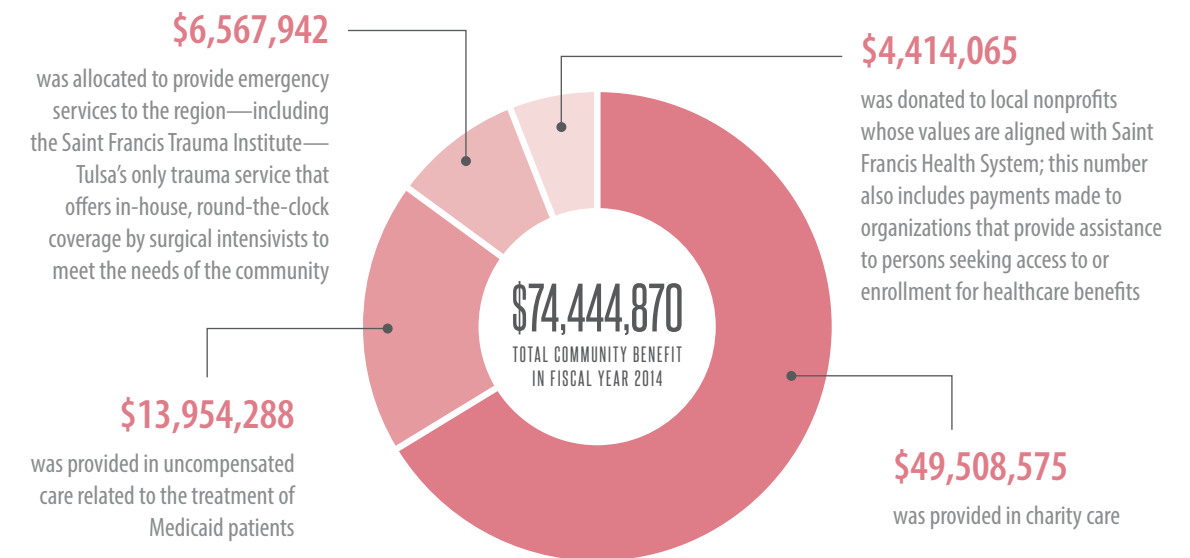
It is with some pride that I share with you a synopsis of our key initiatives and accomplishments this year. And on behalf of the women and men of Saint Francis, I thank you for your continued support and trust in our organization.

My best regards,

**JAKE HENRY JR.**  
President and Chief Executive Officer, Saint Francis Health System

*As Tulsa's only locally owned and operated health system, it is the responsibility and privilege of Saint Francis Health System to give back to the community. Responding to local needs is a testament to Saint Francis' Christ-centered mission and values. The health system's commitment to the community is measured in dollars donated and the number of lives impacted.*

*For the fiscal year that ended June 30, 2014, Saint Francis Health System provided, at its cost, community benefit in the amount of \$74,444,870. These figures are in accordance with the Catholic Hospital Association.*



TO VIEW A COPY OF THE 2014 REPORT TO THE COMMUNITY PLEASE VISIT SAINTFRANCIS.COM.

# The Age of Population Health Management

Far more than the latest buzzword, the term “population health management” embraces a new and highly effective way of delivering healthcare. Population health management is a term that might be unfamiliar to you now, but is a concept you’ll be hearing more and more in the days to come.

In essence, population health management is the proactive application of strategies and interventions to a defined group of patients in an effort to improve their health at the lowest necessary price.

Sounds great on paper, but what does it really mean to you and the healthcare you receive?

In a nutshell, what population health management means to Saint Francis Health System patients and care providers is:

1. The ability to identify each patient within the health system who falls into a high-risk group (such as diabetes\*)
2. The assurance that all patients in a particular high-risk population receive the appropriate procedures and lab tests that can effectively manage their health

Prior to the advent and implementation of the electronic health record, putting population health management into action was an overwhelming, if not impossible, task.

