



# MOVING FORWARD

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Annual Report • 2022

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Deaconess is moving forward—not only with normalizing operations as we learn to live with COVID-19, but also with record awards, volumes and growth.

This was a year of earning new and repeat recognitions, opening new facilities and modernizing current ones, advancing our strategic focus on People, and announcing that we'll soon add five hospitals to our organization.





# CONTINUED COVID RESPONSE

**IN OUR THIRD PANDEMIC YEAR**, operations both normalized, yet had critical challenges to overcome.

Multiple variants created surges of infection, leading to the highest volumes yet of testing and hospitalizations.

But by the end of the fiscal year, as an organization and as a society, we have learned to function with COVID-19 as part of our daily lives.

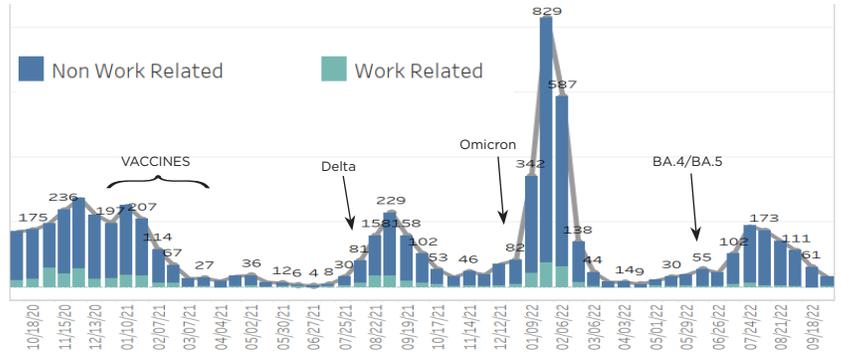
PPE availability has stabilized, treatment protocols are widely known and understood, and

through vaccination and prior infection, the risk of severe infection and hospitalization has reached a low level.

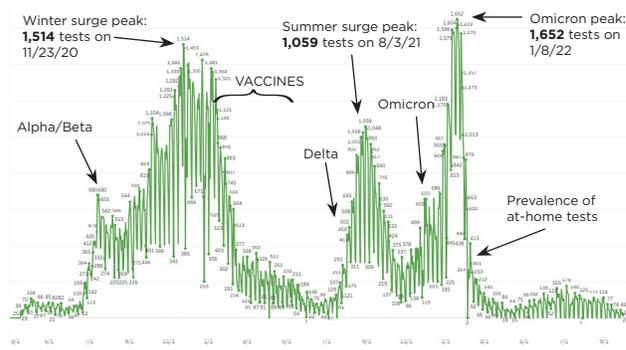
However, more variants are certainly possible, as are seasonal surges, but Deaconess will be ready to respond.



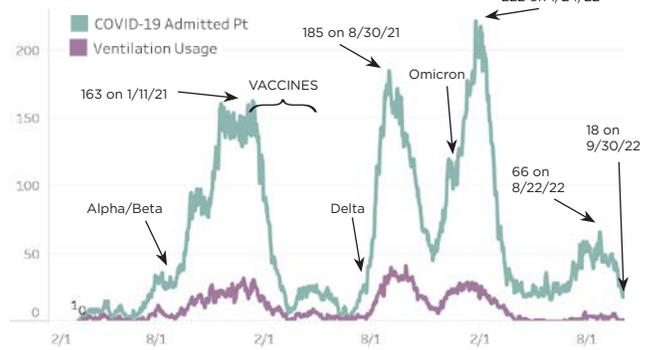
DHS Employees with COVID-Related Absences (10/1/20-9/30/22)



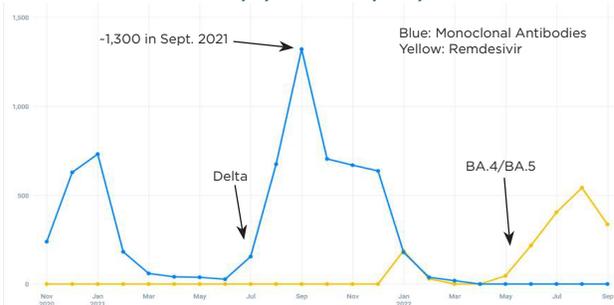
Drive-Thru COVID-19 Tests Performed - March 2020 through September 30, 2022



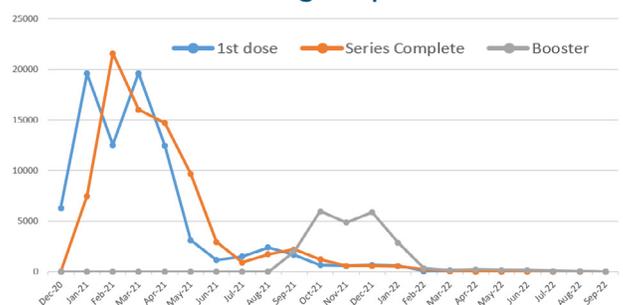
COVID-19 Admitted Patients: March 2020 - September 30, 2022



COVID Monoclonal Antibody and Remdesivir Administrations: 11/1/2020-9/30/2022



COVID-19 Vaccines Given: from first vaccines in December 2020 through September 2022





# HEALTH SYSTEM AWARDS

## 2022 CLINICAL ACHIEVEMENTS

For a third year in a row, Deaconess has been named one of **America's 250 Best Hospitals** by Healthgrades, placing Deaconess in the top 5% of hospitals in the nation for consistently delivering clinical quality.

