

presence

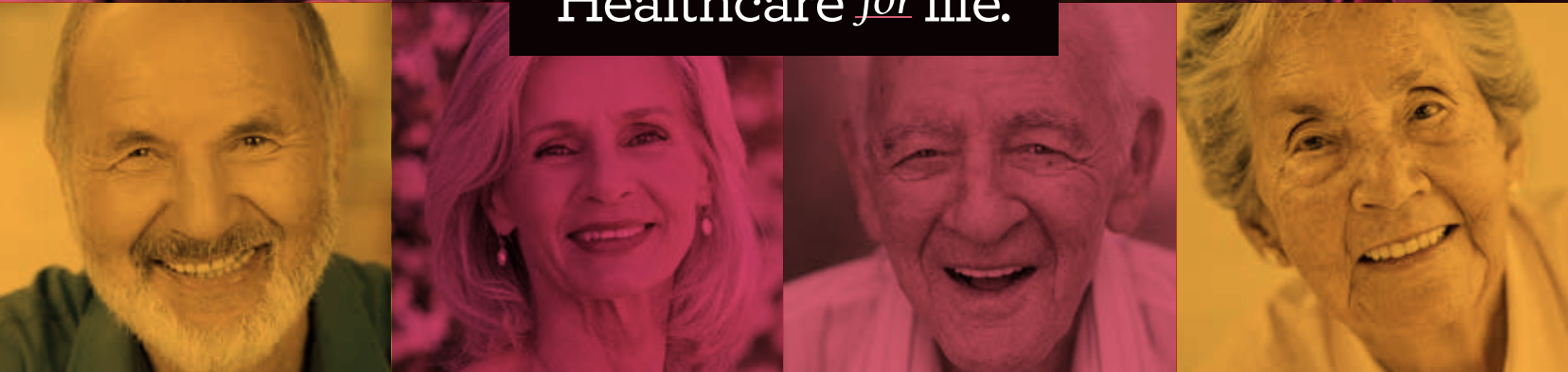


GIVING BACK

SAINT FRANCIS HEALTH SYSTEM 2016 REPORT TO THE COMMUNITY



Healthcare *for* life.





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Calendar

Summer Challenge Day Camp for Kids

Weekly sessions begin June 5
Health Zone at Saint Francis

Summer Challenge Day Camp at the Health Zone at Saint Francis is open to children ages seven to 12. Weekly camp sessions are varied by theme with hours Monday through Friday, 9:00 a.m. to 4:00 p.m.

Each week will feature activities that include swimming, games, indoor and outdoor activities and creative fun. Special themed activities and field trips are also planned in various sessions.

For complete information on dates, weekly themes and camp tuition, please visit saintfrancis.com/healthzone or call 918-494-1671.

Saint Francis Tulsa Tough

June 9 – 11
Downtown Tulsa

Join in as a spectator, volunteer or cyclist! You're invited to this three-day cycling festival in and around downtown Tulsa.

For more information and a complete schedule of events, please visit saintfrancis.com.

Bear Clinic at Saint Francis Tulsa Tough

Saturday, June 10
Guthrie Green, Downtown Tulsa
Noon – 2:00 p.m.

During this event at Saint Francis Tulsa Tough, kids are invited to visit this special Bear Clinic hosted by The Children's Hospital at Saint Francis.

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

I am pleased to bring you this year's "giving back" issue of *Presence*. Each year, I am proud of the various ways in which Saint Francis positively impacts the region we call home. In a Catholic, nonprofit organization such as ours, giving back is not a goal or an aspiration—it is an imperative. It allows the organization to demonstrate good corporate citizenship in a factual way, particularly focusing on our organizational values of justice, integrity and stewardship.

As it relates to community benefit, I am pleased to report that in the past fiscal year Saint Francis Health System contributed \$102,808,446 back into the region.

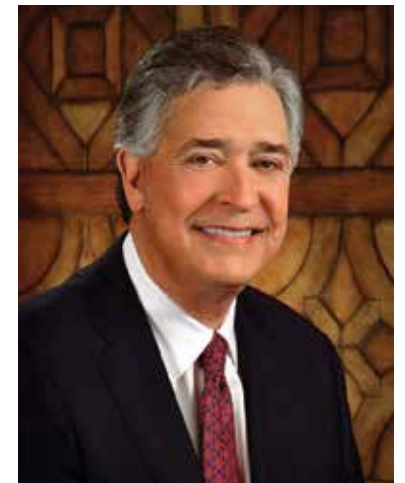
This represents the many ways that this organization impacts the lives of those we are privileged to serve. From the charity care provided to the neediest among us, to the flu shots provided to an under-insured family—Saint Francis Health System proactively seeks out opportunities to improve the health and ultimately the lives of our brothers and sisters in Christ.

