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# ST. VINCENT HEALTHCARE IMPROVING THE HEALTH OF OUR COMMUNITY

2010 COMMUNITY BENEFIT REPORT



St. Vincent  
Healthcare

The Healing Power of Innovation

#### MISSION

We will, in the spirit of the Sisters of Charity, reveal God's healing love by improving the health of the individuals and communities we serve, especially those who are poor or vulnerable.

#### VISION

We will be recognized for our vitality, best in class performance and providing easy access to compassionate and trustworthy healthcare.

#### CORE VALUES

These values describe how our actions will be guided as we work toward our vision. Each is of equal importance.

##### Respond to Need

The healthcare we offer is based on community need. We strive to improve the health status of the community, with a special concern for the poor and those who have limited access to healthcare.

##### Stewardship

We are mindful that we hold our resources in trust for the sake of the healing ministry, and that our physical resources come from our patients and communities. We believe that our greatest resources are our employees.

##### Wholeness

In the faith, which undergirds our healthcare ministry, we value the health of the whole person — spiritual, psychosocial, emotional and medical.

##### Respect

We recognize the sacred worth and dignity of each person. "In our presence people feel comfortable and worthwhile."

##### Excellence

The presence of God's healing love is evidenced through excellence in the healthcare we offer.

# ST. VINCENT HEALTHCARE IMPROVING THE QUALITY OF HEALTHCARE

## GOLD PERFORMANCE ACHIEVEMENT AWARD

American College of Cardiology  
Foundation's NCDR® ACTION Registry®

## QUALITY ACHIEVEMENT AWARD 2010

MHA / Mountain-Pacific Quality Health

## BREAST IMAGING CENTER OF EXCELLENCE

American College of Radiology

## NATIONAL ACCREDITATION PROGRAM FOR BREAST CENTERS (NAPBC)

American College of Surgeons

## TOP HOSPITAL IN MONTANA BRONZE RECOGNITION IN HEART ATTACK CARE

2010 American Heart Association  
Mission: Lifeline® Achievement Award

## NATIONAL RADIOLOGY DESIGNATION

64-SLICE & 320-SLICE CT SCANNER  
American College of Radiology

## 2009 ECOSTAR AWARD

MSU Pollution  
Prevention Program

## NATIONAL ACCREDITATION HELP FLIGHT

Commission on Accreditation of  
Medical Transport System



# OVER 110 YEARS OF INNOVATION IN HEALTHCARE

AND WE'RE TAKING IT TO THE NEXT LEVEL.



St. Vincent  
Healthcare

The Healing Power of Innovation

THE ST. VINCENT HEALTHCARE  
ADMINISTRATIVE TEAM



Steven A. Baillock  
CFO/VP Finance



St. Catrina Bones, SCL  
VP Mission Integration



Joan M. Thulbery,  
RN, BSN, RCIS  
CNO/VP Patient Care



Michael Schweitzer,  
MD, MBA,  
Chief Medical Officer



John Middleton, MD,  
FACS, Chief Medical  
Information Officer



David Irion  
CEO/President  
St. Vincent Healthcare  
Foundation



Scott Sears, MD  
Chief Medical Officer,  
St. Vincent Healthcare  
Medical Practices  
Division



# LETTER FROM OUR CEO

Everyday, St. Vincent Healthcare has the honor to care for individuals and families across Montana, Wyoming and the surrounding region. With state-of-the-art technology, leading-edge expertise and a passion for what we do, our physicians, nurses and clinical professionals work to deliver the highest quality of care for everyone who comes through our doors.

It's our Mission to reveal God's healing love by improving the health of the individuals and communities we serve, especially those who are poor or vulnerable. We continue to follow in the steps of the Sisters of Charity of Leavenworth who came to Montana more than 100 years ago.

In these same steps, St. Vincent continues its charitable work through the St. Vincent Foundation. In 2010, the Foundation fully funded the construction of a new medical clinic in Red Lodge, Montana. This rural clinic owned by St. Vincent Healthcare is a key strategic outpost. The foundation purchased a new da Vinci surgical robot, a digital Mammography Coach for outreach to rural and American Indian women and doubled the capacity of our employee day care center, Shirley's Place.

With a full range of philanthropic services, the Foundation is poised to respond to St. Vincent Healthcare's medical mission, utilizing a variety of development systems including major gifts, estate plans, community events and private, corporate and government grants.

