



St. Vincent's Medical Center

Public Forum – Update on Hartford HealthCare Affiliation

November 17, 2020

Proposed Agenda – Focus on 1st Full Year

5:30 – 5:55

I. Opening Remarks

Vince DiBattista, President, Fairfield Region

II. Update on Affiliation

- Successful Integration
- Safety and Quality
- Patient Experience
- Growth

Vince DiBattista

Dan Gottschall, MD, VP Medical Affairs

Dale Danowski, VP Patient Care Services

Dianne Auger, VP Strategy

5:55 – 6:15

III. Independent Monitor Report

Joseph M. Watt, BKD

6:15 – 6:30

III. Public Comment Questions/Feedback

Successful Integration in Year One

- Over 200 new providers were added to St. Vincent's Medical Staff.
- A capital plan has been developed to fuel growth through HHC's committed expenditure of \$135 million in capital over seven years, focused on facility and technology improvements, physician recruiting and ambulatory growth.
- The integration of St. Vincent's into the HHC System included a series of initiatives, launched throughout the fiscal year, including successful completion of employee transitions to HHC, supply chain conversion and culminating in the planned transition of St. Vincent's to the EPIC Electronic Medical Record on December 1, 2020.
- The unprecedented pandemic crisis during the first year of the new partnership highlighted the advantages of having a statewide health system. Since Fairfield County was an epicenter of COVID in Connecticut, a focus on ensuring that St. Vincent's was able to share resources with other hospitals and health facilities in the system was a priority.

Quality and Safety

COVID and Safety

- St. Vincent's has placed priority focus on safety of environment post its emergency COVID response earlier in the calendar year
 - Thus far, St. Vincent's has treated more than 570 COVID patients, discharging 450 back to their homes
- With COVID numbers increasing now, remaining vigilant about prevention is paramount
- Patients are being encouraged to return for preventative care and emergency care

Quality

- St. Vincent's clinical leaders participate in Hartford HealthCare Clinical Councils aimed at reducing variability across the care continuum and sharing best practices.
- The Councils have added value to the St. Vincent's quality and safety process as clinicians now share best practices that will be replicable and have been successfully deployed in other acute care settings.

Patient Care and Experience

- Experience efforts are governed by the formation of the Human Experience Committee composed of staff and physician leadership. The committee oversees initiatives around staff engagement, patient experience and physician satisfaction.
 - Initiatives in Experience have included the launch of intentional leadership using purposeful rounding that takes place on a planned, weekly basis by leaders, focused on receiving feedback and addressing concerns real time.
 - Planned improvements in space utilization and patient flow are underway to optimize the SVMC physical plant and prepare for any opportunities as a newly created master facility plan moves into the implementation phase.
- Ten percent of people who recover from COVID-19, or more than 5,000 Connecticut residents at this point, will experience prolonged physical and emotional effects of the virus.
 - To address these varied needs – which include heart palpitations, dizziness, depression, brain fog and breathing trouble – Hartford HealthCare has created the region's first COVID Recovery Center. Accessible by a central phone number ([860.827.3200](tel:860.827.3200)), the Center draws together the strength and depth of specialty clinical services from across the health system.

Growth and Expanded Services

Since the Fairfield Region was launched in October 2019, 42 new ambulatory sites have added to HHC's expanding network in Fairfield and New Haven Counties.

- Three new ambulatory medical services buildings were recently opened
 - The Westport Spine Wellness Center, offering a specialized spine care
 - A new Stamford presence with neurology and urology programs
 - An ambulatory surgery center in Milford, home to a newly affiliated cardiology practice.
- Primary Care growing with expanded access across Region and partnerships with Soundview Medical Associates and Physicians Alliance of CT
- Community Outreach
 - In light of the pandemic, St. Vincent's heightened its focus on reducing health disparities
 - Monthly food drives held to ensure that residents have access to healthy food
 - Hope Dispensary dedicated to serving low income and uninsured individuals to fill prescriptions for patients who otherwise couldn't afford them
 - Fundraising to ensure that access to important health screenings is not delayed due to lack of insurance



St. Vincent's Medical Center

Independent Monitor Report - BKD

November 17, 2020



BKD Introduction (Dianne)

- Introduction to Joe Watt, BKD
 - Role and Duties of the Independent Monitor
- Role of the Independent Monitor
 - ✓ Reports to Office of Health Strategy (“OHS”)
 - ✓ Retained at sole expense of Hartford HealthCare
 - ✓ Responsible for monitoring HHC/SVMC compliance with the Conditions set forth in the Agreed Settlement.
 - ✓ Retained by OHS for minimum of 5 years (With OHS option to rescind after year 3)
- Conditions Relevant to Review
- Findings