The opportunity and the ability to make a meaningful impact on the lives of the people we serve inspires our work and brings meaning to our mission. With a backdrop of uncertainty and change cloaking the healthcare industry, Saint Francis Health System is on a stage with few peers. Our increasingly unique status as a locally owned and operated health system affords us flexibility and freedom that few health systems have. With this position comes great responsibility. We must work to ensure the sustainability of our position which in turn provides stability for the men and women who seek our services.

Saint Francis Health System is grateful for your support over the past year. We look forward to another year of ensuring that our mission of extending the healing ministry of Christ remains a reality in Tulsa and eastern Oklahoma.

Best regards,

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



“All LIFE has inestimable value even the weakest and most vulnerable, the sick, the old, the unborn and the poor, are masterpieces of God’s creation, made in his own image, destined to live forever, and deserving of the utmost reverence and respect.”

– Pope Francis

We make a living by what we get, but we make a

LIFE

by what we

GIVE

—Winston Churchill

\$56,252,052 was provided in charity care.

\$32,051,499 was provided in uncompensated care related to the treatment of Medicaid patients.

\$6,345,338 was allocated to provide emergency services to the region, including the Saint Francis Trauma Institute—the region’s only trauma service that offers in-house, 24/7 coverage by surgical intensivists to meet the needs of the community.

\$6,581,953 was given in support of local nonprofits whose values are aligned with Saint Francis Health System; this number also includes the costs supporting the health system’s efforts to enroll the uninsured in a benefit plan.

This past year, \$1,577,604 was spent to support the Xavier Medical Clinic—the free clinic operated by Saint Francis Health System to serve the needs of women, children and men who are uninsured or underserved.

In fiscal year 2016, Saint Francis Health System provided

\$102,808,446

in community benefit.

Saint Francis Health System reinvests its earnings after expenses back into the community with its mission in mind:

To extend the presence and healing ministry of Christ.

Providing access to quality healthcare for those in greatest need is fundamental to the mission of Saint Francis Health System.

Our way of LIFE.



Planning Guideline 1 PRESERVE THE CATHOLIC HERITAGE

Promulgation and preservation of our Catholic mission is integral to who we are as an organization and also holds a position of priority in the seven strategic guidelines of *Vision 2020*—our strategic vision document. Atop a list of guidons consisting of important works such as a population health management, regionalization and education sits the directive of preserving our Catholic heritage. This guideline is the foundation for all we do and the filter through which all of our other tasks are sifted.

Daily Mass and daily prayer are offered for the intentions of Saint Francis' staff and patients.



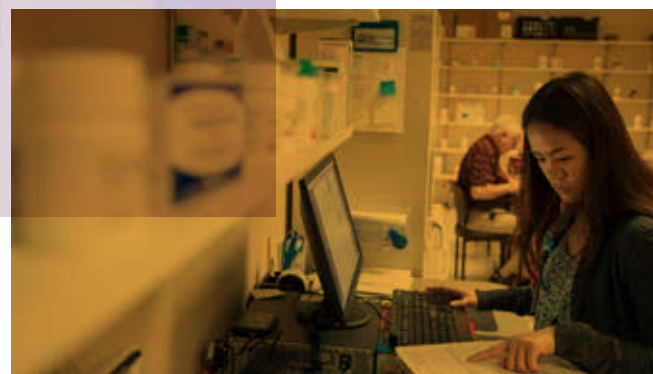
Xavier Medical Clinic

The financial, organizational and prayerful support of Xavier Medical Clinic is something that Saint Francis provides, not as a strategic tactic, but as a spiritual onus. In fiscal year 2016, the health system provided over \$1,500,000 in support of this clinic and its mission-focused work.



Patient Visits to Xavier Clinic
6,641

Births to Xavier Pregnancy Program Moms **356**



Ash Wednesday services are attended by employees throughout the health system.

Another tradition rooted in Saint Francis' Catholic identity is the annual "blessing of the hands" that occurs during nurses week. All employees are invited to attend.



For the LIFE of the Region.

We have and always will seek to do what is right, to go where we are needed and to stay true to our mission. Over the past year, Saint Francis has made great strides in support of Planning Guideline 2—Regionalization. With an increased presence in Vinita, a management agreement with Oklahoma State University Medical Center and the addition of Saint Francis Hospital Muskogee, this mission of Saint Francis Health System has been extended further into our region than ever before.

The driving force behind *Vision 2020* was not solely rooted in the success and sustainability of Saint Francis Health System, but also in the long-term success and health of eastern Oklahoma—the region we are proud to serve.

6,870 transfers from the region
to a Saint Francis Health System facility.

\$87,076,216 spent
with other Oklahoma companies.

Saint Francis Health System was able to
service patients from **76 out of 77**
counties in Oklahoma.



