

# Community Benefit Report 2021



# Serving Our Communities in Challenging Times

The COVID-19 pandemic has illustrated the stark reminder that the communities we serve have significant and varied needs. Our mission to build healthier communities throughout Kentucky calls us to serve those in our communities both inside and outside the walls of our hospitals, physician offices, and clinics.

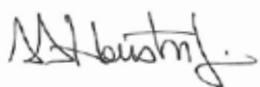
In recognition of the tremendous community support for our caregivers throughout the pandemic, we launched 'A Year of Humankindness,' with the purpose of giving back. We are proud that our employees have found many ways to demonstrate humankindness to each other, our patients and communities through care delivery and education.

This year, we expanded our affiliation with Cleveland Clinic Cancer Center to bring expert second opinions and review of treatment plans to our patients from a top 5 cancer center, as ranked by *US News & World Report*. Now, patients in Bardstown, Corbin, London and Mount Sterling have the same access to this exemplary partnership as patients in our Lexington centers have had since 2019. Cancer is the number one cause of death in Kentucky, and we have launched a new educational campaign focused on the need for regular screenings for five of the most common cancers in the commonwealth.

The pandemic also required us to be creative and innovative in how we care for our communities. Our community health advocates, who were unable to perform their regular roles, found alternative ways to help, whether through staffing the COVID-19 testing center in London or becoming certified assisters for those who need help accessing health insurance in London and Berea.

Virtual care and education grew significantly this year, as our physicians and advanced practice providers as well as our diabetes educators offered telehealth visits to reach patients in a safer manner. Others have participated in virtual education on a wide range of topics, from cancer care to physical therapy. We are also excited for a new opportunity, thanks to a USDA grant and funding from the Saint Joseph Hospital Foundation, to link specialists in Lexington to 11 rural communities throughout the state.

You can read more about how CHI Saint Joseph Health has served our communities in the following pages. It is an honor to live our mission on a daily basis through outreach and these programs.



**Anthony A. Houston, EdD., FACHE**



**Martha Jones, Chair**  
CHI Saint Joseph Health Board of Directors

## CHI Saint Joseph Health Board of Directors 2021

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**Total Cost of  
Community Benefit**

**\$(2,774,775)\***

*\*See back page for details.*

To learn more about these programs, visit our blog at [CHISaintJosephHealth.org](https://CHISaintJosephHealth.org)

# Giving HOPE through Cancer Care

## Expanding Access to Higher Level of Care

CHI Saint Joseph Health in May, 2021, expanded its affiliation with Cleveland Clinic Cancer Center to serve cancer patients in communities around the state. The affiliation was originally launched in Lexington in 2019.

The affiliation means patients served by CHI Saint Joseph Health – Cancer Care in Bardstown, Corbin, London and Mount Sterling will have the same access to second opinions and input into treatment plans from one of the nation’s most respected cancer programs. Patients and oncologists in these communities and surrounding areas have access to highly specialized treatment options and the ability to consult with world-renowned experts and subspecialists at one of the top 5 cancer centers in the country, ranked by *U.S. News and World Report*.

“Care close to home is vital for cancer patients, but it has been especially beneficial during the COVID-19 pandemic,” said Tony Houston, CEO, CHI Saint Joseph Health. “Our oncologists have direct access to Cleveland Clinic Cancer Center specialists. It is a convenient and reliable process that brings these

world-class subspecialists into the treatment plans for those patients who need that level of input.”

The decision for an affiliation follows a rigorous review process of the care and services provided by CHI Saint Joseph Health – Cancer Care in Bardstown, Corbin, London and Mount Sterling, similar to the same process in 2019 for CHI Saint Joseph Health – Cancer Care in Lexington.

Beyond direct patient care, Lexington’s cancer care centers have leveraged this relationship to make programmatic and clinical improvements, like adding a HOPE line call center for new patients and streamlining second opinion requests. The HOPE line – 844.940.4673 (HOPE) – can be used for scheduling cancer screening appointments in an effort to provide easier access to preventive measures.

To learn more about CHI Saint Joseph Health’s affiliation with Cleveland Clinic Cancer Center, visit [CHISaintJosephHealth.org/hope](https://CHISaintJosephHealth.org/hope).

## A Focus on Screenings

Prevention is the best protection. CHI Saint Joseph Health remains keenly focused on ensuring Kentuckians access cancer screenings when they need them. The Yes, Mamm! Yes, Cerv! Program developed by the CHI Saint Joseph Health Foundations ensures uninsured and underinsured women have access to mammograms and cervical cancer screenings, as well as support services. A new campaign launched in early 2021 focuses on education about the need for screenings across the communities we serve.