This spring, Deaconess was also named the top hospital in Indiana in Critical Care, Pulmonary Care and Stroke Care—one of only four hospitals in the entire U.S. to be ranked first in their state in three specialty areas.

### America's 50 Best Hospitals

- *Vascular Surgery*: Two years in a row

### America's 100 Best Hospitals

- *Critical Care*: 2 years in a row
- *GI Care*: 2 years in a row
- *Pulmonary Care*: 2 years in a row
- *Stroke Care*: 3 years in a row



Also received Joint Replacement and Neurosciences Excellence Awards.

## LEAPFROG SAFETY GRADE

Leapfrog's Hospital Safety Grades are assigned to nearly 3,000 general acute-care hospitals across the nation twice annually, using more than 30 national performance measures. As of spring 2022, Deaconess Midtown Hospital has received straight A's from Leapfrog for the past six years in a row, and Deaconess Henderson Hospital has now received two A's in a row.



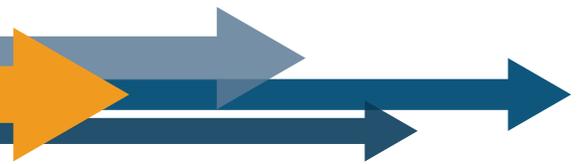
Deaconess Hospital Inc. was designated as a Magnet organization for a third time.

In addition to redesignation, Deaconess received four exemplars, marking these areas of practice as among the best in the world.

More details are on page 16.



The staff and physicians at Deaconess Henderson were congratulated by Mayor Steve Austin in a mayoral proclamation for their repeat "A" rating from Leapfrog. Shown here are Linda White, VP, CAO, Deaconess Henderson Hospital, and Dr. Dennis Beck, (then) Associate CMO, Deaconess Henderson Hospital, surrounded by Henderson leaders and staff.



# HEALTH SYSTEM AWARDS

## FORBES EMPLOYER AWARDS

Deaconess was named to the **Forbes list of America's Best Employers 2022**. This award is presented by Forbes and Statista Inc., the world-leading statistics portal and industry ranking provider. The list includes 500 large employers and 500 mid-sized employers. On the large employer list, Deaconess placed 67th overall and 16th among health care organizations.



Deaconess was also named to the **Forbes list of The Best Employers for Diversity**. This award is presented by Forbes and Statista Inc., the world-leading statistics portal and industry ranking provider.



Statista surveyed 60,000 Americans working for businesses with at least 1,000 employees and pinpointed the companies they identified as most dedicated to diversity, equity and inclusion. Deaconess was ranked 175th on the final list of 500 employers that not only received the most recommendations, but also have the most diverse boards and executive ranks and the most proactive diversity and inclusion initiatives.

## BECKER'S 150 TOP PLACES to WORK

Deaconess was also listed on **Becker's Healthcare 150 Top Places to Work in Healthcare | 2022** list, which highlights hospitals, health systems and health care companies that promote diversity within the workforce, employee engagement, and professional growth.

The organizations included on this list offer benefits and opportunities for employees to build successful careers above and beyond the average health care provider or company; they encourage professional development and promote leadership from within. Many honorees on the list offer substantial wellness and personal benefits to ensure employees strike a positive work/life balance. Becker's also took community impact into account, recognizing organizations with a mission of volunteerism and giving back.

**#2 IN INDIANA 5TH YEAR in a ROW!**



Deaconess has been recognized as the #2 Hospital in Indiana by *U.S. News and World* report for a fifth consecutive year.

Deaconess was also recognized as High Performing in 10 procedures and conditions, including: Heart Failure, Abdominal Aortic Aneurysm Repair, Heart Attack, Diabetes, Colon Cancer Surgery, Hip Fracture, Stroke, Kidney Failure, COPD and Prostate Cancer Surgery.



**HIMSS™**

## HIMSS LEVEL 7 DESIGNATIONS

Healthcare Information and Management Systems Society, HIMSS, has renewed Deaconess' **HIMSS Level 7 Inpatient designation** and elevated our **Physician Practice designation** from Level 6 to Level 7

Level 7, the highest maturity score awarded by HIMSS, reflects Deaconess' enterprise-wide adoption and utilization of our EMR technology to improve patient access, support patient care, empower providers, and secure our data.

This achievement places Deaconess in an elite group of only 281 organizations worldwide with the Level 7 Inpatient designation and only 3,400 organizations with the Level 7 Physician Practice designation.



# INDIVIDUAL RECOGNITIONS

## CELEBRATION of LEADERSHIP AWARDS

Several Deaconess departments, services and individuals were recognized for their dedication and heroism at this year's Celebration of Leadership Awards, presented by Leadership Everyone.