Saint Francis
Hospital Vinita



Warren Clinic Vinita



Saint Francis Hospital Muskogee



Oklahoma State University
Medical Center
managed by Saint Francis Health System



Planning Guideline 2
REGIONALIZATION

For all stages in LIFE.

Warren Clinic is the largest physician network in Oklahoma.



Providing for the health and wellness needs of our community takes more than dots on the map; it takes a cadre of skilled medical professionals throughout the region. Warren Clinic is the largest physician group in the state and has over 80 locations throughout eastern Oklahoma. With this type of coverage and access, Warren Clinic and Saint Francis Health System have the ability to make a meaningful and lasting impact on the health status of Oklahoma.

WARREN CLINIC LOCATIONS

- Bixby
- Broken Arrow
- Coweta
- Eufaula
- Ft. Gibson
- Jenks
- McAlester
- Muskogee
- Owasso
- Okmulgee
- Pryor
- Sand Springs
- Stigler
- Tahlequah
- Tulsa
- Vinita
- Wagoner



Planning Guideline 3 GROW THE WARREN CLINIC

Number of Warren Clinic providers recruited in FY16

38



Number of **new** Warren Clinic patients in FY16

23,263

796,637

Warren Clinic patient visits in FY16



Total number of *patients* cared for by Warren Clinic providers

260,971

“Caring for life from the beginning to the end. What a simple thing, what a beautiful thing. So, go forth and don’t be discouraged. Care for **LIFE.**”

– Pope Francis



Planning Guideline 4

INTEGRATION TOWARD POPULATION HEALTH MANAGEMENT

Population Health Management (PHM) has been a popular phrase over the past few years. Essentially, PHM is the proactive application of strategies and interventions to a defined group of people or patients in an effort to improve their health and, ideally, reduce their healthcare costs.

The neonatal transport team facilitated the transport of **264 babies** from regional hospitals to The Children’s Hospital at Saint Francis.



4,459 participants in the Saint Francis Expectant Family Educational Program.

Population Health Management is not an overnight cure and will not improve Oklahoma’s health status over the course of a fiscal year. However, with consistent and proactive applications of PHM strategies, we can help gradually move the needle in the right direction for the women, men and children in our state.

Over **3,500 people** attended Saint Francis Health System Medical Town Hall events.



Flu shots provided to the public, patients and employees by Saint Francis in 2016
31,450



Number of Warren Clinic locations
82

Bringing quality to LIFE.



Planning Guideline 5

MEASUREABLE HIGH QUALITY ACROSS THE CONTINUUM OF CARE

Saint Francis Health System is committed to continual improvement in patient service, experience and clinical quality throughout all of the system's entities. From outpatient and inpatient care to home health and telemedicine—every point of contact and every interaction matters. To this end, the health system has a robust process of quality review, improvement and measurement to ensure that all patients, regardless of where they interact with the health system, have the best possible experience and outcome.

Saint Francis Hospital was named by Healthgrades as Oklahoma's only

2016 Distinguished Hospital for Clinical Excellence.

This award recognizes hospitals that are in the top 5 percent in the nation with the lowest risk-adjusted mortality and complication rates.



Saint Francis Hospital and Saint Francis Hospital South were recognized as award winners by national healthcare research firm Professional Research Consultants, Inc. (PRC). These competitive national awards recognize organizations who achieve excellence throughout the year by improving patient experiences based on surveys of their patients.



U.S. News and World Report recognized Saint Francis Hospital in its 2016-2017 Best Hospitals ranking as the best hospital in eastern Oklahoma.

Saint Francis' commitment to quality and patient safety is rooted in the organization's value of excellence. Working together to continuously improve quality and safety for its patients is one way the women and men of Saint Francis work to extend the presence of healing ministry of Christ.

Number of quality awards and recognitions in FY16
More than 40

Command them to do good, to be rich in good deeds, and to be generous and willing to share. In this way they will lay up treasure for themselves as a firm foundation for the coming age, so that they may take hold of the life that is truly

LIFE.

- 1 Timothy 6:18-19

Managing costs across the entire continuum of care is not only a sound business practice, it is strongly aligned with the health system's value of **stewardship**. Stewardship is defined by Saint Francis Health System as: Ensuring prudent use of talents and resources in a collaborative manner. The extent to which Saint Francis Health System is able to provide community benefit is directly tied to the system's ability to be prudent stewards of the resources with which we have been blessed. Planting and nurturing the seeds of stewardship and an organization-wide approach to planning for the hard times are crucial for the long-term stability of Saint Francis Health System.



Don't judge each day by the harvest you reap, but by the seeds you plant.

- Robert Louis Stevenson

\$596,445,087
in employee compensation
and benefits in FY16.

10 year total on
capital investments
\$1,256,922,450

Saint Francis by the numbers:

131,182
emergency room visits
5,214
births
52,124
inpatient admissions



A LIFE of service.