We are proud to share our annual community benefit report with you as it demonstrates the core essence of our organization's dedication to the community. Our vision is to be recognized for our vitality, best in class performance and provide ease of access to compassionate and trustworthy care.

In this report you will see how we are providing uncompensated care to those who cannot afford to pay. We provide education to health professions, research, prevention programs and financial support in the communities we serve.

While our impact on the community has been great, there is always more to be done. We do our utmost to work together to make a difference in our community; and in the words of Mother Xavier Ross, foundress of the Sister of Charity of Leavenworth, we can "look forward to the good that is yet to be".

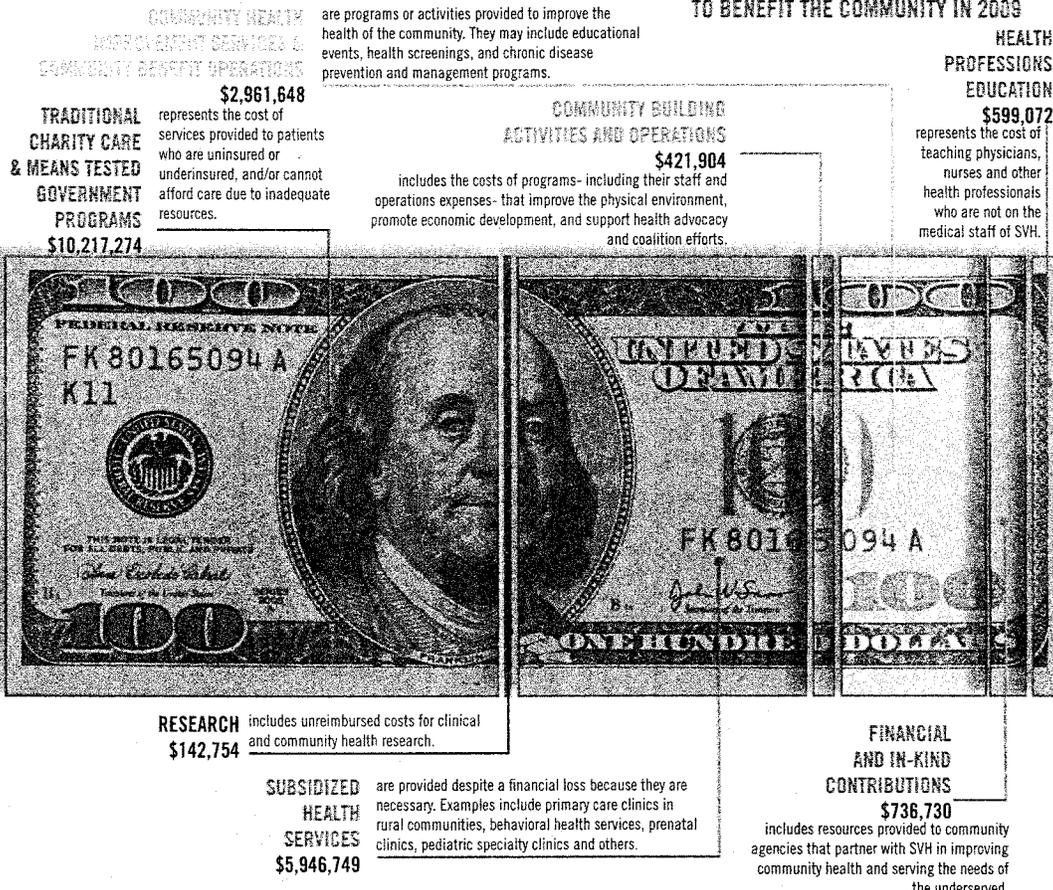
As the new Chief Executive Officer of St. Vincent Healthcare, I look forward to becoming an active member of our community and working with people throughout Billings and the surrounding region to improve the health of our community.