The Deaconess Monoclonal Antibody Program was the recipient of the **Project or Program Award in Health and Social Services.**

Deaconess Intensive Care Units staff received the **Susan Kelley Jordan Courage Award.**

Deaconess Clinic Memorial was the recipient of the **Raising the Bar Award.**

Dr. Gina Huhnke won the **Sara B. Davies Award.**

## WOMAN of DISTINCTION AWARD

Dr. Gina Huhnke, Regional Director of Emergency Medicine, was named the **2022 Woman of Distinction** by the Girl Scouts of Southwest Indiana.

During the COVID-19 pandemic, Dr. Huhnke served as the medical section leader for the Deaconess Pandemic Response Team, while continuing to practice in our emergency departments, teach and mentor medical students at IU School of Medicine-Evansville, and serve as the medical director for several local EMS services.



Gina Huhnke, MD

Dr. Huhnke was also named the 2020 recipient of the IU School of Medicine-Evansville Volunteer Faculty Teaching Award.

Her colleagues at Deaconess and beyond note her professionalism, compassion, expertise and calming presence.

## TWO SPECIAL AWARDS PRESENTED to LINDA WHITE



Linda E. White was named as one of **Indiana's 250 Most Influential Leaders** by the Indianapolis Business Journal. Linda, whose career at Deaconess spans 40 years, has influenced and inspired countless employees and patients with her skills, insight and compassion. In addition, her contributions to our local and regional communities are immeasurable.



Linda was also honored with the **Inspirational Leadership Award** at the Women's Equality Centennial Celebration for her many contributions to the success and well-being of women in Evansville and beyond. The award was presented to her by friend and fellow exceptional leader Dr. Linda Bennett. Linda's leadership and advancement of women has left a permanent legacy at Deaconess and beyond.



# INDIVIDUAL RECOGNITIONS



## 20 UNDER 40: REBEKAH BASHAM

Rebekah Basham, PA, physician assistant, was named to the **Rotary Club of Evansville's 20 Under 40 Class of 2022.**

Rebekah is a primary care provider at Deaconess Clinic Memorial and is known not only for her clinical expertise, but also for her compassion for people and her ability to connect with them in a helpful and non-judgmental manner.

## PROVIDER of the YEAR AWARDS



### Physician of the Year

Matthew Tucker, DO  
*Critical Care/  
Pulmonology*



### Nurse Practitioner of the Year

Sarah Freeman, NP  
*Critical Care/  
Pulmonology*



### Physician Assistant of the Year

Richard Sanchez, PA  
*Critical Care/  
Pulmonology*

## DEACONESS NURSE of the YEAR AWARDS

### Midtown, Gateway and Henderson Nurses of the Year



**Kylie Heckard-Boink, BSN, RN, SCR, CCRN**  
*Excellence in Clinical Practice*



**Meagan McKain, RN**  
*Florence Nightingale (Midtown/Henderson)*



**Margaret Brooks, MSN, RN**  
*Mentorship*



**Alyssa Mills, BSN, RN**  
*Community Service*



**Bayley Burton, BSN, RN, CMSRN**  
*Leadership*



**Andi Dillman, BSN, RN, CMSRN**  
*Advancement of the Profession*



**Devon Hautman, BSN, RN, CMSRN, CCRN**  
*Florence Nightingale (Gateway/Cross Pointe)*



### Gibson and Union County Nurses of the Year

**Union County: RheaAnn Henshaw, RN**  
*Emergency Department*



**Gibson County: Cheryl Brown, RN**  
*Emergency Department*

## RESPIRATORY THERAPIST of the YEAR AWARDS



**Joel Kuykendoll**  
*Midtown*



**Hayden Walker**  
*Gateway*



**Brittany Pippin**  
*Henderson*

## TECH of the YEAR AWARDS



**Jennifer Devine**  
*Gateway, Same Day Surgery*



**Rebecca Pickerill**  
*Midtown, 4800*



# AFFILIATIONS and INVESTMENTS

## LIVINGSTON HOSPITAL and HEALTHCARE SERVICES (LHHS) AFFILIATION

January 11, 2022, during a special media and community event, **LHHS announced their affiliation with Deaconess Health System.** As with other affiliations, the goal is to strengthen local health care and help LHHS bring new physicians, specialists and services to the area. Since the affiliation, the hospital has a new logo indicating our affiliation and is making important facility plans as well.



## FERRELL HOSPITAL CELEBRATES OPENING of ABSHER FAMILY HEALTH CENTER, CARMi FAMILY MEDICINE

**A new primary and specialty care center for Carmi** and the White County area opened November 22, 2021.

The building includes space for five primary care providers, as well as lab and x-ray services. Cardiology, podiatry and ENT physicians will provide specialty care on a rotating schedule.

The building was named in honor of a financial gift by the Henry and Jane Absher Family.



## REINVESTING in FACILITIES

Whether it was adding operating rooms or renovating large areas of three different hospitals, expansions and modernizations were an important effort this year.

### Two New ORs at ONH

Two new ORs—rooms 15 and 16—were added at Gateway. There are two additional open-heart ORs at Gateway, for a total of 18 ORs.

