

Dear Neighbor,

Throughout the past year of the global pandemic, we've said time and time again: Together, we'll get through this. Thanks to highly coordinated vaccination efforts, the continued dedication of our caregivers and collaboration across our community, we're optimistic about what lies ahead.

Together, we can do so much more for our community than we could do on our own. That's why we continue to build and strengthen partnerships that increase access to health care in our community. Partnering with reputable health systems to offer services we don't provide brings more care to our patients while allowing St. Peter's to remain an independent community hospital with local decision-making power.

We launched two more partnerships this spring. In March, we became the first health care system in Montana to offer telepsychiatry services through Billings-based Frontier Psychiatry's OnCall service. In April, we announced an affiliation with Huntsman Cancer Institute at University of Utah. You can learn more about how both of these important partnerships will benefit our patients inside this update.

Over the past few years, we've forged many relationships. We continue to work with Bozeman Health to grow a neonatal care and maternal fetal medicine program to serve families across Southwest Montana. In Helena, our partnership with Carroll College is growing deeper through a new Health Care Leadership Certificate Program and a recent agreement to explore a community health center and academic facility on Carroll's campus.

As you read this update, I hope you see our commitment to putting our people first and finding new and better ways to serve your health care needs. The future is bright as we continue our journey to be the gold standard for health care in Montana.

Sincerely,



Wade C. Johnson, FACHE
Chief Executive Officer



WORLD-CLASS CANCER CARE COMES TO HELENA

In April, St. Peter's announced its affiliation with Salt Lake City-based **Huntsman Cancer Institute (HCI)** at the University of Utah. This partnership elevates cancer care in Helena and gives our patients access to top specialists and innovative treatments.

The many benefits of an affiliation with a nationally recognized cancer institute put cancer care at St. Peter's on track to reach its full potential, St. Peter's Radiation Oncologist Dr. Andrew Cupino said.

Benefits for patients undergoing cancer and hematology care at St. Peter's include:

- Access to more sophisticated cancer care thanks to streamlined direct referrals that simplify processes and improve care coordination.
- More treatment options, including future participation in certain clinical trials in Helena that are under the direction or supervision of an HCI specialist in partnership with St. Peter's oncologists.
- Potential for quicker evaluation of rare and complex cancers by an HCI subspecialist, often without having to travel outside of Helena for the consultation.

“We are fortunate to have many talented people working at St. Peter's and a partnership like this helps us make the best of what we already have without interrupting the quality and warmth patients already love about seeking care here.”

— Dr. Andrew Cupino,
Radiation Oncologist

continued >



CONTINUED:
WORLD-CLASS CANCER CARE COMES TO HELENA

Through the affiliation, St. Peter's nurses, physicians and staff may participate in clinical education and training opportunities offered by HCI, and have the option to present patient care plans in expert forums for evaluation and recommendation on best treatment options.

St. Peter's Oncology Nurse Navigator **Jamie Wilcox** has already taken advantage of the direct access to HCI experts in caring for one of her patients.

"They reinforced what we had done, but also presented other options for that patient," Jamie said. "To be able to reach out and do these things quickly and with no cost provides a great service for both patients and caregivers."



Elevating cancer care at St. Peter's isn't the only change taking place. Construction is underway to improve the registration experience and comfort in the waiting room and is expected to be complete by late summer.

WHY HUNTSMAN CANCER INSTITUTE?

HCI is the only National Cancer Institute Designated (NCI) Comprehensive Cancer Center in the Mountain West. It is ranked among the best cancer hospitals in the country by U.S. News and World Report and receives patient satisfaction ratings in the top one percent nationwide.

TELEPSYCHIATRY PARTNERSHIP ADDS TO ROBUST MENTAL HEALTH CARE OFFERINGS

St. Peter's continues to invest in a wide range of services, resources, caregivers and providers as part of a commitment to provide the right type of mental health care, in the right place and at the right time.

Among the many St. Peter's services that help address mental health issues in

our community is the St. Peter's Behavioral Health Unit, which serves adults over 18 and includes the only geriatric inpatient program in Montana. There are also growing outpatient care options available in the psychiatry clinic, which includes psychiatrists **Drs. Bridgid Crowley, Andrea Mow** and **Mark Mozer**. **Dr. Kaile Ross** joined the clinic in 2020 as a clinical psychologist.