Sincerely,  
*Jason Barker*  
St. Vincent Healthcare  
Chief Executive Officer



# ST. VINCENT HEALTHCARE CONTRIBUTED **\$21,026,131**

TO BENEFIT THE COMMUNITY IN 2009

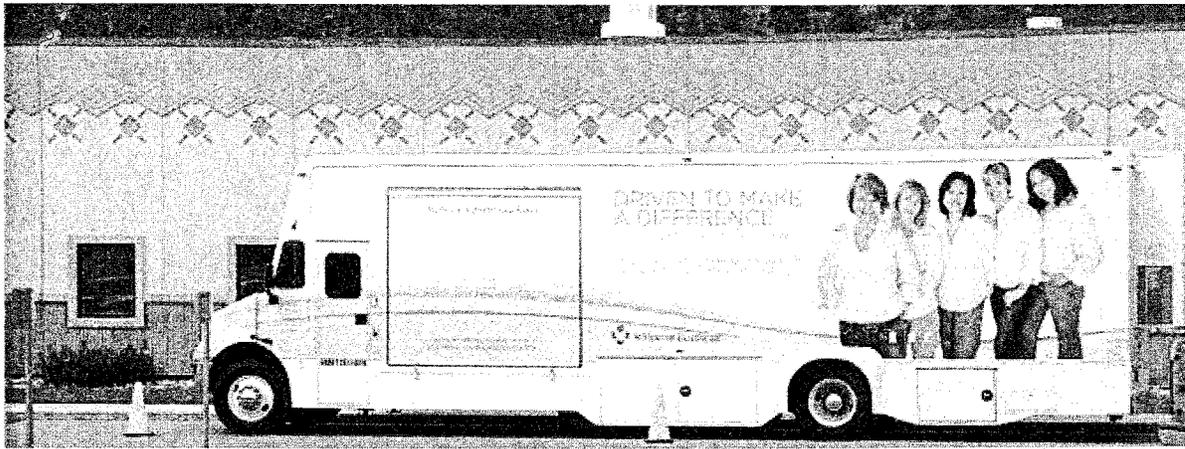


**NOTE:** COMMUNITY BENEFIT CONTRIBUTIONS SHOWN HERE do not reflect the generous contributions provided by physicians who are part of the medical staff of St. Vincent Healthcare, but whom are not SVH employed physicians.

## IT'S HERE IF YOU NEED IT! FINANCIAL ASSISTANCE

St. Vincent Healthcare has been recognized for having financial assistance policy guidelines on par with the most generous in the state. We have a policy in place to help patients who have concerns about being able to pay their medical bills. Based on eligibility, St. Vincent Healthcare will discount part or all of a medical bill and/or help the patient make payment arrangements.





## DIGITAL MOBILE MAMMOGRAPHY SCREENING SERVICES

Sometimes a phone call can save a life, which was exactly the goal of Jadie Twitchell and Sue McKenna when they called St. Vincent Healthcare's Mobile Mammography Coach to see if the Coach could make a stop in Winnett, Montana. Following the death of the town's beloved Miss Gerri, who had breast cancer, Jadie and Sue wanted to ensure they did everything possible to help prevent breast cancer in their community. Jadie sent out more than 150 letters to the women of Petroleum County, inviting them to have a mammogram screening onboard St. Vincent's Mobile Mammography Coach. Within days, the screening schedule was filled.

"In these rural and ranching communities, the need is huge for this kind of care," said Patrick Grimsley, supervisor of St. Vincent's Yellowstone Imaging and Breast Center. "By bringing the service to them, we can focus on early detection and help save lives."

With St. Vincent Healthcare's Mobile Mammography Coach — the first of its kind in the region — women across eastern and south-central Montana as well as northern Wyoming have improved access to breast cancer screenings. The 40-foot Coach is equipped with high-quality digital mammography imaging equipment, two private dressing rooms, examination room and waiting room. Board certified radiologists examine the images produced.

Statistics show rural women are 20 percent less likely to get their annual mammogram. As a result, women forego life-saving preventative care due to access issues. Studies

indicate that rural, older and lower-income women are less likely to get a mammogram, and those who go without mammograms are more likely not to be diagnosed with breast cancer until the disease has advanced.

St. Vincent Healthcare is working closely with Indian Health Services and the Montana Migrant Council to deliver care to patients who may not have access to mammography services. The Mobile Coach has been especially prominent in rural locations including the Crow and Northern Cheyenne medical clinics and migrant worker clinics to provide women in those areas access to the new, high-quality screening and a whole continuum of care—not only offering mammography but a treatment plan if diagnosed and access to ultrasound, biopsies and surgery as well.

The Mobile Mammography Coach is a philanthropic mission of the St. Vincent Healthcare Foundation.

"At the core of our mission is to help people live their best lives," said Karen Costello, Senior Director of Ancillary Services.



Drummers sharing the blessing of the SVH Mammography Coach



## ACHIEVING EXCELLENCE

The St. Vincent Healthcare Yellowstone Breast Center was the first hospital to offer digital mammography in Billings and is the region's only designated "Breast Imaging Center of Excellence." This designation from the American College of Radiology (ACR), signifies centers which meet only the highest radiology standards available.