Planning Guideline 7

WORKFORCE DEVELOPMENT AND EDUCATION

The development and support of mechanisms to foster growth and sustainability for future generations of healthcare providers in Oklahoma is core to the mission of Saint Francis Health System. The health system provides significant support of local medical school, residency program and nursing and allied health training programs. Over the past ten years, the health system has provided over \$20 million in support of local and regional schools and universities.

In 2016 **\$2.2 million** was contributed to local educational organizations.



Over the past 10 years more than **\$21 million** was provided to support local schools and universities.



379,392 hours of education provided by the Saint Francis Health System department of education.

Saint Francis Health System is also home to many residency programs for local medical schools and training programs.

Residencies and fellowships include: Pediatrics, Obstetrics/Gynecology, Cardiology, Psychiatry and Child Abuse Pediatrics.





Saint Francis Operating Rooms Undergo Extensive Renovation and Expansion

For two full years—beginning in 2013 through 2014—plans were developed for a large-scale update and expansion of Saint Francis Hospital's operating rooms (ORs) and surrounding facilities.

“Providing excellent patient care has always been one of the health system’s fundamental values and the quality of care we provide is constantly measured and tracked,” says Dr. Ben Benner, retired neurosurgeon, who has been closely involved in the project since its outset. “In evaluating our operating rooms and the other related services, we zeroed in on three key areas—manpower, technology and architectural design—and quickly determined that the future needs of Saint Francis’ surgical services would require an extensive renovation and expansion. For instance, it was clear the operating rooms were too small to accommodate new advances in OR equipment and technology—including imaging, robotics and non-invasive cardiovascular procedures.”



Sue Banschbach and Dr. Ben Benner

Overall goals for the OR expansion project have been divided into the following phases:

To say the Saint Francis OR expansion project is a major undertaking would be an understatement.

Long-range plans for the OR rooms (which are located on the first floor of the southeast side of Saint Francis Hospital) include renovating 100,000 square feet while adding on 70,000 square feet. Once the project is completed in fall 2020, Saint Francis Hospital will still have 28 operating rooms; however, they will be larger and altogether will occupy about 50 percent more space.

“What’s currently being built is new construction (the seven new operating rooms)—so, it’s not really affecting us quite yet. When those seven rooms are complete and open, we will close some of the old operating rooms and begin construction on them. And, when those are complete and open, we will close more old rooms and begin working on them—and so on and so on, until we have 28 newly-renovated operating rooms,” says Sue Banschbach, former executive director of surgery who recently retired but will remain on this project until completion. “It will be a bit of a logistical challenge but the team is up to it and we believe the end result will be well worth the wait.”

Phase 0: Relocation of a portion of outpatient admitting rooms and the surgery family waiting room, as well as the relocation and renovation of radiology administrative offices. (Completed March 2017.)

Phase 1: Add seven new ORs; renovate surgery family waiting area, pre-admission testing, portions of outpatient admit/discharge and post-anesthesia care, staff lounges, locker rooms and surgery administrative offices.

Phase 2: Complete renovation on post-anesthesia testing area and next six ORs.

Phase 3: Complete renovation on outpatient admit/discharge area and nine more renovated ORs.

Phases 4 and 5: Complete the renovation of the remaining six ORs, for a total of 28 newly-renovated and spacious ORs.

Rendering of new surgical suite



Barry Steichen, executive vice president and chief operating officer of Saint Francis Health System, echoes the sentiments of Dr. Benner, Sue Banschbach and all those involved in the planning and development of the new Saint Francis Hospital OR expansion project, “We look forward to being able to provide our patients and their families with the most advanced facilities and state-of-the-art operating technology and services available anywhere in Oklahoma.”

Key Advantages

In addition to being more spacious, the renovated operating rooms will also be equipped with stainless steel walls and laminar airflow systems. “New features such as these will help to ensure sterility and high air quality—which go hand in hand with lessening complications and improved outcomes for our patients,” Banschbach says.

Another key advantage of the project will be the opportunity to fine-tune communication among doctors, nurses and other staff members. “During this process, we will also be adding more conference rooms and educational units to accommodate communication and ensure we stay at the forefront of advanced techniques and technology,” Dr. Benner says. “After all the careful planning, it’s been exciting to see this project actually become a reality.”



Once the project is completed in fall 2020, Saint Francis Hospital will still have 28 operating rooms; however, they will be larger and altogether, will occupy about 50 percent more space.



Warren Clinic McAlester: Generations of Care



Original clinic site in McAlester.

The roots of Warren Clinic McAlester trace back to 1935, when four doctors opened a small clinic not far from where the current location stands today.