Thanks to a focus on early detection, St. Peter's primary care providers are completing critical mental health screenings for patients at twice the national rate. Plus, over the past four years, St. Peter's has hired four new licensed behavioral health professionals who provide services including short-term mental health care to clinic patients.

The latest addition to this growing program was announced in March when St. Peter's became the first health system in Montana to offer telepsychiatry services for people experiencing a mental health crisis, including youth in the Emergency Department and pediatric unit, as well as adults and youth in the community setting. This new service is in partnership with Billings-based Frontier Psychiatry.

"Telepsychiatry gives our mental health professionals, nurses and physicians immediate access to highly skilled psychiatrists, so we can deliver high quality care to patients in the midst of a mental health crisis," said St. Peter's Senior Inpatient Nursing Director **Kari Koehler, MSN, RN**.

Frontier is Montana's largest and most comprehensive all-virtual psychiatry practice. The virtual platform allows care to be delivered in places it wasn't available before. Immediate access is key for patients experiencing mental health crisis, said Dr. Eric Arzubi, Frontier's chief executive officer.

On-call psychiatrists support St. Peter's clinicians caring for patients with behavioral health needs in the Emergency Department, pediatric unit and Mobile Crisis Response Team (MCRT).

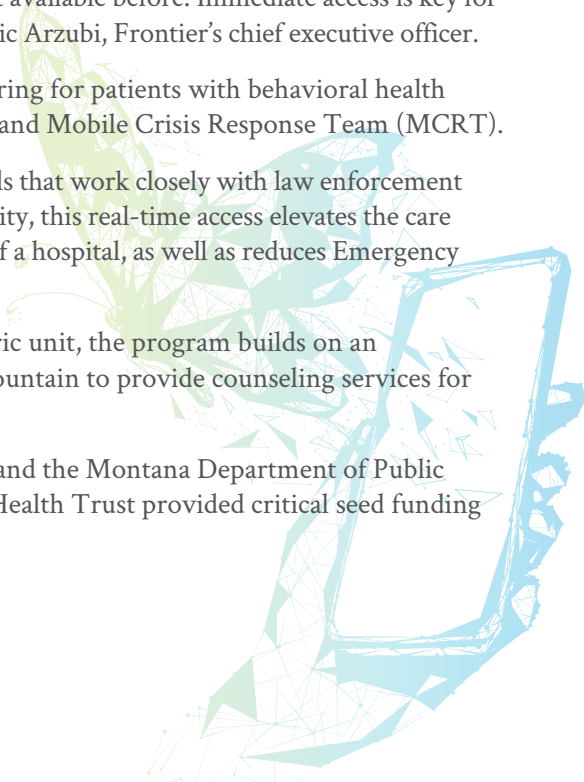
For the MCRT, a group of mental health professionals that work closely with law enforcement to respond to behavioral health crises in the community, this real-time access elevates the care that people experiencing a crisis can receive outside of a hospital, as well as reduces Emergency Department visits and detention center admissions.

In the hospital's Emergency Department and pediatric unit, the program builds on an existing partnership between St. Peter's and Intermountain to provide counseling services for hospitalized pediatric patients.

The program is funded by Lewis and Clark County and the Montana Department of Public Health and Human Services. The Montana Mental Health Trust provided critical seed funding to make the service possible.

"For about 40 years, Montana has been posting the country's worst suicide statistics. It's clear that relying solely on old ways of delivering mental health services doesn't work."

— **Dr. Eric Arzubi,**
CEO, Frontier Psychiatry



QUALITY CARE WITH A PERSONAL TOUCH

MEDS2BEDS: BEDSIDE PRESCRIPTION DELIVERY

Small gestures can have a big impact on the recovery and health of hospitalized patients. The new Meds2Beds program at St. Peter's brings medications to the bedside so patients being discharged can go straight home with their medications in hand.

"When patients don't have an extra stop at the pharmacy on their way home from the hospital, we feel much more reassured they have what they need to continue their medication and healing at home," said **Martin St. John**, a pharmacist who helped launch the program at St. Peter's in 2020.