Fully accredited in mammography, stereotactic breast biopsy, breast ultrasound and ultrasound-guided breast biopsy, the center has achieved high practice standards in image quality, personnel qualifications, facility equipment, quality control procedures and quality assurance programs.

"Technology and touch, it's a combination of both which ensures great care," said Dr. Kathleen Ryan, Medical Director of Mammography at St. Vincent Healthcare. "As a radiologist, I am extremely proud we offer the highest quality breast imaging in the region."

Among many other designations, the National Accreditation Program for Breast Centers (NAPBC), recently awarded full accreditation to the St. Vincent team, another first for the region. This accreditation is only given to centers which provide the highest level of quality breast care and during a rigorous evaluation process, demonstrate high standards for treating women who are diagnosed with breast disease.

"We are extremely proud of achieving the NAPBC accreditation," said Karen Costello, Senior Director of Ancillary Services at St. Vincent.



"A center that achieves NAPBC accreditation demonstrates a commitment to offer its patients every significant advantage in their battle against breast disease."

*"A diagnosis of cancer is something no one is ever prepared to hear, and unless you've gone through it with someone else, a close friend or family member, you really don't know the first questions to ask. Patient Navigators not only have the training to know what questions are most important, but also know where to find the answers."*

— SARAH RACHAC



STEPHANIE STREED

### SVH BREAST HEALTH NAVIGATOR

Stephanie Streed, St. Vincent Healthcare's Breast Health Navigator, is on call for women going through one of the most challenging portions of their lives. A cancer education and support specialist, Stephanie helps women navigate all areas of breast health and breast cancer care.

Known as a "patient navigator," Stephanie, through one-on-one relationships, serves as a personal guide to patients and caregivers as they face the psychosocial, emotional and financial challenges that cancer can bring.



SARAH RACHAC

### AMERICAN CANCER SOCIETY NAVIGATOR

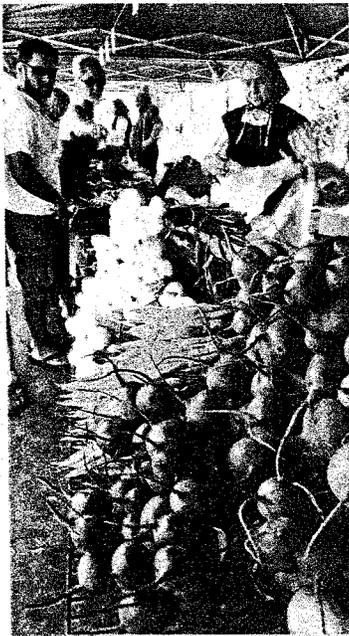
Expanding the navigator program, Stephanie was recently joined by Sarah Rachac, solidifying a partnership with the American Cancer Society and St. Vincent Healthcare to assist women and children in Eastern Montana and Northern Wyoming who have been diagnosed with cancer.

The service is free and confidential.

With the help of trained Patient Navigators, people don't have to go through cancer diagnosis and treatment alone.



# ST. VINCENT HEALTHCARE, BILLINGS CLINIC & RIVERSTONE HEALTH HAVE CREATED AN ALLIANCE



Most people are aware exercise enhances overall health and well-being, while reducing risk factors for chronic diseases. A common challenge is creating opportunities for integrating physical activity in everyday life. It is a challenge the Alliance is taking on.

St. Vincent Healthcare, Billings Clinic and RiverStone Health have created an Alliance which is designed to collaboratively address community-wide health issues. The vision of the Alliance is: "together we improve the health of our community, especially those who are underserved and most vulnerable, in ways that surpass our individual capacity."

The Centers for Disease Control (CDC) defines healthy places as "those designed and built to improve the quality of life for all people who live, work, worship, learn, and play within

their borders – where every person is free to make choices amid a variety of healthy, available, accessible and affordable options."

To achieve the vision of a community that is "Healthy by Design," dozens of community partners helped create the Plan to Improve the Community's Health (PITCH). The PITCH outlines priorities including the establishment of a complete streets policy and healthy eating policies for work places in Yellowstone County. The intent behind the PITCH and all of the Healthy by Design work is to deliberately influence community projects and activities to increase the accessibility of healthy lifestyle choices.

For more information or to get involved, visit our website, [www.svh-mt.org](http://www.svh-mt.org).