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St. Vincent's Medical Center Public Forum

Independent Monitor Discussion Document



Joseph M. Watt, CPA

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November 17, 2020

BKD

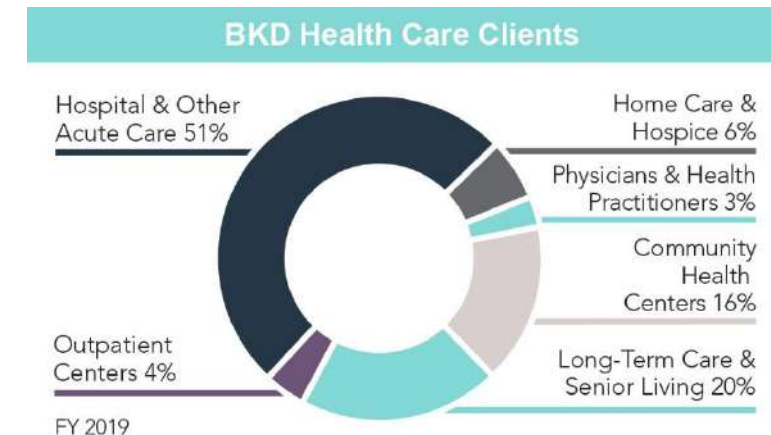
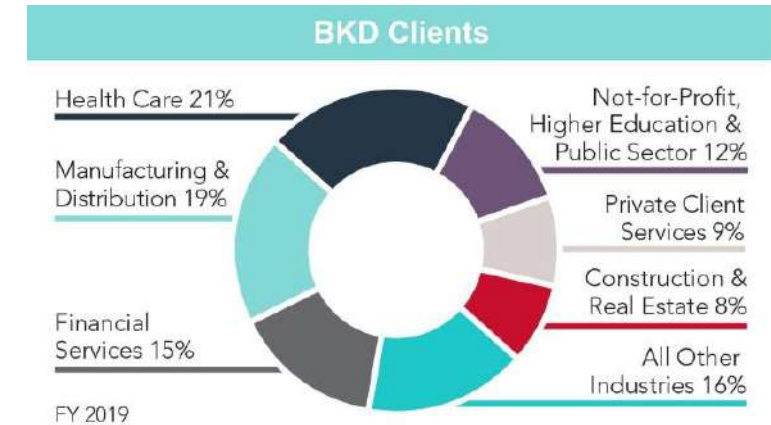
Agenda

- Introduction to BKD
- BKD's Approach to Serving as the Independent Monitor
- Role & Duties of the Independent Monitor
- Conditions Relevant to Review
- Independent Monitor Findings
- Next Steps
- Questions

Introduction to BKD

- **Clients** – Private & publicly-traded companies, government entities, not-for-profit organizations & individuals
- **Total Personnel** – Approximately 2,900
- **Partners & Principals** – Approximately 300
- **Founded** – 1923
- **Locations** – 40 offices in 18 states
- **International** – Delivered through Praxity, AISBL*, a global alliance of independent firms in approximately 100 countries

**Praxity, AISBL, is a global alliance of independent firms. Organized as an international not-for-profit entity under Belgium law, Praxity has its executive office in Epsom. Praxity – Global Alliance Limited is a not-for-profit company registered in England & Wales, limited by guarantee, & has its registered office in England. As an Alliance, Praxity does not practice the profession of public accountancy or provide audit, tax, consulting or other professional services of any type to third parties. The Alliance does not constitute a joint venture, partnership or network between participating firms. Because the Alliance firms are independent, Praxity does not guarantee the services or the quality of services provided by participating firms.*