“In the ‘pre-electronic health record days,’ the management of this type of health information was squarely on the shoulders of the primary care physician. Now, with the ability to electronically capture

this information, we are able to focus on and categorize a much larger group of patients,” says Steve P. Sanders, D.O., vice president of medical affairs at Warren Clinic. “By effectively managing the health of high-risk population groups (diabetes, heart and lung disease), we can significantly lower overall healthcare costs by 70 to 80 percent, due in large part to reduced readmissions and hospitalizations. **For patients and caregivers alike, this is a very exciting development in modern healthcare.**”

In this age of population health management and electronic health records, another term that will likely become commonplace is care guidance nurse. “These individuals are registered nurses with specialized training in the care of high-risk patients. Their job is to organize everything patients with specific problems will need — medications, social services, resources at home — and to be readily available to address all questions or concerns,” Dr. Sanders says. “In a sense, the care guidance nurse will be the key to population health management by doing many things primary care physicians simply haven’t had enough time to effectively do on their own.”

\*In addition to diabetics, other high-risk populations include those affected by congestive heart failure (CHF) and chronic obstructive pulmonary disease (COPD).

## One Patient, One Record

Another key element of modern healthcare is **MyChart**. If you are a Saint Francis patient and haven’t already taken advantage of this secure online patient portal, now is the time. MyChart allows individuals to do a number of things from home such as schedule physician appointments and view test results. “We have been pleased with the number of patients who have been using this great tool. But, there are so many more patients who haven’t taken that step,” Dr. Sanders says. “Once they do, they will be surprised how user-friendly it is and the difference it makes in cohesive healthcare.”

For more information about MyChart, please visit [www.saintfrancis.com](http://www.saintfrancis.com).

