

## Dear Neighbor,

So far, 2020 has been met with unprecedented challenges for our community and health system. Our staff and caregivers have taken everything in stride with courage and compassion, never wavering from their dedication to our patients. As we continue to face COVID-19, I'm thankful for our great partnerships with public health, schools, and many organizations and health care providers around the community. Working together, we will get through this pandemic.



St. Peter's Health stands ready to care for you and your loved ones and we're well on our way to becoming the gold standard for health care in Montana. In just a few years, we've made significant progress in our efforts to provide more care locally, become more involved in supporting community initiatives, and drive our costs down while improving the quality of care. We hear all the time now from patients "this feels like a new St. Peter's" and "my experience with St. Peter's was better than" any number of neighboring health systems or regional health destinations.

This is no accident. Our providers have an impressive track record when it comes to quality outcomes, and many have trained with the country's most prestigious academic medical centers. Our leadership team is a powerhouse combination of homegrown talent with deep Montana roots, as well as clinicians and professionals hand-picked from around the country as the best in their field or discipline. And our 1,700 caregivers, who are your friends, family and neighbors, exemplify that special kind of person with a higher calling to serve humanity with dignity, respect and loving-kindness.

Much of our work now is focused on the strategic priorities we've identified as our roadmap to achieve the gold standard by 2025. You can learn more about these inside or by visiting our website. We believe that by elevating our performance across all of these areas, we will become one of the highest performing health systems not only in the state of Montana, but across the entire Mountain West region. We are aligned on a vision and a plan, but our work is just beginning. If you haven't already, you will be experiencing a whole new St. Peter's in the years to come.

I've never been more proud to be part of the St. Peter's Health team.

Sincerely,

Wade C. Johnson, FACHE  
Chief Executive Officer



St. Peter's Health

## Join us for our: STATE OF THE SYSTEM



**TUESDAY  
OCTOBER 27  
12:00-1:00 PM**

CEO Wade Johnson will host an online forum to share the latest from your local health system:

- Vision 2025 and new strategic plan
- Caring during COVID-19
- New locations and services

Register to receive forum information and link at [sphealth.org/virtualforum](https://sphealth.org/virtualforum)

## MISSION VISION VALUES

Redefining who we are and how we serve

More than 250 people from across St. Peter's helped to create our new Mission, Vision and Values this year.

### MISSION

To improve the health, wellness and quality of life of the people and communities we serve.

### VISION

To be the gold standard for health care in Montana.

### VALUES

We will:

- Treat every person with dignity, respect and loving-kindness
- Keep colleagues and patients safe, in every sense of the word
- Empower and invest in our people to help them grow and thrive
- Inspire collaboration to cultivate joy, pride and a sense of belonging
- Drive excellence through learning, innovation and continuous improvement
- Steward our resources wisely so we can fulfill our mission



# STATE-OF-THE-ART SURGICAL SUITE SET TO OPEN THIS FALL

When St. Peter's completes the \$9 million Operating Room (OR) renovation project in November, Helena will have the most sophisticated, high tech operating rooms in the state of Montana. The six state-of-the-art surgical suites feature the latest in surgical technology including Indigo Clean® antibacterial lights, embedded communication technology and touchscreen access to medical records.



The \$9 million renovation brings the most sophisticated operating rooms in the state to Helena.

So far in 2020, St. Peter's increased the amount of surgical procedures done locally by almost 25%. Four new surgeons have been added to the Medical Group in the past 18 months.

According to Dr. Shelly Harkins, Chief Medical Officer and President of the Regional Medical Center, St. Peter's made the decision to invest heavily in surgeon specialists, facilities and equipment so patients can stay right here in Helena and still receive high quality, specialized surgical care.

"Having a surgical procedure is challenging enough without the added pressures of having to travel," Harkins said. "Our ultimate goal is to provide high quality medical and surgical care at the best value for our community. Offering more care closer to home creates a better health care experience for patients."



In its first year of operation, surgeons performed 153 surgeries using the da Vinci Xi® robot.

In July 2019, St. Peter's launched its robotic surgery program with the introduction of the da Vinci Xi® robot.

Local surgeons trained to use the da Vinci robot can now perform complex surgeries that are less invasive and result in faster recovery times.

Longtime St. Peter's orthopaedic surgeon and Mayo-trained hip and knee replacement specialist, Dr. Kerry Hale serves as Medical Director of Perioperative Services and works to continually improve the patient experience before, during and after surgery.

"We've made tremendous improvements to advance the standard of surgical care," Hale said. "It's exciting to be able to live in a small community like Helena, yet still have access to the variety and quality of specialty care you would typically find in a larger city."