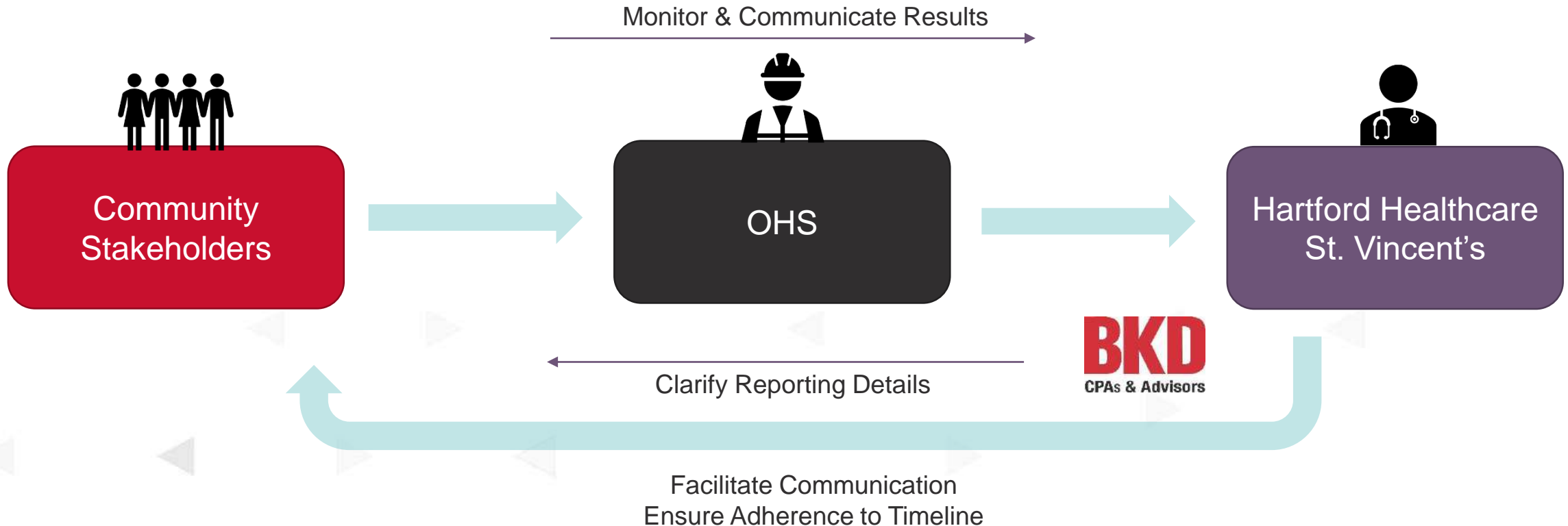


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Who's yours?

BKD

BKD's Approach to the Independent Monitor Role

Objective Monitoring & Facilitation of Support Approved Objectives



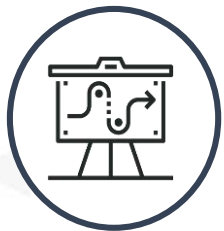
Role of the Independent Monitor



- Responsible for monitoring Hartford HealthCare (HHC) & St. Vincent's Medical Center Holdings' (SVMC Holdings) compliance with the Conditions set forth in the Agreed Settlement Order



- Reports to Office of Health Strategy (OHS)
- Retained at sole expense of HHC/SVMC Holdings



- Engaged for a minimum period of three (3) years
 - May be extended at OHS's discretion

Duties of the Independent Monitor

- Conduct on-site or virtual visits of HHC/SVMC Holdings on a quarterly basis
- Submit written report to OHS within 30 days of each quarterly visit
- Interview Community Representative during each quarterly review period
- Hold Public Forum within 60 days of each quarterly visit
- Notify OHS & HHC/SVMC Holdings of any instances of non-compliance with the Conditions set forth in the Order & oversee development & implementation of corrective action plan



Conditions Relevant to Review (3rd Quarter 2020)

Condition	Brief Description
1	Appoint Community Representative to Board of Directors & notify OHS
2	Hold Community Meetings twice per year
3	Adhere to current charity care & indigent care policies
4	Notification to OHS of significant changes to charity/indigent care policies
9	Independent Monitor sole expense of HHC/SVMC Holdings
10	Independent Monitor on-site visits & quarterly reporting
11	Independent Monitor to hold Public Forum
13	OHS All Payer Claims Database data review
22	Contract with Connecticut Health Information Exchange Entity
25	Agreed Settlement represents final agreement between OHS & HHC/SVMC Holdings
26	OHS enforcement of Agreed Settlement
27	Agreed Settlement binding upon HHC/SVMC Holdings

Independent Monitor Findings (3rd Quarter 2020)

Condition	Compliance with Conditions in Agreed Settlement?
1	Yes
2	Yes
3	Yes
4	Yes
9	Yes
10	Yes
11	Yes
13	No reporting by HHC/SVMC Holdings required for this Condition
22	Condition waived by OHS
25	No reporting by HHC/SVMC Holdings required for this Condition
26	No reporting by HHC/SVMC Holdings required for this Condition
27	No reporting by HHC/SVMC Holdings required for this Condition

Next Steps



Questions?

Thank You!

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Hartford HealthCare

St. Vincent's Medical Center