2021 Kentucky Cancer Statistics*	Estimated New Cases of Cancer	Estimated Deaths from Cancer	Screening Recommendation
All Cancer Types	30,270	10,090	
Breast cancer	3,820	630	Digital Mammography Women, Age 40 and older, Annually
Cervical cancer	200	70	Pap Smear Screening Women, Age 25 and older, Every five years
Colon cancer	2,540	930	Colonoscopy Men and Women, Age 45 and older, Every 10 years
Lung cancer	4,970	2,660	Lung Screening Men and Women, Age 55 – 77, Annually
Prostate cancer	3,710	440	Prostate Screening Men, Age 50, Annually

\*Source: American Cancer Society

# Taking on New Roles During Pandemic

## Community Health Nurses Move from Classroom to COVID Testing

Rita Taylor, RN-Lead, and Tina Jones, RN, with Healthy Communities at Saint Joseph London found a new way to educate patients during the COVID-19 pandemic.

While normally permitted to travel into schools and homes, host classes and work directly with the public, Taylor and Jones had to adapt their outreach when everything closed down. Since summer 2020, they donned scrubs and PPE to fulfill a new need: COVID-19 screening and testing support.

"I did home visits, and once the pandemic hit, there were no more home visits," Jones said. "For the first couple of weeks of the pandemic, we were pretty much shut down. Since then, we have worked to screen people who were visiting the hospital or at the COVID testing site."



**Rita Taylor, RN, and Tina Jones, RN**  
Healthy Communities at Saint Joseph London

five years. "Especially when the pandemic first started, people were terrified. We were trying to break it down for them, give them the percentages of recovery rates and symptoms to help people not be so scared."

Before the pandemic, Jones visited homes of discharged patients to follow up on their needs, such as prescriptions, food insecurity and general wellness. Taylor focused on health and wellness education initiatives. Taylor visited schools to provide programming focused on internet safety and dangers of human trafficking online, as well as smoking cessation classes and health fairs.

"We're happy to still be able to help the community, even if it's not in the same aspect that we did," Taylor said. "Healthy Communities is truly about educating. Even with our current duties, we still get to educate. For many people, to actually get to talk to a human being, someone from their town, someone who works at the hospital, I think that alleviates their fears because we can answer their questions."

**I feel like we've been able to alleviate some fears by being able to talk to people and explain [COVID] to them.**

*Tina Jones, RN, Healthy Communities*

"Early on, we were calling everyone with their results from their COVID test, and at that point, we were testing hundreds a day," Taylor added. "They pulled the nurses who were running the testing site after things got busy again, so this is what Tina and I have been doing ever since."

While the change impacted Jones' and Taylor's work with Healthy Communities, they were able to find new ways to help those who came to the hospital for COVID-19 testing.

"I feel like we've been able to alleviate some fears by being able to talk to people and explain to them," said Jones, who has been with Healthy Communities for

# Find a Solution or Be a Solution

## Certified Assisters Help Patients Find Insurance



**Jessica Hoskins**  
Community Health Coordinator

Filling the gap defines the role of a CHI Saint Joseph Health community health advocate. When the COVID-19 pandemic began, many working adults found themselves without health insurance due to temporary business closures and layoffs. With many unable to navigate new terrain, community health coordinator Jessica Hoskins and many other advocates stepped into a new role as certified assisters to help enroll patients in Medicaid.

“We see a lot of patients who don’t understand the application or have trouble uploading the documents,” Hoskins said. “With us having scanners at the clinics and us getting the training, when we set up an appointment, we let them know how to prepare documents before they meet with us.”

Hoskins and other community health advocates became certified assisters to help patients find affordable health insurance. Since the pandemic began, they have helped dozens of patients.

“We want to be the bridge for the patient and their needs,” Hoskins said. “Some patients won’t come to a clinic because they don’t have insurance and don’t want to be stuck with a bill. We see this need to be just as important as food or utilities because they’re giving up food or utilities to see the doctor. For us to be a stopgap for that, knowing we can help someone sleep better at night without having to worry about seeing the doctor, means everything.”



**Christy Begley**  
Community Health Advocate

Emilee Hood and Christy Begley, community health advocates at Saint Joseph Berea, helped one patient obtain vision insurance to address his recently diagnosed glaucoma, as well as assistance through the CHI Saint Joseph Health Foundations to help cover co-pays. As assisters, they can help decrease patient barriers and increase success.

“Since we were already connected to the patients and understood their limitations, we felt we could take the training and become the resource,” said Begley. “It is all about reaching out to our community and being sensitive to the person’s own culture — culture is different for everyone.”