**THE VISION OF THE ALLIANCE IS:  
TOGETHER WE IMPROVE THE HEALTH OF OUR COMMUNITY,  
ESPECIALLY THOSE WHO ARE UNDERSERVED AND MOST  
VULNERABLE. IN WAYS THAT SURPASS OUR INDIVIDUAL CAPACITY.**



## COMPLETE STREETS

Roadways are an important part of any community, and it's easy to take them for granted. Road designs which intentionally take health and safety into account are called "complete streets." They are designed to provide safe access for motorists, pedestrians, bicyclists and public transit users of all ages and abilities.

They may look different, but the purpose of each complete street is the same: to provide safety and convenience for everyone using the road.

### THE BENEFITS OF COMPLETE STREETS IMPACT ALL OF US:

- **Improved safety**—Pedestrian crashes are more than twice as likely to occur in places without sidewalks.
- **Improved community health**—Residents who live in walkable neighborhoods log 35-45 more minutes of moderate-intensity physical activity per week and are substantially less likely to be overweight.
- **Environmental benefits**—If bicycling increased from 1 percent to 1.5 percent across the United States, it would save 462 million gallons of gasoline each year.
- **Stronger communities**—A safe walking and bicycling environment is essential in fostering a stronger sense of community.
- **Economic sense**—Complete streets bolster economic growth and stability by providing efficient connection between homes, schools, parks, offices and shopping.

A safe and healthy community doesn't develop by accident. It requires commitment by business owners, government officials, organizational leaders and, most important, local residents to encourage the development of complete streets.

## HEALTHY BY DESIGN

Creating a community that is "Healthy by Design" means making the healthy choice the easy choice. Dozens of businesses and organizations have planned their special events to be "Healthy by Design." This new recognition program, a project of the Alliance, recognizes special events and activities encouraging safety, nutrition, environmental stewardship, physical activity, prevention and overall wellness.

### THE FOLLOWING TIPS HELP GUIDE HOW YOUR ORGANIZATION CAN BE HEALTHY BY DESIGN:

- Serve a balanced diet
- Serve recommended portion sizes
- Provide water, milk, and juice instead of sodas
- Schedule walking breaks
- Lead stretching or aerobics during the event
- Provide educational materials about active lifestyles
- Promote proper handwashing
- Lead yoga or meditation exercises
- Provide educational materials on health screenings
- Designate a safety officer for the event
- Map evacuation routes and exits
- Follow food safety requirements when serving meals and snacks

To apply for Healthy by Design recognition for your special event, visit [www.riverstonehealth.org](http://www.riverstonehealth.org).





## DIABETES PREVENTION PROGRAM

Approximately 54 million Americans are at risk of developing diabetes, and in Yellowstone County 33,000 people are considered pre-diabetic. Dedicated to changing the behavior of those at risk of developing diabetes, St. Vincent Healthcare's Diabetes Prevention Program (DPP) reaches out to those at risk for developing diabetes with nutritional education and exercise classes.

The Montana Cardiovascular Disease and Diabetes Prevention Program began in January 2008, with a goal of preventing type 2 diabetes and cardiovascular disease among high-risk Montanans. The program is modeled from a highly successful clinical trial that demonstrated a 58 percent reduction in the incidence of diabetes among participants who attend a series of lifestyle change programs followed by monthly contact for six months. Participants who lost a modest amount of weight through dietary changes and increased physical activity sharply reduced their chances of developing diabetes. Like the clinical trial, the DPP curriculum focuses on diet, exercise and behavior change while working towards moderate weight loss and 150 minutes per week of physical activity.

The next session will begin in February 2011. For more information call 406-237-8599.

## WALK-N-TALK: SVH & YMCA WORKING TOGETHER TO IMPROVE HEALTH

St. Vincent Healthcare's Walk-n-Talk with the Doc, spearheaded by Cheryl Cook, MD, encourages people of all ages to gather and walk together, wind, rain, snow, or shine, every Tuesday at the YMCA. "It's my passion to partner with others to help make this a healthier community," said Dr. Cook. "We've seen a tremendous impact on not only people's physical health, but also their health education level." During the weekly sessions, which have taken place regardless of weather for nearly five years, participants have the opportunity to talk with a doctor and a fitness trainer about overall health and fitness.

Dr. Cook's message for those looking to become more active: "Thirty minutes a day and you're healthier. Make it fun. Find something you like. It doesn't have to cost any money."

Everyone is welcome to join in the free Walk-n-Talk with the Doc sessions. The group meets on Tuesdays at 5:30 p.m. at the YMCA, 402 North 32nd Street.