### Midtown ICU Renovations

Two ICUs at Midtown will be renovated and combined (rendering shown at right), expanding the size of each individual room and modernizing staff work areas and nurses' stations. Staff in all areas of the ICU were involved in planning the project. The expansion and renovation plans were announced in May and will be completed by summer 2023.





# AFFILIATIONS and INVESTMENTS

## REINVESTING in FACILITIES (CONT.)

### Deaconess Henderson Hospital

Multiple areas of Deaconess Henderson Hospital have been modernized to better serve patients and employees, and to accommodate new and updated equipment.

- Emergency Department (shown at right)
- Outpatient Surgery office
- Heart Services, Cardiac Rehab



### Deaconess Gibson Hospital

Lobbies, provider offices and many other patient care areas have been remodeled, modernized or completely renovated. These areas include:

- Main lobby (at right)/cafeteria
- Podiatry waiting area
- 2nd floor hallway and lobbies
- 4th floor patient rooms (at right)



## GI SPECIALTY CENTER OPENED at GATEWAY LAST SPRING

The GI Specialty Center, located on the Gateway campus, opened with a ribbon cutting celebration on April 26.

The new three-story facility will allow patients with both acute and chronic digestive disorders to receive care from a team of GI experts in a single location. The GI Center includes a comprehensive endoscopy department, with nine procedure rooms and 48 preparation/recovery spaces.

Deaconess Weight Loss Solutions has also relocated to this new facility.

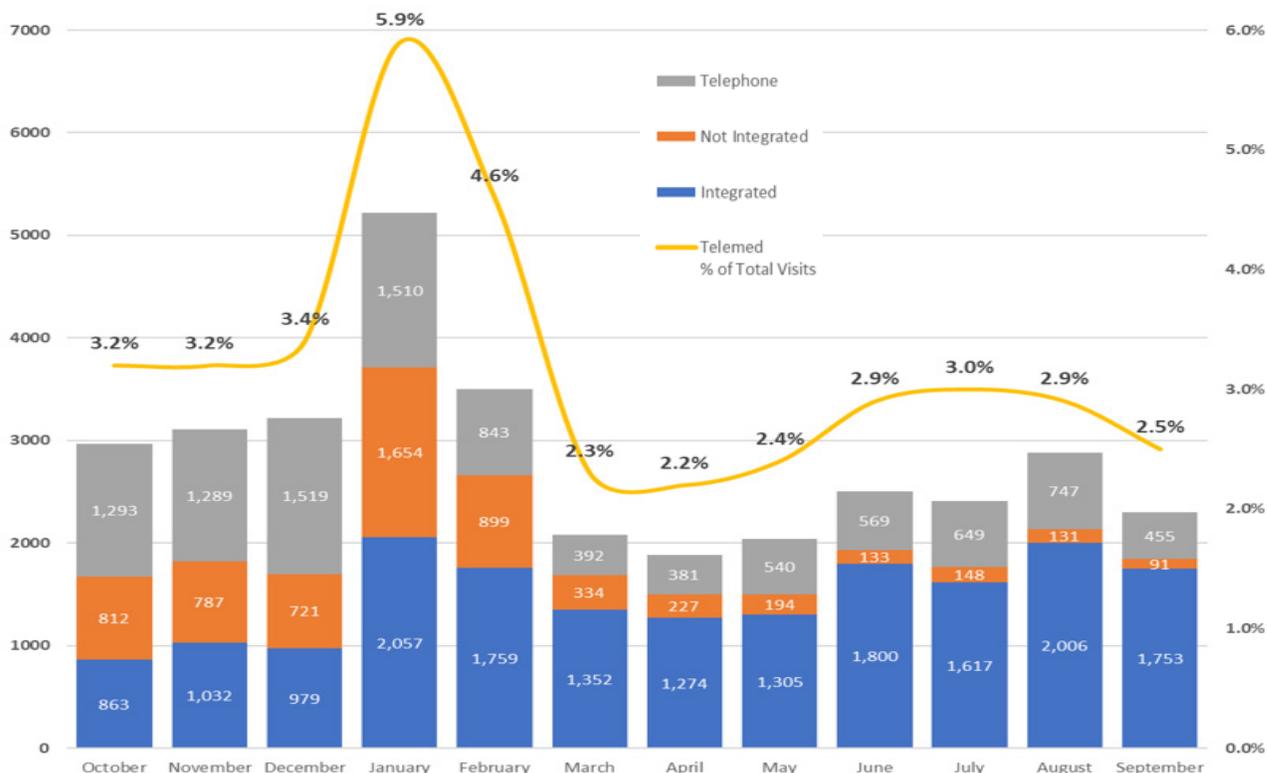
The building also offers our new GI Quick Care, lab and radiology services.







# INNOVATION AND SERVICE



## TELEHEALTH

As our pandemic state has become more normalized, over this fiscal year **about 4% of patients choose a telehealth appointment** in lieu of an in-office visit.

The five areas of specialty with the highest numbers of telehealth visits are family medicine, primary care, urgent care, psychiatry and endocrinology.

Over this fiscal year, the health informatics team integrated telehealth into Epic. On the chart above, the blue bars

represent those appointments that took place within Epic; the gray portion represents visits outside of Epic, using tools such as FaceTime and Google Duo.