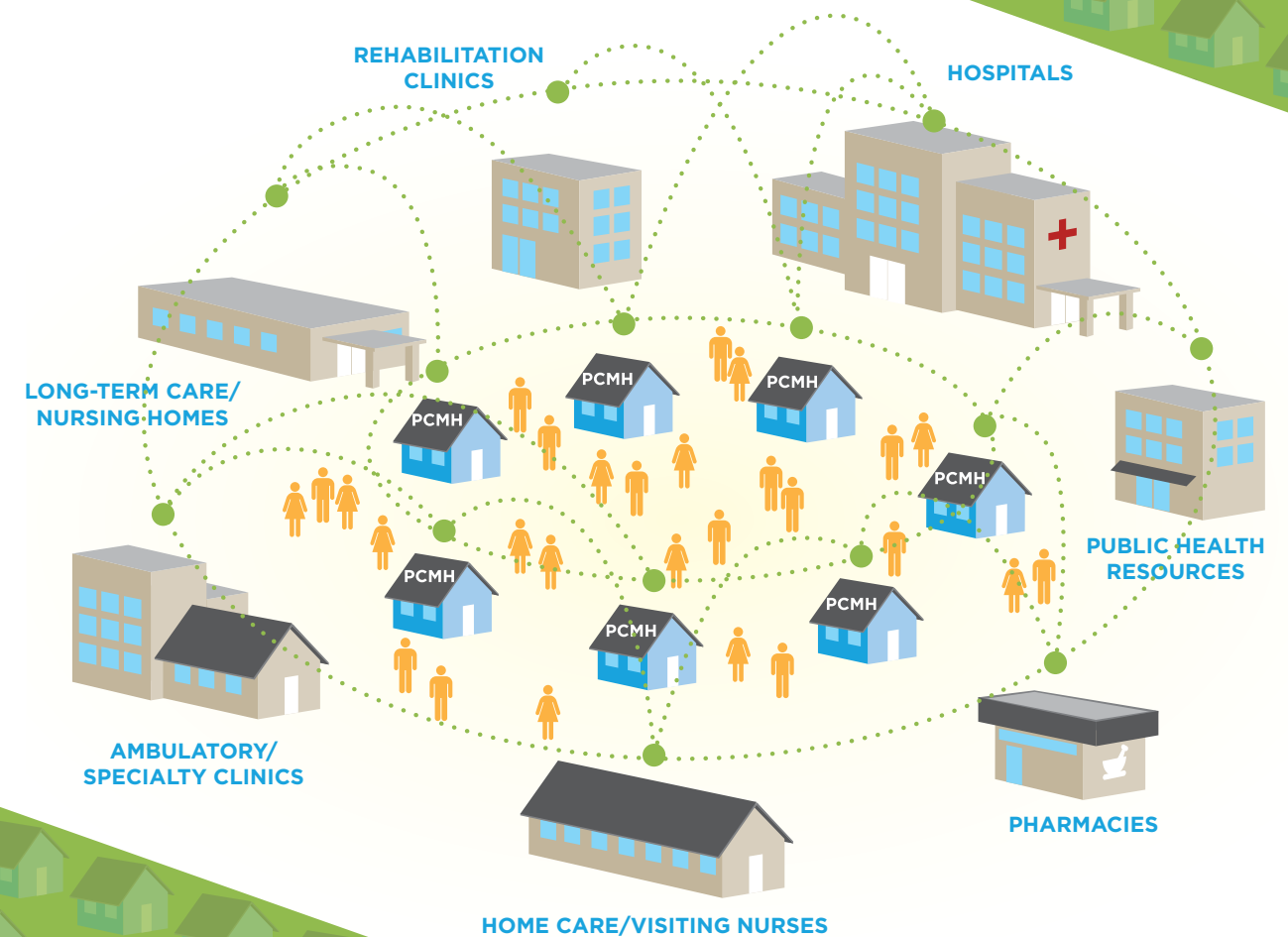
## Population Health Management

Integrated information technology systems share information (dotted lines)

### PCMH

(Patient-Centered Medical Home)

IT-powered medical home emphasizing prevention, illness avoidance



More  
Locations.  
More  
Convenient.  
**Warren Clinic**

As Tulsa's surrounding communities continue to expand and diversify, you can be assured Warren Clinic – a part of Saint Francis Health System – will be close at hand.

### Three New Locations

In keeping with Saint Francis Health System's commitment to ensure that high-quality healthcare is accessible to as many people as possible, Warren Clinic recently opened three new physician office locations in the Tulsa area. In addition to primary care for adults and children, each of the new clinics includes on-site laboratory and imaging services. Two of the new clinic locations provide after-hours urgent care services that are open seven days a week from 12 noon to 8:00 p.m. These new clinic locations include the following:

#### Broken Arrow – Kenosha

Urgent Care, Primary Care, Pediatrics  
1801 East Kenosha Street  
*Off the Broken Arrow Expressway and Kenosha*  
918-615-6941

#### South Memorial

Urgent Care, Primary Care, Pediatrics  
10506 South Memorial Drive  
918-369-3200

#### Tulsa Hills

Primary Care, Pediatrics  
7858 South Olympia Avenue  
*Near Hwy. 75 and 81st Street*  
918-986-9200

### Strategically Placed Clinics

When the location for a new Warren Clinic is determined, much more goes into the process than one might expect. "We look at several factors in our planning process—such as long-term population growth in that particular area, the number of families, homes and neighborhoods nearby, trends in commercial development, as well as other variables," says Eli Smith, vice president of Warren Clinic operations. "It's all part of Saint Francis Health System's strategic objective to expand and

provide the medical services needed to serve our growing community."

The largest of the three new clinics, the South Memorial Warren Clinic, opened on January 26 with 11 physicians and many other staff members on board. "We are so pleased to be in this beautiful, new clinic—and from what our patients say, they are too! It's in a great location that is convenient for folks in a number of neighboring communities," says family practice physician Reneé Frenier, D.O. "I believe the South Memorial clinic delivers the whole package to our patients. It's a brand new facility with new equipment—all provided in a calming and patient-friendly environment. It is a pleasure to work here—we all feel very blessed indeed."