Much later in 1980—after decades of experiencing steady growth and providing quality healthcare throughout the area—the burgeoning staff of 16 physicians moved to the clinic’s present-day site at 1401 East Van Buren Avenue. It wasn’t until nearly two decades later on January 1, 1998, that the clinic was acquired by Saint Francis Health System and officially became part of Warren Clinic.

The Guiding Principle

“The four original physicians (Drs. J.F. Park, L.S. Willour, J.A. Munn and E.H. Schuller) who opened that clinic in 1935, envisioned a place that would provide the best possible medical care under one roof. They understood the importance of making

sure patients had access to quality care that was both professional and convenient,” says Dr. John Cotton, who retired in 2014 after 43 years of service as a family practice physician at Warren Clinic McAlester. “It’s been so gratifying to see the guiding principle that inspired them has been every bit as important to the doctors who have been at the clinic since.”

Today, Warren Clinic McAlester is a prominent three-story, 60,000-square-foot facility positioned on five acres. With a total of 98 employees, 19 physicians and seven mid-level providers, it is the largest multi-specialty clinic in southeastern Oklahoma.

Warren Clinic McAlester is the largest multi-specialty clinic in southeastern Oklahoma.

Services provided at Warren Clinic McAlester include:

- internal/adult medicine;
- family medicine;
- pediatrics;
- podiatry;
- obstetrics and gynecology;
- ears, nose and throat;
- cardiology;
- general surgery;
- laboratory services;
- x-ray and CT scan;
- ultrasound;
- mammography;
- audiology;
- bone density screenings; and
- a walk-in clinic.



Lasting Relationships

It doesn't take long to understand that despite Warren Clinic McAlester's impressive facility and state-of-the-art medical equipment and technology, its family and community-oriented atmosphere is equally as prevalent.

"On two occasions during my practice, I was seeing five generations of two families. And, it's not at all rare around here to see four—and often three—generations of families," Dr. Cotton says. "We build longstanding relationships with our patients. That's because many of our patients are our friends, co-workers and our neighbors."

According to Stacy R. Hardy, M.D., internal medicine physician, this camaraderie was a reason she joined the clinic in 1989. "I was living in Texas at the time and had visited 13 other facilities," she says. "Before long, I just knew I needed to be a part of Warren Clinic McAlester and that this was where my family and I were supposed to be. You truly feel the kinship and warmth of the people that work at this facility."

Honoring the Past

This cherished history of care is palpable upon entering the Warren Clinic McAlester lobby, which also serves as a Hall of Fame of sorts. A glance up affords all who enter the clinic the opportunity to see photographs of the four founding doctors, alongside those of many other long-term doctors who proudly served at Warren Clinic McAlester.

"I was born and raised here in McAlester," says Michael Echelle, director of Warren Clinic McAlester. "So when I look up at those photographs, I see the doctor who delivered me and also the doctor who cared for me as I grew up. I'm sure there are many others with stories similar to mine when they look up at those photos."

Long-Term Careers

Evidently, long-term careers are commonplace at Warren Clinic McAlester. There's Charlene Rains for instance, who recently celebrated her 52nd anniversary with the clinic. And, then there's (husband and wife) John and Barbara DeLaune:

"We build longstanding relationships with our patients. That's because many of our patients are our friends, co-workers and our neighbors."
—Dr. John Cotton



John retired in 2012 after 47 years of service, and Barbara, who is still employed, recently achieved 50 years of service. What's more, John's brother, Joe, is also a long-term employee who has been serving the clinic for more than 50 years.

also due to its steadfast commitment to the city in which it resides. Whether it's the clinic's close collaboration with other area healthcare facilities, support of the local schools, or leadership roles within the community, Warren Clinic McAlester maximizes its resources for the greater good of the community.

Regional Care

Despite the fact the population of McAlester is around 18,000, Warren Clinic McAlester is the secondary medical clinic for approximately 120,000 people from 10 to 12 contiguous counties. "On any given day, about 50 percent of our patients come from as far as 100 miles. This is because McAlester is the largest city in Pittsburg County, which is essentially the gateway into southeastern Oklahoma," Dr. Cotton says. "The smaller towns have wonderful doctors who do the best they can and we assist them with referrals as needed. So, they look to Warren Clinic McAlester for Saint Francis Health System's signature care."

"There are a lot of other medical entities in McAlester—including the Choctaw Indian Health Clinic, the Public Health Department and McAlester Regional Health Center—and there have been many times we have worked together and coordinated our care for the health and well-being of the people who live here," Dr. Hardy says.

As a born and raised citizen of McAlester and a former director of the Pittsburg County Health Department, Echelle has firsthand insight as to the paramount importance of building relationships. "Everything we do comes down to interfacing and working with other people," he says. "It's one of the many reasons we are all so proud to be a part of Warren Clinic McAlester. It truly is a privilege to be here."