Additionally, several new telehealth technologies have been implemented for inpatient and other highly specialized care.

- Riley Hospital providers are now connected with newly-diagnosed pediatric diabetes patients for care consults.

- Talk To A Provider is an on-demand video visit option within MyChart that offers patients another option to receive urgent care
- EKO stethoscope integrations allows cardiology providers to hear and analyze patient heart sounds in real time during remote Deaconess Heart Group clinics
- Video visits for on-call physicians allows those providers to see patients via video, when appropriate to do so



# HEALTH SYSTEM NEWS/EVENTS

## ANNOUNCEMENTS of HOSPITALS JOINING DEACONESS

Late this fiscal year, it was announced that several hospitals will join Deaconess in the coming months.

**The Women’s Hospital will become fully owned by Deaconess January 1, 2023**, and will continue to be managed by physicians and leaders dedicated to our employees, patients and community. By bringing together our shared expertise, Deaconess and The Women’s Hospital will be in the best position to grow to serve even more families in our region.

Deaconess also announced that four hospitals in southern Illinois will join Deaconess Illinois effective November 30, 2022. These strong additions will help us further serve current and future patients from southern Illinois, helping them receive Deaconess care closer to where they live and work. Each hospital offers a variety of specialty care, ancillary services and therapies.

The four hospitals joining Deaconess Illinois include:

- **Crossroads Community Hospital** in Mt. Vernon, IL, a 47-bed acute care hospital
- **Heartland Regional Medical Center** in Marion, IL, a 106-bed acute care hospital
- **Union County Hospital** in Anna, IL, a 25-bed critical access hospital with a 22-bed long-term acute care/ swing-bed facility
- **Red Bud Regional Hospital** in Red Bud, IL, a 25-bed critical access hospital with a 115-bed skilled nursing facility.



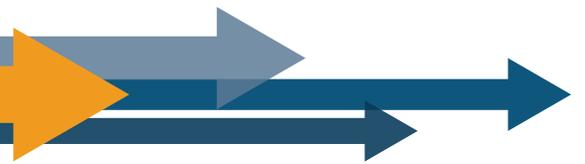
## TORNADO DEVASTATES WESTERN KENTUCKY; NEW BAPTIST HEALTH DEACONESS CLINIC in DAWSON SPRINGS

December 10, 2021, a long-track tornado moved across western Kentucky, producing catastrophic damage in numerous towns. The Madisonville area was also affected, including many employees of Baptist Health Deaconess Madisonville.

A number of employees came in to work—even after losing their own homes—to care for the many injured people who came to the hospital.



The clinic in Dawson Springs was destroyed in the tornado, and through the dedicated work of the Baptist Health Deaconess organization and many community partners, **a new clinic was put up in less than three months**, restoring access to primary care in the community.



# HEALTH SYSTEM NEWS/EVENTS

## SECURITY CHANGES

Two major initiatives took place this year to improve security for patients and employees.

In October, **Deaconess formed a new in-house police force**, the Deaconess Police Department. DPD officers provide security, crime prevention and crime investigation services to Deaconess Midtown and Gateway Hospitals while continuing to collaborate with current members of our security teams.

Chance Farmer, former security manager, was named chief of police for the DPD in July. Chance has an extensive background in security, police and military operations.



*Lt. Mike Jolly, Chief Chance Farmer, Ofc. Mike Mitchell*

Officers Mike Jolly and Mike Mitchell also joined the DPD this summer, bringing experience and leadership that will be critical in helping guide the Deaconess Police Department as it grows into the future.

The other important security change this year took place at Midtown, with the addition of perimeter fencing around the campus that includes badge-access gates. These gates have shifted car and foot traffic patterns, reducing the presence of individuals who are not on campus for a work shift or to receive services.

## DEACONESS ADDS NEW STRATEGIC FOCUS on PEOPLE

This fiscal year, Deaconess added **a new strategic focus on People** to our strategic plan, as we expand our efforts around making Deaconess a great place to work, to provide care, and to receive care.

This work is focused on both attracting new talent to Deaconess, while also demonstrating how much we value those who are already part of the Deaconess team.

This strategic focus includes extensive work around recruitment and retention, including developing and implementing diversity, equity and inclusion initiatives, known as “Where You Belong.”

Our Vision Statement was updated to reflect this important priority: To be the preferred regional health care partner for patients, providers, employees and payers, with *equitable* access to *inclusive*, innovative, efficient, top-quality health care *for all*.



*More than 50 employees registered for our first-ever Evansville Pride Parade team, and many participated with their families on June 4.*



# CARING IN THE COMMUNITY

**A NUMBER OF SPECIAL COMMUNITY BENEFIT GIFTS MADE A DIFFERENCE IN OUR COMMUNITY THIS YEAR.**



## American Red Cross

The American Red Cross Southwest Indiana Chapter consolidated their blood collection facilities this year. **Deaconess gave a \$75,000 donation** to help with this infrastructure change and to help our local Red Cross continue to collect blood and blood products for patients here and around the country.



Albion Fellows Bacon Center **received a \$60,000 gift** as part of their capital campaign to increase the number of beds within their emergency shelter. This is their first major expansion and renovation in more than three decades.