The Tulsa Hills Warren Clinic opened its doors on February 2, with the Broken Arrow/Kenosha clinic following close behind on February 9. While these two new Warren Clinics are somewhat smaller than the South Memorial clinic, it is already clear the need they fulfill in their respective communities is significant.

With 75 Warren Clinic practice locations and over 370 physicians and mid-level providers employed by Warren Clinic, the overall provider base is comprised of 65 percent primary care physicians and 35 percent specialists and subspecialists. A majority of Warren Clinic's office locations are found in Tulsa, with clusters near the campuses of Saint Francis Hospital and Saint Francis Hospital South. Other sites can be found in the following communities:

- Broken Arrow
- Coweta
- Jenks
- McAlester
- Owasso
- Sand Springs
- Stroud (*OB/Gyn clinic*)
- Tahlequah (*Oncology services*)
- Vinita





## Quality Healthcare for All Ages

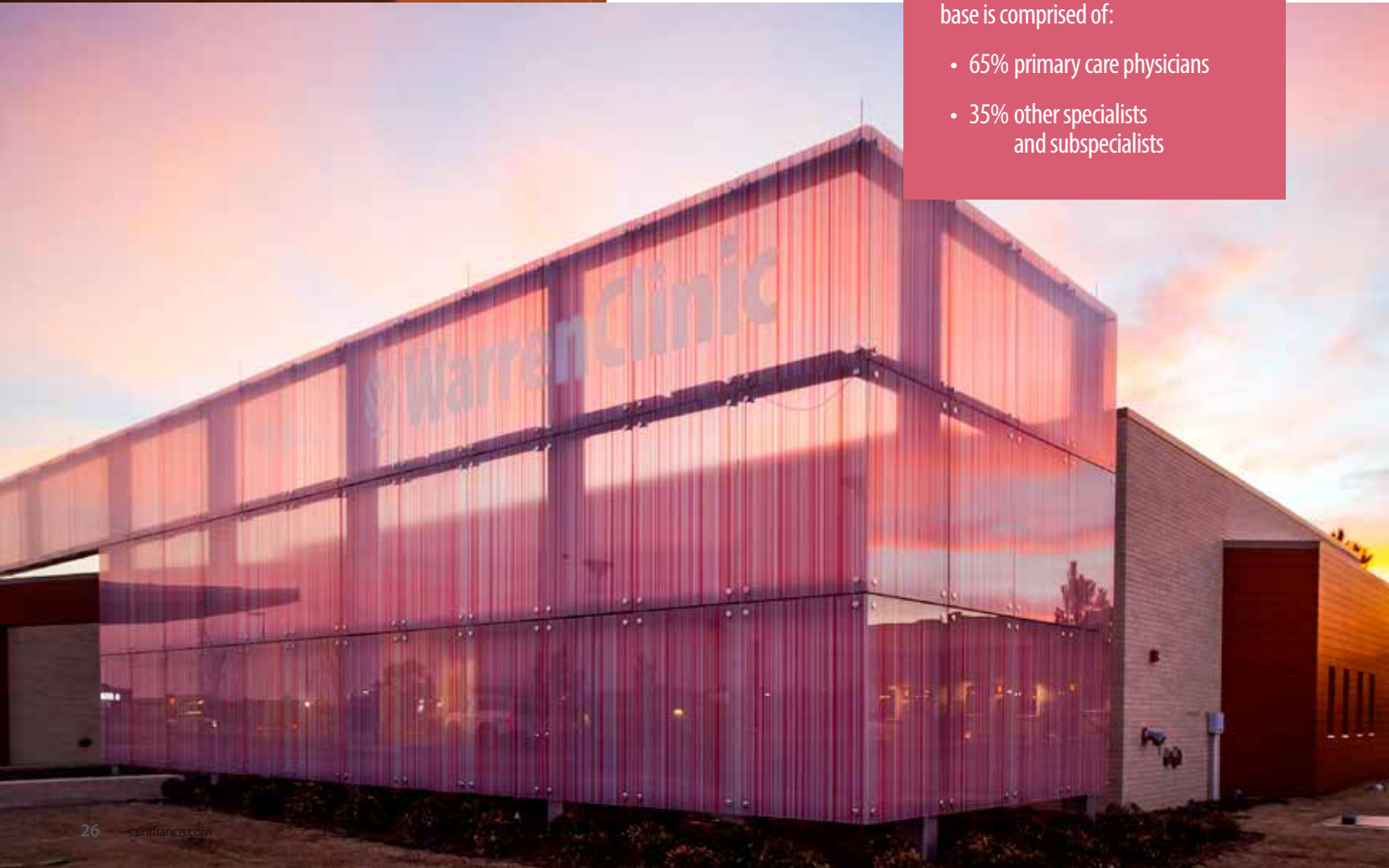
Providing a wide spectrum of primary care medical services for adults—from disease prevention to managing patients with chronic medical conditions—has always been symbiotic to Warren Clinic. And, given Saint Francis Health System’s long-standing focus on children’s healthcare, Warren Clinic’s emphasis on providing pediatric-oriented services has steadily increased over the years, as well. “We have invested significant resources into making sure quality pediatric care is available within this region,” Smith says. “To that end, a substantial number of Warren Clinic’s staff is comprised of physicians and others who specialize in the areas of pediatric orthopedics, pulmonology, general surgery and cardiovascular surgery.”