Begley said many patients didn’t have insurance while others lost their insurance or were unaware of their eligibility.

**We want to be the bridge for the patient and their needs.**



*Jessica Hoskins, Community Health Coordinator*

# Humankindness in Action

## CHI Saint Joseph Health Employees Find Ways to Give Back



Elizabeth Hays

### Help for Habitat

Elizabeth and her family wanted to sponsor a Habitat for Humanity home in Madison County because the organization was her late mother's favorite group. While an individual sponsorship of a Habitat home had never been done before, the local affiliate agreed to let Elizabeth and her family join in sponsoring a home build in Berea. She secured some funding for the project through CHI Saint Joseph Health's community relations efforts. They also received notes and donations from more than 200 individuals. "Everyone wanted to share a small piece in my mom's memory," she said.

**You can do a lot more than you think you can.**



Elizabeth Hays, *Genetic Counselor*  
CHI Saint Joseph Health – Cancer Care, Lexington

### Mission to Help

Denise was near the turn to Flaget Memorial Hospital when she heard the awful crunch of a collision. She quickly ran to the vehicle to help. The driver's legs were pinned under the dashboard, his upper body in the passenger seat. He was gray and unresponsive. She knew they needed to get him out of the car. A physician who had also stopped helped her to hold the body, protecting the neck as he was pulled from the vehicle. The victim had no pulse so she immediately started doing CPR before EMS arrived. The EMTs took the victim directly to a waiting helicopter – his vital signs were good. "That gave me hope," she said.



Denise Findley, RN

**You never know until you have to stop. Everything just kicks in.**

Denise Findley, RN, *Surgery Manager*  
Flaget Memorial Hospital

**It was something so simple. But not a day goes by without a patient saying it gave them hope and comfort.**

Susie Collier, RT, *Department Manager, Radiation Oncology*  
CHI Saint Joseph Health – Cancer Care, Lexington

## Hope and Comfort

Susie knows that cancer treatment can be tough, and treatment rooms intimidating. She and a coworker were brainstorming about how to make the treatment room more cheerful. Because many patients in the treatment space spend a lot of time looking up, Susie thought about what they see when positioned for treatment. So she took down a ceiling tile and painted “Faith, Hope, Love” on it. People took notice. Patients started requesting painted tiles in different locations around the room. “It was something pretty for patients to focus on while lying on the treatment table instead of a white ceiling,” she said.



Susie Collier, RT



Pamela Smallwood, CMA

## Random Acts of Kindness

Pam could not ignore the toll the loss of his wife had taken on one of her patients. She could tell the love the couple had endured was strong, and the loss profound for the widower of 16 years. She talked with a friend about what she could do for the patient. Her friend, a local florist, created a lighted church with a note letting the patient know that he touched her heart. That act of kindness sparked a regular display of random acts of kindness throughout the community. “I loved knowing that we could do a little something to brighten someone’s day,” she said.

**I wanted him to know that I cared.**



Pamela Smallwood, CMA  
CHI Saint Joseph Medical Group – Primary Care  
Mount Sterling

Read more about these and other Acts of Humankindess at  
[CHISaintJosephHealth.org/blogs.blogs.patients-and-providers](https://CHISaintJosephHealth.org/blogs.blogs.patients-and-providers)

# Addressing Needs, Big and Small

The CHI Saint Joseph Health Community Relations Committee finds ways to help the communities we serve, no matter how big or small the need. Committee members work to find ways CHI Saint Joseph Health can improve access to health care services, improve community health outcomes, assist local government and other community efforts to provide services and advance health care literacy. Community outreach is one facet of the healing power of humankindness.

## Helping to Keep Families in Homes

When many people faced eviction during the COVID-19 pandemic, two donations totaling \$30,000 helped Divine Providence, a part of the Catholic Action Center, in Lexington, keep people in their homes.

Ginny Ramsey, vice president of Divine Providence, said unprecedented times called for unprecedented measures to help hundreds of families keep their homes after the eviction moratorium ended in Fayette County last August.

“Our mission is to fill gaps, to welcome people and care for the least of our brothers and sisters,” Ramsey said. “Our effort was to work proactively and Saint Joseph Hospital Foundation’s first donation to that is what started it.”

CHI Saint Joseph Health Community Benefit Fund has given \$56,000 since August 2020. That donation, combined with others from parishes and the community, Divine Providence was able to help 579 households stay in their homes.

Laura Babbage, market director of mission integration at CHI Saint Joseph Health, has worked with Ramsey since the Catholic Action Center opened in 2000.

“When Ginny called with examples of families who were going to be put out on the street, I called our Foundation,” Babbage said. “Their immediate reaction was, ‘We can’t let that happen.’”