“It's exciting to be able to live in a small community like Helena, yet still have access to the variety and quality of specialty care you would typically find in a larger city.”

— Dr. Kerry Hale,  
orthopaedic surgeon

## SPECIALTY SURGERY AT ST. PETER'S:

DENTAL

EAR, NOSE  
AND THROAT

GENERAL

GYNECOLOGIC

ORTHOPAEDIC

PLASTIC AND  
RECONSTRUCTIVE

PODIATRY

UROLOGIC

# Welcome to the St. Peter's Health providers who joined us in the last year

## FAMILY MEDICINE



Katrina Maher, MD  
North Clinic



Kyle Moore, DO  
Broadway Clinic



Jenna Reitz, FNP  
North Clinic



Dwight Thompson, PA  
Townsend Clinic



Megan Zawacki, PA  
Broadway Clinic

## ENDOCRINOLOGY



AndeeLyn Wardell, NP  
Broadway Clinic

## GENERAL SURGERY



James Verlanic, MD  
Regional Medical Center

## ORTHOPAEDICS



Nicholas Smith, PA  
Broadway Clinic

## RADIOLOGY



Molly Salmond, RPA  
Regional Medical Center

## RHEUMATOLOGY



Patrick Wood, MD  
Broadway Clinic

## PALLIATIVE CARE



MaryAnn Beach, PA  
Regional Medical Center

## PSYCHOLOGY



Kaile Ross, PhD  
Broadway Clinic

## HOSPITALIST



Jennifer Emery, MD  
Regional Medical Center



Alexander Jewett, PA  
Regional Medical Center



Heather Safransky, DNP, FNP  
Regional Medical Center

## URGENT CARE



Jennifer Lambertson, NP  
North Clinic & Regional  
Medical Center



Cassie Searle, PA  
North Clinic & Regional  
Medical Center

## Coming soon

### GASTROENTEROLOGY & URGENT CARE

Robert McVie, NP  
North Clinic

### URGENT CARE

Melissa Abraham, NP  
North Clinic & Regional Medical Center

### ANESTHESIOLOGY

Benjamin Bergstrom, CRNA  
Regional Medical Center



In June 2020,  
Capital Medical  
Anesthesia and  
its providers joined  
St. Peter's Health.

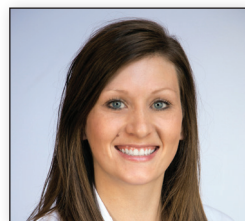
With this addition

**WE NOW  
HAVE OVER  
120  
EMPLOYED  
PROVIDERS**  
serving our  
community

## New independent providers



Justin Smith, MD  
Family Medicine  
PureView



Kelli Carman, PA  
Orthopaedic Surgery  
Helena Orthopaedic Clinic



Blanch Stutz, FNP  
Pediatrics  
Partners in Pediatrics

St. Peter's Health  
Medical Group  
**98.9%**  
(fiscal year to date)  
**PROVIDER  
RETENTION  
RATE ★★★**

# FIGHTING BACK AGAINST THE GROWING MENTAL HEALTH CRISIS

## New Inpatient Healing Arts Program

St. Peter's now offers art classes for patients in the Behavioral Health Unit to promote a more holistic healing process. The unit, which provides short-term, live-in care services for adults experiencing a mental health crisis, began offering these classes weekly in June in partnership with the Holter Healing Arts Program.



Patients can opt into the class and create a variety of art pieces including rag dolls and wood sculptures. Many patients even agreed to showcase their art as part of Holter Art Museum's Spring 2021 exhibit.

According to  
BHU Recreation

Therapist Heather Myers, CTRS, creative expression helps foster a therapeutic environment and can benefit patients in many ways.

"There's some really neat things that happen," Myers said. "It can bring up memories or spur conversations. It helps people open up."

## Growing Team of Behavioral Health Professionals

St. Peter's Health has more than doubled the number of behavioral health professionals serving patients. The behavioral health team provides one-on-

one counseling and is now embedded into clinic primary care teams to offer real-time care during routine visits if needed. When in-office visits were scaled back due to COVID-19, the team launched targeted outreach efforts to check in on patients and employees by phone or using telehealth options.



Artwork from behavioral health patients in the Holter Healing Arts Program.

"Mental and behavioral health is a critical factor affecting a person's health. Normalizing these services and routinely offering them as a part of whole person care vastly improves overall health outcomes for our patients," said Amy Emmert, Senior Director of Population Health.

## Mental Health Interventions Outside our Walls

This fall, the St. Peter's Health Mobile Crisis Response Team (CRT) will hit the streets to care for people experiencing a mental health or substance abuse crisis in the community.