*Linda E. White, Vice President, Chief Administrative Officer, Deaconess Henderson Hospital, visited Henderson Community College to tour the health care education program facilities and share more about Deaconess Henderson Hospital.*

Health education in our community received special funding from Deaconess. Henderson Community College and Ivy Tech Community College **each received \$50,000 gifts** as they work to expand their health care education programs, training future Deaconess employees.

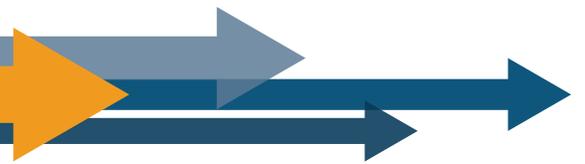
Finally, Deaconess sponsored a special Habitat for Humanity building project. **Deaconess gave a \$50,000 gift** for the Building Homes and Health Program, a collaborative effort that includes the University of Evansville, University of Southern Indiana, and IU School of Medicine-Evansville. Students from these schools will help build three new Habitat homes in the Jacobsville neighborhood over the coming five years.



*In May 2022, Dr. Dennis Beck, Chief Surgical Officer, participated in the dedication ceremony at one of the homes, where he shared his perspective on some of the challenges he has seen patients face, to help students recognize the importance of understanding and empathy for their patients' life circumstances.*



*This year, students from UE, USI and IUSM-E helped build two of three planned Habitat for Humanity homes in the Jacobsville neighborhood. As part of this program, Deaconess physician leaders shared information with students and the community regarding social determinants of health, and how safe, stable housing is an important foundation for a healthy life. At the program launch in October 2021, students from the three schools are shown with Dr. James Porter, President, Hospitals Division.*



# HEALTH SYSTEM NEWS/EVENTS

## MORE DEDICATION TO THE WONDERFUL PEOPLE OF THE TRI-STATE

More than 25 Deaconess employees participated in the **United Way Day of Caring**, providing service—and some hard work and sweat!—to non-profits and schools throughout our community.

Shown are teams from our Informatics and Technology Services Department, who spruced up landscaping at Dexter Elementary, and members of our Finance Team who weeded vegetable beds at Seton Harvest.



The annual **WNIN Kids Fest** is eagerly anticipated by young children, and Deaconess Clinic pediatricians volunteered to staff the booth. Dr. Kusum Pradhan let children listen to their hearts with a double-stethoscope and talked with families about important health topics.

## NEW ADMINISTRATOR for HUMAN RESOURCES and EMPLOYEE ENGAGEMENT



As part of the new strategic focus on people, a new

leadership role was created, and **Melinda Lebofsky is the first Senior Vice President, Chief Human Resources Officer.**

Melinda joined Deaconess in April 2022 and brings more than 25 years of human resources leadership experience. She most recently served as chief human resources officer at Mercy in St. Louis, Missouri.

Human Resources, as well as the Office of Engagement and Development, report to Melinda, and the group's offices relocated to our Eagle Crest facility this year.



# DEACONESS FOUNDATION

## THIS YEAR, DEACONESS FOUNDATION EXPERIENCED CHANGES and BEGAN a NEW FOCUS on PATIENT TRANSPORTATION.

### Welcome Lance Wilkerson



Deaconess Foundation welcomed Lance Wilkerson as its new director in

June. Lance is well known to Deaconess through his previous role as senior marketing coordinator.

A graduate of Ball State University, Lance brings experience in communications, fundraising, strategic planning and serving a portfolio of major gift donors throughout the region and country.

Prior to joining Deaconess, Lance was the sports director at WEHT-TV (ABC) and the senior associate athletics director of development and external operations at the University of Evansville.

Lance is excited to work closely with Deaconess Foundation supporters, the Deaconess Foundation board and employees throughout Deaconess to make a transformational impact on Deaconess patients and ultimately the community.

### Breaking Down Transportation Barriers

Transportation barriers lead to missed appointments, delayed care and interruptions in medication compliance. These consequences may lead to poorer health outcomes.

Deaconess Foundation helped break down transportation barriers through special collaborations. Deaconess Clinic Memorial patients were often challenged in getting to follow-up care, labs or further treatment needed at Deaconess Midtown or Deaconess Gateway. Funding was provided to pilot an Uber Health program at Deaconess Clinic Memorial, serving 42 patients with 188 rides in the first year.

In another special collaboration, more than 60 patients receiving care from Deaconess Cancer Services were provided transportation assistance through a grant awarded from the American Cancer Society.

### New Pediatric Simulation Team Baby—Gabby

The Deaconess Pediatric Simulation Team welcomed new sim baby Gabby to their unit! Gabby, a manikin simulator representing a 12- to 18-month-old pediatric patient, is designed to help health care providers effectively recognize and respond to critical pediatric patients. Deaconess Foundation was able to support this project thanks to a generous gift from the Schnacke Family Pediatric Fund, the Women's Fund of Vanderburgh County, and other generous supporters. Deaconess Pediatric Simulation Team will utilize Gabby in trainings for Deaconess employees and residents, as well as health care facilities throughout the Tri-State.