"A lot of patients are grateful we offer this because it really eases the burden of their transition home," said **Tiffany Gruber**, a pharmacy technician. "Without Meds2Beds, I worry that some patients would either be unwilling or unable to visit a pharmacy and pick up the medications or antibiotics they need."

Pharmacy technicians like Tiffany and **Mindy Bricker** are key to making the program work. Mindy introduces patients to the program and explains there is no additional cost if they'd like to participate. The pharmacy accepts most insurance plans, and insurance co-pays or payments are collected before discharge. If

With Meds2Beds, patients no longer need to stop at the pharmacy on their way home from the hospital. Medications are delivered right to their bedside before discharge.

a patient is unable to afford medications, the pharmacy team can help find options for financial support or less costly medication alternatives.

When medication plans are finalized and a patient is ready to be discharged, their medications are delivered to their bedside and payment is collected. They also receive one-on-one medication counseling with a pharmacist, which is another important component of the program and is provided at no cost.

"We spend a lot of time with patients to make sure they understand how and why (the medication is used)," Martin said. "It really helps prepare them for a successful discharge and recovery, and it also reduces unnecessary hospital readmissions."

Learn more about Meds2Beds on sphealth.org



PEOPLE SUPPORT: MEET TINA STERN, LCSW

St. Peter's is a team of over 1,700 people who work hard to care for our community. Licensed Clinical Social Worker Tina Stern's number one focus is to care for the people of St. Peter's. As the organization's employee behavioral health professional, Tina supports employees who are struggling through one-on-one therapeutic intervention, problem solving, and connection to community therapists and other behavioral health services. In addition to the support Tina provides, Employee Wellness Care Manager **McCall Elverum**, RN supports St. Peter's employees and family members facing new or complicated medical situations by helping them navigate the complex health care system. Tina and McCall are just two members of our growing employee health and wellness team.



Help Us Welcome New St. Peter's Health Providers

ANESTHESIOLOGY



Tiffany Selong, DO
Regional Medical Center

ORTHOPAEDICS



Lacy Walters, PA
Broadway Clinic

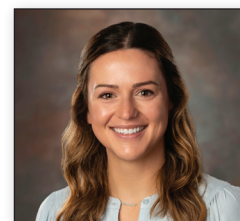
PULMONOLOGY

Kishore M.
Karamchandani, MD
Broadway Clinic

New Independent Providers



Katrina Lewis, MD
Interventional Pain
Helena SurgiCenter



Brittany Miner, PA-C
Orthopaedic Prompt Care
Helena Orthopaedic Clinic

Coming Soon

Anesthesiology
Morgan Smith, MD
Regional Medical Center

Family Medicine
Andrew Lester, DO
Townsend Clinic

General Surgery
Robert Maher, MD
Maria Dean

Hospitalist
Timothy Missey, DO
Regional Medical Center

Physical Medicine and Rehabilitation
Anita Lowe Taylor, MD
Broadway Clinic



Average provider rating
according to patient
surveys collected from
March 2020 - April 2021

View individual
provider ratings
and reviews at
sphealth.org/doctors

ENHANCING SERVICES IN OUR COMMUNITIES

THE CLEAN TEAM BEHIND THE SCENES OF OUR STATE-OF-THE-ART STERILE PROCESSING DEPARTMENT

The St. Peter's Sterile Processing team is often referred to as the "heart of the hospital." The 11-member team is in charge of cleaning, sterilizing and distributing every medical instrument and piece of equipment used across



See photos of the Sterile Processing Department at sphealth.org.

the health care system. The team is busier than ever due to our growing surgical department, including a robotic surgery program that has completed more than 460 robotic surgeries since its launch in July 2019.

With the recent \$3.5 million renovation, St. Peter's has one of the region's most advanced surgical and sterile processing facilities. Upgrades include ultrasonic instrument washers, pass thru dryers, electronic self-leveling ergonomic smart sinks, large autoclaves and embedded electronic records. Up to 80,000 pieces are currently processed each month, but the renovated space is now equipped to process almost five times that.