Community Ties

In addition to a history of abiding relationships and quality healthcare, the longevity of Warren Clinic McAlester is



A Network of Caring

Children's Miracle Network Hospitals (CMNH) is dedicated to saving and improving the lives of children by raising funds for 170 children's hospitals across North America. These hospitals in turn use the money where it's needed the most. When a donation is given, it stays in the community where it is raised—ensuring that every dollar is helping local kids.

The Children's Hospital at Saint Francis is proud to be the eastern Oklahoma affiliate hospital for CMNH. As such, 100 percent of funds raised by CMNH sponsors in our area stay local to help sick and injured kids in eastern Oklahoma.

Since CMNH first came into existence in 1983, more than \$5 billion—little by little, dollar by dollar—has been raised to support various projects that include research and training, new medical equipment and uncompensated care for children throughout the country.

For the Love of Kids

On behalf of the countless children who benefit from the generosity and dedication of our growing list of partners, we thank you.

For more information about becoming a CMNH sponsor in the Tulsa area, please call The Children's Hospital Foundation at Saint Francis at 918-502-6761.



National Events



Northeastern State University Dance Marathon committee

Corporate Partners



Ace Hardware



Casey's General Store



Chico's FAS, Inc.



Co-Op Financial Services



Costco Wholesale

First and only Costco Wholesale in Oklahoma. In 2016, the warehouse opened just seven days before Costco's national campaign, and the Tulsa location participated and even raised \$10,000



Credit Unions for Kids



Dairy Queen



Driven Brands



Love's Travel Stops



RE/MAX, LLC



Walmart Stores, Inc.

One of the longest standing corporate partnerships in Children's Miracle Network Hospitals.



Panda Restaurant Group, Inc.

Wonderful story of corporate culture of generosity and philanthropy. Panda Express does not host a traditional campaign or miracle balloon icon sale at their register. They simply ask every customer at every transaction if they would like to round up their change to Children's Miracle Network Hospitals.



New Horizons at Laureate

When three inpatient programs were recently added to the broad spectrum of services offered at Laureate Psychiatric Clinic and Hospital, it marked the beginning of a unique, new level of care, as well as the fulfillment of staff members' longstanding dream.

“When we had the opportunity to add 15 beds to our units last summer (which would give us a total of 45), we knew it was the perfect time to restructure inpatient programs in a more effective way—and, in a way, we had wanted to do for some time,” says Debbie Boykin, R.N., M.H.A., director of nursing at Laureate. “We created three distinct programs—each consisting of 15 beds—provided for patients who are receiving treatment for similar disorders. It hasn’t even been a year since we created these programs, yet it didn’t take long to see how our patients were responding to this highly-specialized level of care. It has been so gratifying to see this—and to see our dream become a reality. These truly are unique programs. Laureate is one of the premium facilities in Oklahoma to offer this type of care.”

Each of the three new inpatient programs now available at Laureate Psychiatric Clinic

and Hospital have their own dedicated space and distinct programming for adult patients. Details regarding the specialized programs include:

Stabilization Care Unit

Designed to provide care for patients:

- in a severe phase of their chronic or persistent mental health illness who may be admitted on a voluntary or involuntary basis;
- exhibiting severe psychosis or mania that is highly intrusive and difficult to redirect;
- who are highly agitated and may become aggressive or confrontational; and/or
- who may have complicated mental health histories with multiple diagnoses and have experienced multiple courses of treatment or hospitalization.

Behavioral Care Unit

Designed to provide care for patients who may be:

- experiencing acute symptoms related to depression, anxiety, substance abuse, post-traumatic stress disorder (PTSD), trauma and other behavioral health issues; and/or
- admitted on a voluntary or involuntary basis and may have varying levels of motivation or commitment to addressing their mental health concerns.

Progressive Care Unit

Designed to provide care for patients who are:

- highly motivated to engage in treatment;
- ready to make life changes;
- generally physically healthy;
- adult patients without an age limit that meet the diagnostic and functional requirements and can participate in the intensive, challenging programming; and/or
- motivated to address issues affecting their personal and professional relationships, their ability to regulate emotions and to review any behaviors they feel might be impeding their ability to obtain and maintain positive mental health.

Addressing Specific Needs

Prior to the advent of Laureate’s new programs, adult-aged patients with varied diagnoses were all treated together in one setting.



Each of the new inpatient programs is designed to provide a safe, secure milieu that addresses the more specific needs of a patient’s psychiatric illness. Each program also uses a unique, evidence-based psychotherapy curriculum to address a specific set of disorders.

“The inpatient psychiatric programs in our region have been historically organized solely by patient ages, and we recognized that this distinction is largely arbitrary since many psychiatric syndromes exist across the lifespan. Each program uses a unique, evidence-based psychotherapy curriculum to address a specific set of disorders,” says Jeffrey Grantham, M.D., psychiatrist and medical director at Laureate. “By offering three distinct inpatient programs for adults—in addition to our program for senior adults—we are able to provide customized psychotherapy programs that are specifically designed for the individual needs of each client, regardless of age.”