"On average, 100 people visit our emergency department every month due to a behavioral health crisis, but we'll be able to help so many more people in crisis by bringing this care to them," said Kari Parmer, RN, Inpatient Senior Nursing Director.

The Mobile CRT is a new, grant funded service offered by St. Peter's Health in partnership with Lewis and Clark County. St. Peter's mental health specialists will be dispatched to support law enforcement in the field with crisis intervention, de-escalation and re-direction to community services. The goal is to reduce emergency room and detention center admissions as well as improve outcomes for people in crisis. Mental health professionals will continue to be available in the St. Peter's Emergency Department.

## HIGH QUALITY CARE FOR YOUR FAMILY

### NEW TELEHEALTH OPTIONS

#### TeleEMS

A \$1.2 million grant was awarded to St. Peter's Health to implement Tele-Emergency Medical Services (EMS). This new technology will connect St. Peter's Health Emergency Department providers with first responders in St. Peter's ambulances, rural fire and EMS organizations throughout the community. The grant funding comes from the Telehealth Network Grant Program from the Health Resources and Services Administration (HRSA), part of the United States Department of Health and Human Services (HHS).

#### TeleNeurology

We continue to expand our telehealth services through our academic affiliation with University of Utah Health. Introduced in August 2020, the TeleNeurology program allows St. Peter's Health hospitalists to connect directly with University of Utah neurologists for inpatient consults.

### ACHIEVEMENTS AT A GLANCE

#### 2020 Mission: Lifeline® Silver Receiving Quality Achievement Award

St. Peter's was recognized by the American Heart Association for implementing specific quality

improvement measures outlined by the American Heart Association for the treatment of patients who suffer severe heart attacks.

#### Patient Satisfaction

94/100: Average rating from patients who would recommend their St. Peter's Health Medical Group care provider (2019 Press Ganey survey results).

**94/100**  
AVERAGE RATING  
FROM PATIENTS

# CARING THROUGH COVID

## CONVENIENT TESTING OPTIONS

ST. PETER'S WAS ONE OF THE FIRST HEALTH SYSTEMS IN THE STATE TO OFFER DRIVE-UP COVID-19 TESTING.

Photo by Thom Bridge, Independent Record



“Patients truly appreciate the health care workers manning the tent and thank us for being there for them. It warms the soul knowing that people care.”

— Drew Zindell, RN, one of several family practice clinical nurse coordinators who led testing efforts at drive-up COVID-19 screening tents at St. Peter's Health



The team of caregivers at the Urgent Care - Regional Medical Center clinic is solely dedicated to caring for patients with COVID-19 and flu-like symptoms

“We can all do our part to slow the spread of COVID-19 by taking several simple precautions. Together, our actions can save lives.”

— Dr. Shelly Harkins, Chief Medical Officer and President of the Regional Medical Center

## TIPS FOR STAYING SAFE:

- Wear a mask when around people not part of your household
- Physically distance and avoid large groups
- Wash or sanitize your hands often
- Stay home when sick unless seeking medical care or testing

# EXPANDING SERVICES IN OUR COMMUNITIES

## NOW OPEN! TOWNSEND CLINIC | MAY 2020

Thanks to the Broadwater County community for welcoming our local care team at the new clinic.

- Comprehensive primary care services
- Rotating urology, general surgery and orthopaedic specialists
- Diagnostic imaging and laboratory services
- **Dwight Thompson, PA** is accepting new patients
- In Summer 2021, **Dr. Andrew Lester** will join the Townsend Clinic and serve as the community's full-time physician.

## NEW PLASTIC SURGERY AND MEDICAL AESTHETICS CLINIC | JUNE 2020

Board certified plastic surgeon **Dr. Sarah Evans** leads the team of medical professionals at our Plastic Surgery and Medical Aesthetics clinic. *See what's new at [sphealth.org/plastics](https://sphealth.org/plastics)*

**Kelly D. Marrinan, AUD** and St. Peter's Health Medical Group Audiology moved to an expanded location next to the Plastic Surgery and Medical Aesthetics Clinic at 2728 Colonial Drive, Suite 101.

## \$3.5 MILLION INVESTED IN IMAGING UPGRADES

St. Peter's Health is committed to bringing the best technology to our community. These upgrades are just part of the ongoing investment in Diagnostic Imaging equipment:

- **3T Wide Bore MRI Unit**—advanced capabilities and increased comfort
- **3D mammography machine**—all mammograms are now done on 3D machinery
- **2 new Ultrasound machines**
- **1 new X-ray Fluoroscopy machine**



The new wide bore MRI makes scans more comfortable for claustrophobic patients.