When at-risk guests at the Catholic Action Center were facing not only flu season, but also COVID-19 last year, Saint Joseph Hospital provided nearly 200 doses of influenza vaccine for the at-risk population.



## Expanding the Reach of Emergency Care

Because of the increased number of patients needing a BiPap machine during transport to and from Saint Joseph Mount Sterling’s emergency room, the community relations committee donated \$10,000 to Montgomery County Fire/EMS to help them make the purchase. Currently using a CPAP, EMS supervisor Zach Adams said the BiPap will make transporting patients easier on the department, the hospital and patients using the machines.

“A purchase of this size is hard for smaller departments with a tight budget,” Adams said. “It is incredibly generous of the foundation to donate money for us to purchase this equipment.”

Brandy Jeffries, director of emergency services at Saint Joseph Mount Sterling, recognized a significant obstacle for care in the community – the ability to transport patients who required a BiPap. That machine was one thing missing from local agencies’ toolbox “required to stabilize and support patient care” especially during the COVID-19 pandemic.

“We work very hard to provide support to our community and partners. Our combined partnerships with our emergency services is of the utmost importance of a multidisciplinary approach and support to patient care,” Jeffries said. “We provide health care as a combined community of professionals, not just as individual organizations.”



# A Year of Humankindness in Photos

Our leaders and employees worked hard throughout “A Year of Humankindness.” CHI Saint Joseph Health sponsored a pet adoption event in conjunction with the Lexington Humane Society. All facilities worked to spread humankindness in their communities with special events, including filling Easter baskets for children in London and sharing kindness through chalk art across the communities we serve.

## Community Pet Adoption Event



## Easter Baskets



## Flaget Memorial Hospital Snack Cart



## Humankindness in Chalk Art



# Telehealth Grant Provides Health Care Access to Rural Kentuckians



**Deborah Burton**

Rural Kentuckians often have below average health outcomes related to chronic conditions when compared to the statewide average. Part of the problem – as revealed by the high rates of infection and deaths related to COVID-19 – is lack of access to medical care. Many rural counties have seen higher infection and death rates related to COVID-19 due to several factors, including a much higher percentage of underlying conditions, difficulty accessing medical care and lack of medical insurance.

A new program through Saint Joseph Hospital, Telehealth Solutions for Rural Kentucky, expands access to specialty care to nearly half a million Kentucky residents in 11 rural counties. It's funded through a grant from the U.S. Department of Agriculture Rural Development in Kentucky for \$869,644 with an additional \$152,690 in matching funds from Saint Joseph Hospital Foundation.

The initiative started on the home health side through VNA Health at Home. Rodney Plunkett, vice president of Population Health Management for CommonSpirit Health at Home, said patients in rural areas that qualify receive a Wi-Fi-enabled tablet and bluetooth peripherals, including a blood pressure cuff, pulse oximeter and weight scale, to monitor their biometrics.

A telehealth nurse monitors the patients for their first 60 days of care. The remote patient monitoring device is returned after the patient is finished with home health.

"After 60 days, the patient usually has learned how to manage their chronic disease with education and a new routine," said Plunkett. "If home health is required beyond 60 days, the patient and the equipment will be recertified to continue if necessary."

**It is a part of our mission to provide health services for all, and especially the most vulnerable.**

*Deborah Burton, Market Director of Telehealth*  
CHI Saint Joseph Health

Patients in Bell, Clark, Fleming, Knox, Laurel, Madison, Montgomery, Nelson, Pulaski, Taylor and Whitley counties can connect to an acute care specialist at Saint Joseph Hospital without making a long journey to Lexington. Instead they can visit a rural hospital, see their primary care physician or receive a visit from a home health agency that is equipped with interactive monitors and mobile telehealth equipment.

Five rural hospitals – Flaget Memorial Hospital in Bardstown, Saint Joseph Berea, Saint Joseph London, Saint Joseph Mount Sterling and Taylor Regional Hospital in Campbellsville – 15 medical practices, and VNA Health at Home in Lexington, London, Bardstown and Campbellsville are part of the innovative program. Preparation for the program preparation is underway in the hospitals, with a phased implementation after completing installation, onsite testing and employee training by early next year.

"We are very blessed to receive the grant funding and have the support of Saint Joseph Hospital to be able to purchase the equipment for this project," said Deborah Burton, market director of telehealth at CHI Saint Joseph Health. "It is a part of our mission to provide health services for all, and especially the most vulnerable. Telehealth helps us extend that healing ministry to patients, especially in rural areas where specialists are scarce."