Whether someone is searching for a primary care physician or specialist for themselves, a child or another family member, Warren Clinic, coupled with the resources within the Saint Francis Health System, can provide a full continuum of healthcare. For more information, please contact **Saint Francis Health Link at (918) 488-6688** or visit [warrenclinic.com](http://warrenclinic.com).

There are over 370 physicians and providers employed by Warren Clinic in 75 locations

The overall Warren Clinic physician base is comprised of:

- 65% primary care physicians
- 35% other specialists and subspecialists



# WHY YOU NEED a PRIMARY CARE PROVIDER and HOW to CHOOSE one

A primary care provider (PCP) is a healthcare practitioner who sees people that have common medical problems. This person is usually a physician, but may also be a physician assistant or nurse practitioner. Your PCP is often involved in your care for a long period of time, so it is important to select someone with whom you will work well.

A PCP is your main healthcare provider in non-emergency situations. However, he or she can also advise during times when you are acutely ill and are in need of urgent care or emergency care.

### YOUR PCP’S ROLE IS TO:

- provide preventive care and teach healthy lifestyle choices;
- identify and treat common medical conditions;
- assess the urgency of your medical problems and direct you to the best place for that care; and
- make referrals to medical specialists when necessary.

Primary care is usually provided in an outpatient setting. However, if you are admitted to the hospital, your PCP may assist in or direct your care, depending on the circumstances.

Having a primary care provider can give you a trusting, ongoing relationship with one medical professional over time. You can choose from several different types of PCPs:

- **FAMILY PRACTITIONERS** — doctors who have completed a family practice residency and are board certified, or board eligible, for this specialty. The scope of their practice includes children and adults of all ages.
- **PEDIATRICIANS** — doctors who have completed a pediatric residency and are board certified, or board eligible, in this specialty. The scope of their practice includes the care of newborns, infants, children and adolescents.
- **INTERNISTS** — doctors who have completed a residency in internal medicine and are board certified, or board eligible, in this specialty. The scope of their practice includes the care of adults of all ages for many different medical problems.
- **OBSTETRICIANS/GYNECOLOGISTS** — doctors who have completed a residency and are board certified, or board eligible, in this specialty. They often serve as a PCP for women, particularly those of childbearing age.

- **MID-LEVEL PRACTITIONERS** — these include practitioners such as Physician Assistants (PA) and Advance Practice Registered Nurses, who receive different training and certification than physicians. Mid-level providers may be your initial contact in some practice settings.