"Our newly renovated department has the ability to process up to 400,000 instruments a month to support our six state-of-the-art surgical suites," said Director of Sterile Processing **James "Bill" Treharn**. "It's exciting to have a sterile processing department in a small community like Helena that rivals the facilities in a large city."

RETHINKING CARE DELIVERY COMMUNITY PARAMEDICINE PROGRAM

Whether it's a one-time visit to administer a flu shot to an elderly person who has trouble leaving the home, or a critical wound care check-in for a person living in their car, our Community Paramedicine (CP) program is delivering a new kind of care to community members outside our walls.

The program is led by St. Peter's paramedics and emergency medical technicians (EMT). The Montana Department of Health and Human Services provided the original seed funding for CP, but it is now funded by St. Peter's and donors throughout the community.

Hundreds of people have already been referred to the program since it launched in Spring 2020. People who receive care through the program either don't qualify for home health care, or they have barriers to accessing health care, such as a lack of reliable transportation.

"The care that we provide depends on the needs of the community. We've seen patients from just one year old to 100 years old," said **Andrea Goyins**, a St. Peter's CP EMT who helped launch the program. "We're seeing people when and where they need help."

Visit sphealth.org to read more about the Community Paramedicine program.

GET TO KNOW...

DR. ELIZABETH HOLPER, MD, MPH, FACC, FSCAI
Medical Director of Hospital-Based Cardiology Services



Dr. Holper joined St. Peter's in February. She received her medical degree from University of Chicago Pritzker School of Medicine and a Master of Public Health in Clinical Effectiveness at the Harvard School of Public Health.

Describe your job in just a few words.

As an interventional cardiologist, I work with a team at St. Peter's to provide care to hospitalized patients with cardiovascular issues, which may mean performing life-saving procedures for emergency heart issues like a heart attack. It can also include treating complications of high blood pressure, congestive heart failure or heart valve issues.

ST. PETER'S WAS NAMED A 2021
TOP 100
RURAL & COMMUNITY HOSPITAL
BY THE CHARTIS CENTER FOR RURAL HEALTH

What's the best part of your job?

The best part of my job is working with a highly skilled and compassionate team to improve the quality of life for patients in our community. I love when patients have more time with the people they love and are able to have a more active and healthy lifestyle. That is what keeps me going.

ST. PETER'S HEALTH WEEK

During St. Peter's Health Week May 10-15, we celebrated our 1,700+ caregivers who give selflessly to care for our community. We're grateful for them every day of the year!



WHY WAIT? TOP 3 WAYS TO SAVE TIME DURING YOUR NEXT VISIT

1 Make a lab draw appointment online at sphealth.org/appointments

Unpredictable wait times can be frustrating. Instead of waiting, you can schedule a lab draw appointment at any one of our three outpatient labs from your phone or an on-site kiosk.

2 View Urgent Care wait times at sphealth.org/urgentcare

It's called urgent care for a reason — and the last thing you want to do when you're experiencing an unexpected illness or injury is wait. Now you can see estimated wait times at each of our Urgent Care locations in real time and choose the location that's best for you.

3 Sign up for the Patient Portal at sphealth.org/patientportal

This secure online portal allows you to request appointments, review portions of your health information, send messages to your providers, request prescription refills and much more.

CARING THROUGH COVID AND BEYOND

HELP FIGHT THE PANDEMIC

Vaccination

Vaccines are safe, effective and now available in Lewis and Clark County to anyone 12 years and older. Find vaccine appointment information at the Lewis and Clark County Vaccination Hub at lccountymt.gov.

Testing

If you have COVID-19 symptoms, it's important to get tested even if you're vaccinated. Get testing information at sphealth.org/COVID19.

“ Like in World War II and the Great Depression, we must pull together in an effort to defeat this virus. We have the tools and the knowledge to do it. I ask that we all obtain the vaccination as soon as possible. There are many opportunities to be vaccinated in our area, and it is one of the best ways to protect our friends, family and neighbors.”

— Dr. Jim Bennett,
Rheumatologist

GET UPDATED VACCINE AND COVID-19 RESPONSE INFORMATION: [SPHEALTH.ORG/COVID19](https://sphealth.org/COVID19)