# Adapting to Needs Virtually During Pandemic

**The COVID-19 pandemic created new challenges, but also new opportunities, in serving patients and our community.**

Moving to a virtual platform during the COVID-19 pandemic created new opportunities to share health education and provide care to patients. Through educational videos, virtual panels and telehealth services, CHI Saint Joseph Health serves patients in the safety and comfort of their homes.

## Diabetes Care

Before the pandemic, Karen Klefot, RD, diabetes educator at CHI Saint Joseph Health, saw patients referred for diabetes education and nutrition and medical nutrition therapy in her office on a daily basis. The diabetes team adapted to the changing needs of patients for safety, and Klefot began meeting with patients in the comfort of their own homes through Zoom.

“When we were unable to provide those in-person appointments, we were able to offer telehealth to remain available for our patients,” Klefot said. “We could offer support while socially distancing because diabetes patients are a high-risk population.”

That opened diabetes care to a whole new set of patients. Telehealth visits allowed her to see patients in all the communities served by CHI Saint Joseph Health, not just those in the Lexington area.

Now that in-person services have resumed with social distancing and masking for safety, Klefot thinks offering both telehealth and in-person services are critical for top-notch service.

“There are still a lot of individuals who aren't comfortable coming out, and I think telehealth is convenient for them,” Klefot said. “It gives them flexibility and saves them time and travel expenses.”



**Karen Klefot, RD**

## Physician Visits

The pandemic didn't end the need for regular visits for health care. But it opened the door to new ways to serve patients while still protecting their health and their communities.

Thomas Coburn, MD, CHI Saint Joseph Medical Group – Internal Medicine, helped implement telehealth across several CHI Saint Joseph Medical Group clinics.

“Telehealth has allowed the most vulnerable patients in our communities to receive ongoing care without possible exposure to illnesses which are inherent in medical offices, despite our rigid protocols,” Dr. Coburn said.

Since the implementation in early 2020, Dr. Coburn said many patients have embraced virtual visits. He said he's seen improved health outcomes and compliance among the elderly population by making improvements that now allow caregivers to be present during the virtual visit.

“We recognize that virtual care is here to stay,” Dr. Coburn said. “Virtual visits can provide standard of care health care delivery in many instances, and patients want this option.”

## Health Education



The digital platform also provided an opportunity for additional health education through Zoom. The digital marketing team, partnering with clinical departments across the organization, have launched the virtual education series, “Let's Break to Educate!”

The series was launched as an on-demand webinar in 2020 and has evolved into a Facebook Live series in 2021. Featuring CHI Saint Joseph Health providers and health care professionals, the Let's Break to Educate series aims to engage and educate online audiences on a variety of relevant health care topics.



Continuing Care Hospital  
 Flaget Memorial Hospital  
 Saint Joseph Berea  
 Saint Joseph East  
 Saint Joseph Hospital  
 Saint Joseph Jessamine  
 Saint Joseph London  
 Saint Joseph Mount Sterling  
 Women’s Hospital at Saint Joseph East



1 Saint Joseph Drive  
 Lexington, KY 40504

[CHISaintJosephHealth.org](http://CHISaintJosephHealth.org)

## Financial Value 2021

Benefits Provided to the Financially Vulnerable	FY 2021
Cost of charity care	\$16,204,630
Unpaid cost of Medicaid	(\$23,518,523)
Unpaid cost of indigent programs	\$1,738,806
Non-billed services for the financially vulnerable	\$166,032

**Total cost of community benefit provided to the financially vulnerable (\$5,409,055)**

Benefits Provided to the Broader Community	FY 2021
Non-billed services for the community	\$982,720
Education/research provided to the community	\$1,328,962
Other benefits provided to the community	\$322,598

**Total cost of community benefit provided to the broader community \$2,634,280**

**Total Cost of Community Benefit \$(2,774,775)\***

CHI Saint Joseph Health follows the guidelines set forth in the Catholic Health Association’s A Guide for Planning and Reporting Community Health Benefit as the basis for developing its financial statement for community benefit.

*\*Each year, Kentucky’s hospitals provide millions of dollars in uncompensated care – care provided for which no payment is received or the payment received does not cover the hospital’s actual cost of delivering the care. Medicaid disproportionate share hospital (DSH) payments help to offset those uncompensated care costs. House Bill 183, passed in the 2021 legislative session, updated the Hospital Rate Improvement Program (HRIP), which allows the state to draw down federal funds to make a supplemental Medicaid payment to Kentucky hospitals, effective March 22, 2021. CHI Saint Joseph Health has always cared for the most vulnerable. The additional funding for this fiscal year provided an opportunity to care for those in these most unusual times.*