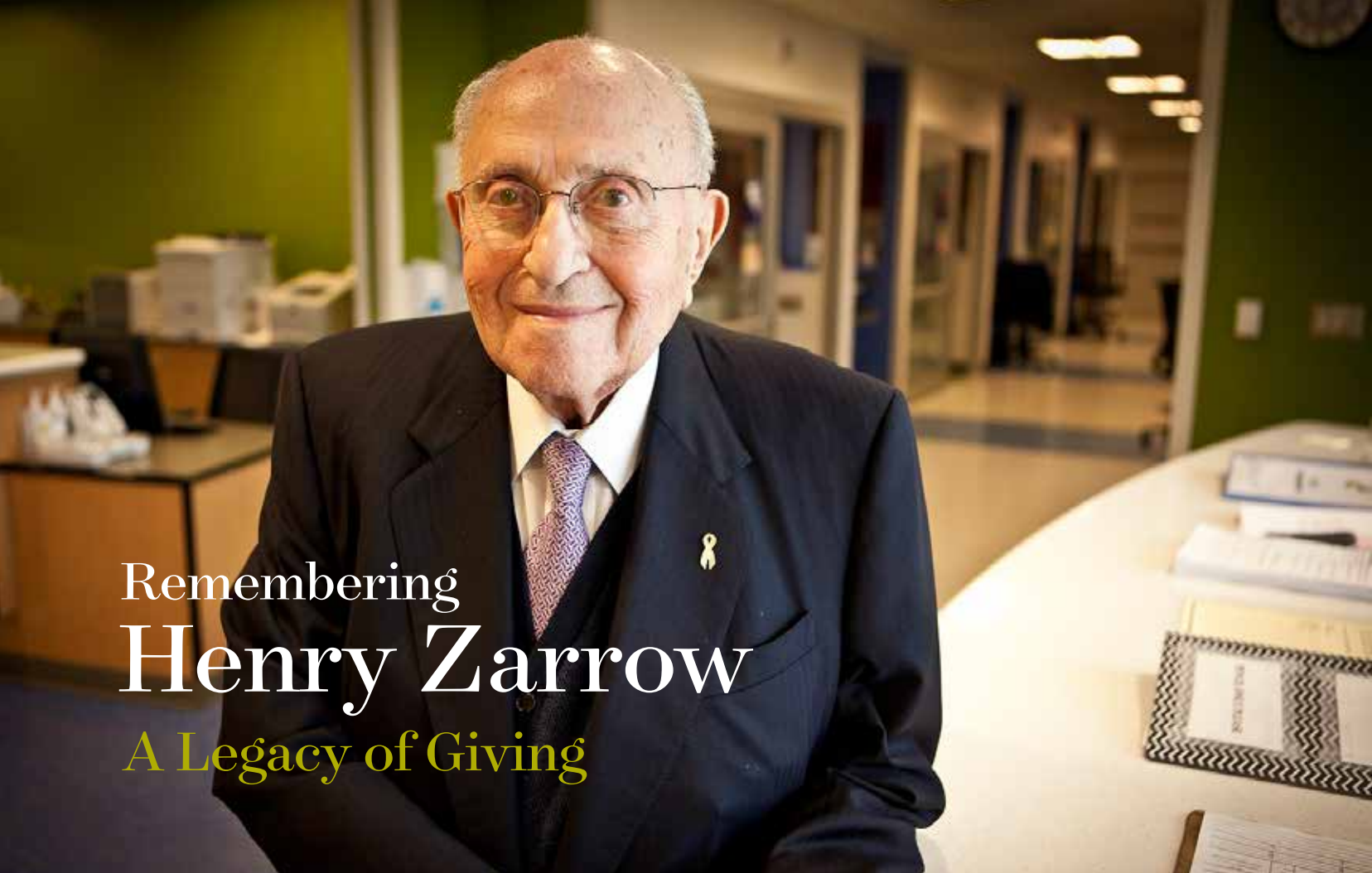
Many insurance plans limit the providers you can choose from, or provide financial incentives for you to select from a specific list of providers. Make sure you know what your insurance covers before starting to narrow down your options.