# DEACONESS FOUNDATION

## Deaconess Henderson Foundation Merger

Upon full integration with Deaconess Health System, Deaconess Henderson Hospital's volunteer-led foundation made the decision to transfer all funds to Deaconess Foundation. These dollars, totaling more than \$1.7 million, will be designated specifically for Deaconess Henderson Hospital initiatives.



## Deaconess Classic for Women's Health

The 28th Annual Deaconess Classic for Women's Health, featuring LPGA member Kristy McPherson, raised more than \$70,000. Proceeds from this unique event will provide financial resources to support community education, prevention, and treatment of diseases that threaten the lives of women.



*Sabrina Ziedler; Andee Sheffer; Kristy McPherson (Pro); Beth Sparks, Chair, Deaconess Classic; Marina Schellenberg*

## Party of the Year

In celebration of Deaconess Foundation's 50th Anniversary, the 2022 Party of the Year was dripping in gold! The Golden Gala was our first in-person Party in two years and hosted more than 600 guests at the Ford Center in downtown Evansville.

Thanks to our generous corporate sponsors and individual donors, this was the biggest Party yet, with gross income of nearly \$280,000.



*Dr. Samer Schuman, Dr. Mia Hindi, Allison and Dr. Brad Scheu, Lance and Kim Wilkerson*



# NURSING and SERVICE LINE UPDATES

## NURSING

### THIS YEAR WAS MARKED BY CHALLENGES AND TRIUMPHS FOR DEACONESS NURSES.

The COVID-19 surges this year were the highest volumes yet of the pandemic, where at times more than 200 patients with COVID-19 were hospitalized at Deaconess in a single day.

Many regional and tertiary hospitals across the country experienced staggering volumes, and as a result, both new and long-practicing nurses left the profession—some temporarily, some permanently. I'm proud to say that at Deaconess, through the support of the board and administrative and nursing leadership, our nursing retention levels were excellent. We were able to offer special incentives, hire travelers and offer other special efforts to make the load more bearable.

A triumph for Deaconess Hospital Inc. was our third Magnet designation this fall. This year's recognition has a particular significance and poignancy, as the designation period covers the past four years—half of which were pandemic years. Because in addition to redesignation, Deaconess received four "exemplars"—the most we've ever received—which means that our practices in these areas are truly among the best in the world. Three of these exemplars included door-to-needle, door-to-balloon, and prevention of pressure injury. The fourth was the most outstanding and difficult to achieve: Transformation of Care. This exemplar was awarded for the incredible, innovative and collaborative care Deaconess provided to our community during the COVID-19 pandemic.



I'm also very proud of the collaborative work shown by Deaconess inpatient unit nurses, as they were leaders in our dramatic reductions in CLABSI rates this fiscal year, helping reach the highest level for On Target quality incentives.

Recruitment and retention of skilled and compassionate nurses is at the top of our priority list, and many programs and initiatives are expanding and launching. I look forward to seeing what we accomplish together in the coming year.



**Jennifer Chiusano**  
*Senior Vice President,  
Chief Nurse Executive*



Behavioral and mental health has remained on our community health priority needs for years, and the pandemic created additional challenges in delivering mental health care while simultaneously worsening many mental health conditions.

Deaconess Cross Pointe made several notable advancements this year, while also collaborating more closely than ever with Deaconess Clinic Behavioral Health as outpatient services become integrated.

- Increased Care Team use of telemedicine to improve wait times for bedside evaluations.
- Expanded the number of EAP providers, reducing wait times for employees.
- Embedded a mental health provider at Deaconess Clinic Memorial, who has also been able to help address social determinants of health particularly around transportation and access to care.
- Added more group therapy options, including for youth and chronic pain.
- Created cognitive behavior therapy groups for insomnia patients
- Expanded dialectical behavior therapy groups
- Added a Henderson location, staffed by a psychiatric mental health nurse practitioner and licensed clinical social worker.
- Placed a full-service kiosk to outpatient offices to improve both the efficiency and privacy of the check-in process for patients.



# SERVICE LINE UPDATES

## THE WOMEN'S HOSPITAL

New leaders, new technology and new awards marked the year for The Women's Hospital.



The Women's Hospital welcomed two new members to the Executive Team: **Dr. C. Brennan Fitzpatrick** as the first chief medical officer, and **Allison Ingler**, the first chief administration officer and chief nursing officer.



They have been valuable additions to the leadership team as The Women's Hospital adds even more exceptional

service and prepares for its change in ownership to Deaconess at the end of 2022.

The NICU implemented new technology, reducing the need for transfers of our tiniest babies, as well as mothers and families. Our NICU now offers 24/7 telemedicine EEG technology that monitors brain and seizure activity.

They also now offer 24/7 telemetry monitoring for obstetric patients. New telemedicine Retcam technology allows nurses to perform eye exams to monitor tiny eye vessel changes in infants.

**Quality of care and services remains our highest priority, and that dedication led to many recognitions this year, including:**

- Women's Choice Award for Mammogram Center, Obstetrics, Women's Services, and Comprehensive Breast Center.
- Indiana INspire Hospital of Distinction
- Best Hospitals: The Leapfrog Group Money
- 5 Stars from Centers for Medicare and Medicaid Services (CMS)

The Women's Hospital also joined AIM Initiative (Alliance for Innovation on Maternal Health) that improves identification and response to obstetric hemorrhages and gestational hypertension.