It Takes a Team

When faced with the task of developing the new programs, Laureate’s team of professionals got to work.

“Laureate is unique in the degree of multidisciplinary collaboration that occurs on our campus,” Dr. Grantham says. “Laureate synthesizes the medical background of our



psychiatric physicians; the social science background of our many talented psychotherapists; the scientific knowledge of our clinical pharmacists; as well as the caregiving expertise of our nursing staff to provide a truly comprehensive treatment experience designed to achieve a full recovery.”

Skills for Life

Laureate’s new inpatient programs are another step forward on the path to demystifying mental health disorders and uncovering the best practices to effectively treat them.

“In terms of Saint Francis Health System’s mission statement and values, I believe Laureate is doing its part to uphold the inherent dignity of each patient who comes here for treatment,” says Michele Keeling, vice president/administrator Laureate Psychiatric Clinic and Hospital. “Our overall goal is to provide patients with the tools and skills they will need to live healthy, fulfilled lives. The three new programs we now offer are three steps closer to carrying forth this goal and serving the patients to the best of our ability.”



For more information on these new adult inpatient behavioral health programs and outpatient services at Laureate, please call 918-481-4000 or visit laureate.com.



Liz Bruce, PA-C

A Call to Duty

“I’d been given so many opportunities in my life and now was the time to give back...”

Saint Francis Medical Professionals With Dual Roles of Military Service

When family practice physician Dr. Randall Herbel received a recruiting card from the U.S. Navy four years ago, it got his attention. “It really surprised me because I’d never gotten anything like that before. Since my dad had been in the Navy and the Air National Guard, serving was something I’d been interested in doing for nearly 30 years,” he says. “I’d always had a desire to serve because I wanted to do my part to help preserve our freedom and American way of life. I was 42 years old when I received that notice in the mail; obviously, that dream was still very much a part of me.”

For physician’s assistant Liz Bruce, serving in the military had long been a deep-seated desire, as well. So much so that when she graduated from P.A. school in 2011, she broached the subject with her family and friends. “They were surprised and didn’t understand where this was coming from,” she says. “But when I explained how passionate I was about serving the country and that I believed I now had valuable medical skills to offer, they totally got it. Not only that, but I also felt I’d been given so many opportunities in my life and now was the time to give back and take part in the mission.”

Taking the Leap

Once a person makes the decision to serve, the next step is to undergo basic training, which is designed to prepare recruits for all elements of service—physically, mentally and emotionally. The

training also provides service members with the basic tools necessary to perform the roles that will be asked of them for the duration of their tour. The minimum requirement for basic training is two weeks; following that, recruits can be called to serve at any time.

For Bruce, *that* time came in 2014, when she was called to serve overseas in Kuwait at Camp Arifjan, where she would be the medical provider for about 1,000 soldiers. Confident that she was up to this challenge, she was more concerned about leaving family and friends—and the life she knew in Tulsa.

Over There

“When I found out I’d be spending the next year overseas, I was excited to go forward with the mission,” she says. “Yet, at the same time, I was anxious about leaving my husband (we’d only been married a short while), my family and my job at Saint Francis in trauma services.”

Since there were no combat bases in the area where Bruce was stationed, the services she provided pertained mostly to general routine and maintenance care.

In Dr. Herbel’s case, the call to duty came in March 2016, following a two-year stint with the U.S. Army Reserve in Coweta. Dr. Herbel soon learned he would spend the next year providing healthcare for all soldiers stationed at Camp LeJeune in North Carolina.

“Even though my wife and I were on the same page about this commitment, the thought of being away from her and our three children for a year was a daunting one,” he says. “But, looking back, I can definitely say I’m happy I did it. The entire experience gave me an even greater appreciation for our veterans and military personnel who have served our country. I now know firsthand how much they sacrifice not only by serving the country, but by being apart from their loved ones. And, if possible, I now cherish my family even more.”

The Ties that Bind Us

Since Bruce’s husband also served in the military and had been deployed to Iraq on multiple occasions, she understood how it felt to be on the other end. Or, at least she thought she did. “If possible, I think it may be even harder for family members who are left to keep up the pace and go about their routines at home,” she says. “I think everyone who has served would agree that it’s also a huge sacrifice for our families—and we simply couldn’t do it without them.”

In referring to “family,” the two veterans are also quick to include their coworkers and associates at Saint Francis in that tight circle. “When I was called to duty, I’d only been with my primary care group for about six months,” Dr. Herbel says. “Even though they certainly weren’t required to, they saved my office and spot on the staff for me during the year I was away. I couldn’t have asked for a more

supportive group of people to work with. I would definitely say the same about my patients. When I told them I had been called to serve for a year, they were nothing but supportive.”