When choosing a PCP, also consider the following:

- Are the office hours convenient to your schedule?
- Is the office location convenient to your work or home?
- How easy is it to reach the provider? Does the provider use email? Can you access your provider or his/her office via an online portal such as MyChart?
- Do you prefer a provider whose communication style is friendly and warm, or more formal?
- Do you prefer a provider focused on disease treatment, or wellness and prevention?
- Does the provider have a conservative or aggressive approach to treatment?
- Does the provider refer to other specialists frequently or infrequently?
- What do colleagues and patients say about the provider?
- Does the provider invite you to be involved in your care? Does the provider view your patient-doctor relationship as a true partnership?

If you do not currently have a primary care provider you can contact Saint Francis Health Link for information about primary care physicians affiliated with the Saint Francis Health System and Warren Clinic.

  
918-488-6688



# Remembering Henry Zarrow

## A Legacy of Giving

Although iconic philanthropist  
and businessman,

**Henry Zarrow,**

passed away over a year

ago on January 18, 2014,

**his legacy of generosity lives on.**



Through The Anne and Henry Zarrow Foundation, Mr. and Mrs. Zarrow contributed to a variety of causes around the state, with special focus given to projects affecting children and alleviating poverty.

The positive impact Mr. Zarrow made at Saint Francis is evidenced in so many ways — but nowhere as deeply as within the hospital unit that bears his name, the Henry Zarrow Neonatal Intensive Care Unit at The Children’s Hospital at Saint Francis.

“Mr. Zarrow’s vision was invaluable in developing the state-of-the-art neonatal intensive care facility we have today,” says Raymond J. Sanders, M.D., neonatologist. “And, there is no question his contribution will continue to greatly benefit families and children of the Tulsa community for generations to come.”

As the only Level IV NICU in eastern Oklahoma, the Henry Zarrow Neonatal Intensive Care Unit provides specialized care and lifesaving services for babies as young as 24 weeks gestational age. Being a Level IV neonatal center also means specialists at the Henry Zarrow Neonatal Intensive Care Unit are highly qualified to provide sophisticated types of respiratory support, as well as a wide variety of neonatal surgeries for very sick babies.

“A person like Henry Zarrow doesn’t come along all that often,” says Shannon Filosa, R.N., Ph.D., executive director of The Children’s Hospital at Saint Francis. “He cared so deeply about helping others and all of us at the Henry Zarrow Neonatal Intensive Care Unit are forever grateful.”

Among Mr. Zarrow’s many honors and distinguished posts was his service on the Saint Francis Board of Directors for over 45 years.

“I am honored to recognize a man who, in every respect of his life, was the embodiment of community benefit. For over four decades, he was a constant source of counsel, guidance and support to Saint Francis Health System,” says Jake Henry Jr., president and chief executive officer of Saint Francis Health System. “The ways he impacted this organization are many and the lives that have been changed by his spirit and generosity are innumerable.”







6161 South Yale Avenue • Tulsa, Oklahoma 74136

# presence

a publication of Saint Francis Health System

## **MISSION**

*To extend the presence and healing ministry of Christ in all we do*

## **VISION**

*Saint Francis Health System will collaborate with others who share its values to be the regional leader in the delivery of quality Catholic healthcare services*

## **VALUES**

### **EXCELLENCE**

*Promoting high standards of service and performance*

### **DIGNITY**

*Respecting each person as an inherently valuable member of the human community and as a unique expression of life*

### **JUSTICE**

*Advocating for systems and structures that are attuned to the needs of the vulnerable and disadvantaged and that promote a sense of community among all persons*

### **INTEGRITY**

*Encouraging honesty, consistency and predictability in all relationships*

### **STEWARDSHIP**

*Ensuring prudent use of talents and resources in a collaborative manner*