## DEACONESS CLINIC CREATES NEW MOHS SURGERY SERVICE LINE

Dr. Jane Lim has been providing Mohs procedure care for decades, and this year she was joined by **Dr. David Surprenant**, a fellowship-trained Mohs surgeon.

As the rates of skin cancer are expected to increase in the coming years, Deaconess Clinic is prepared to provide the specific care of Mohs surgery.



Dr. David Surprenant



# SERVICE LINE UPDATES

## DEACONESS CLINIC

Two board-certified plastic surgeons, **Dr. Vedant Borad** and **Dr. Kate Kottwitz**, are providing care for patients from throughout the region who have reconstruction and cosmetic surgery needs.

Dr. Borad specializes in reconstructive surgery, including head and neck reconstruction after trauma and cancer; breast reconstruction; and complex wound closure using microvascular free tissue transfer.

Dr. Kate Kottwitz is currently the region's only female plastic surgeon, specializing in cosmetic and reconstructive surgeries as well as non-surgical aesthetic procedures.



In August 2022, **Dr. Kate Kottwitz** and **Dr. Dylan Greeney**, dermatologists at Deaconess Clinic, collaborated to create a separate entity, Gateway Cosmetics, to provide physician-delivered surgical and non-surgical cosmetic treatments in a safe medical environment.

The combination of an aesthetic-fellowship plastic surgeon and board-certified dermatologist with a special interest in cosmetic dermatology offers patients high-quality, advanced cosmetic procedures.



**Dr. Vedant Borad**



**Dr. Kate Kottwitz**



**Dr. Dylan Greeney**



**Dr. Kate Kottwitz**

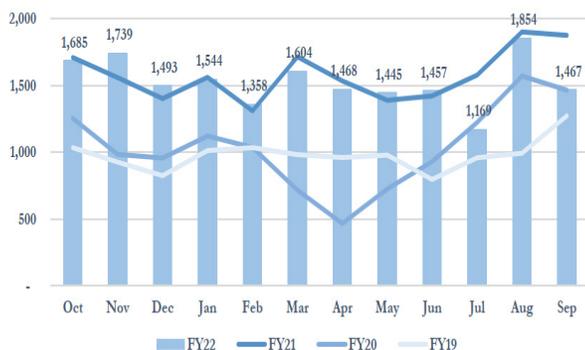
In primary care, there was a **7% growth** from the prior year, as a total of approximately 160,000 unique patients received care from a Deaconess Clinic PCP within the past 18 months.

Specialty care had **57,345 new consults—a 13% increase** from the prior year. Due to both these increased referrals and providing delayed care due to the pandemic, access has become a challenge. Recruitment of specialists, as

well as schedule optimization, continues to be a focus.

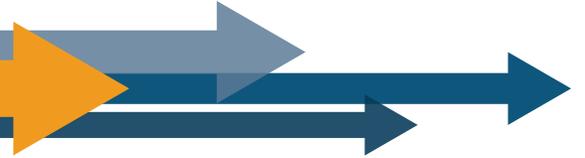
Also this year, Deaconess Clinic reached a new growth milestone, with **more than 400 employed physicians and APPs**.

New Consults - Primary Care



New Consults - Specialty Care





# SERVICE LINE UPDATES

## DEACONESS HEART GROUP

Deaconess Heart Group’s expansion and innovation in the last fiscal year has been significant to the region.

### Deaconess Heart Group Expands Offices

Deaconess Heart Group (DHG) has grown significantly, requiring more space for additional providers and patient care services.

DHG providers at Gateway moved into a much larger office suite, located in MOB 2 (see images of the new space below right).

The new space offers 52 exam rooms and three dedicated device rooms, where thirteen physicians and five advanced practice providers will provide specialized care in cardiology, structural heart and electrophysiology.

The Congestive Heart Failure Clinic is now also located within the cardiology practice space.

DHG has expanded the cardiovascular care offered at Deaconess Henderson Hospital.

Cardiologists **Dr. Nayef Nimri** and **Dr. Naga Turaga** joined DHG this year, and along with nurse practitioner Jacki Wildeman, they practice exclusively at Henderson in a newly-designed office suite inside the hospital. Patients can also stay in Henderson for cardiac rehab, which was added to the newly designed heart care space.

### Heart Group Adds Innovative New VSD Procedure

A new innovative procedure is now available at Deaconess Heart Hospital. Drs. Penumetsa and Fish, with a team from Cath Lab and OR, performed the first adult ventricular septal defect (VSD) closure in May. VSD closure repairs a hole in the heart that can develop as a complication from a heart attack. This hole can now be repaired with mesh, delivered via catheter, without needing to perform open heart surgery. Many patients who develop this complication are older and not eligible for open heart surgery, or they would need to travel to other health care facilities for VSD closure. Now this life-saving care is available here at Deaconess.



*The Deaconess Heart Group ventricular septal defect team*