And, as for Bruce and her coworkers, there was no doubt they had her back, as well. “They were great and, in fact, would send care packages to me from time to time while I was away,” she says. “This lifted my morale and meant so much to know they were thinking of me.”

On the Homefront

Now—with a year of service under their respective belts—the two Saint Francis veterans stand ready and waiting to serve again.

“We know we could be called back at any time; and, when that time comes, we’ll be ready,” Dr. Herbel says. “Once you have served active duty, it changes you for life. I believe it helps shape you into a stronger, more resilient person—one who is a better spouse, parent, coworker and healthcare provider.”



Randall Herbel, M.D.



Libby Stewart, RN and Treatha Rayford, RN

Oncology Nurse Navigators Help Show Patients the Way

When a person receives a cancer diagnosis, the journey ahead can seem overwhelming. But, at Saint Francis Health System, patients facing a diagnosis of lung, breast or other types of cancer have a very special ally to guide them every step of the way... **a nurse navigator.**

Elizabeth “Libby” Stewart, RN, an oncology nurse navigator since 2008, joined the Saint Francis oncology team in 2011 and works primarily with lung cancer patients.

“There are so many doctors a cancer patient needs to see. Then, they have all these tests and appointments, and it’s hard to keep all that straight,” she says. “We provide information to help patients understand their treatments and their options. We also facilitate communication between physicians. We know what each doctor’s plan is so we can help the whole process be smoother.”

Stewart continues: “When I became a nurse navigator, it was a very new role. There were no organizations or anything like that. Since then, the first national organization was formed, and I’m a charter member. (The National Coalition of Oncology Nurse Navigators was established in 2008, and the Academy of Oncology Nurse Navigators in 2009.) The role of oncology nurse navigator has really taken off. Just in the past year, I’ve seen an increase in the number of primary care physicians contacting us about helping their patients, so the nurse navigator position is growing in popularity.”

Saint Francis Health System has one part-time and three full-time oncology nurse navigators. Treatha Rayford, RN, has served as nurse navigator in the Saint Francis Breast Center since 2012. Rayford has been an oncology nurse for more than 30 years and, like Stewart, is passionate and excited about the growth of the nurse navigator specialty and the patient benefits it provides.

“I think the nurse navigator role is as important as the physical care. One of the most

important things we do is provide emotional support for our patients,” Rayford says. “We are, in a sense, cheerleaders for them—their advocate. So much of physical recovery is affected by the patient’s emotional state. As nurse navigators, we can really impact the outcome.

We’re there from the beginning of the journey—from the moment a patient comes in for a mammogram. Sometimes a patient wants me to go with her to her first appointment with the radiation oncologist. We have patients who want us to be very involved with their care and others who just want information. We’re able to do all of that. But, one of the biggest things we provide for them is the education resources to empower them to make informed choices.”

Navigation Requires Clinical Experience

As Rayford illustrates, the role of nurse navigator is different for each patient, which means that the position requires a person with extensive knowledge, specialized skills and good clinical judgment. To guide patients through the healthcare system and help them receive the best possible care, an oncology nurse navigator must be able to recognize and address various situations, including complications that can occur during and after treatment.

In This for Life

“As nurses, we have the necessary knowledge base to look at things clinically, if need be. Often a patient will call me, describe a

symptom, and I’ll be able to guide him or her to the right physician,” Stewart says. “One important thing for people to know about nurse navigators is that we’re in this for life. I have patients from four or five years ago who still call me and ask questions, and I will always be there for them. It’s really valuable for our patients to know that there’s one person they can call if they don’t know the answers, and we can help them.”

One such patient is Donald Roselle, who along with his wife, Anne, simply cannot imagine going through the experience without Libby Stewart.

“First of all, Libby is more in the ‘friend category’ than ‘nurse category,’” he says. “From when I was first diagnosed with Stage 3 esophageal cancer in early 2014, she was always right there. She has a calming effect and was an absolute godsend to my wife during some of the roughest times.”

Happily, Roselle is now cancer-free and doing well. And, he and his wife are also happy to report that Stewart is still a part of their lives—in fact, a friend for life.

Having a single point of contact to guide patients from diagnosis through treatment and recovery is proving to be invaluable in improving patient outcomes. By taking the journey with each patient and providing support in as many ways as the patient needs, the oncology nurse navigator is making a real difference in the fight against cancer.

For more information about the oncology nurse navigator program, contact the Saint Francis Cancer Center at 918-556-3000.

Additional sources for this article: Association of Cancer Executives and the Academy of Oncology Nurse & Patient Navigators.

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presence

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MISSION

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

VISION

Saint Francis Health System will be the leading integrated Catholic healthcare system providing high quality, comprehensive and innovative care across our regional continuum of 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