



St. Vincent's Medical Center

Public Forum – Update on Hartford HealthCare Affiliation

May 11, 2021

Agenda

5:30 – 5:55

I. Opening Remarks

Vince DiBattista, President, Fairfield Region

II. Update on St. Vincent's

- Safety and Quality
- Patient Experience
- Vaccination Efforts
- Growth

Dan Gottschall, MD, VP Medical Affairs

Dale Danowski, VP Patient Care Services

John Rossi, VP Operations

Dianne Auger, VP Strategy & Philanthropy

5:55 – 6:15

III. Independent Monitor Report

Joseph Watt, BKD

6:15 – 6:30

III. Public Comment/Questions

Quality and Safety

- St. Vincent's was pleased to recently report a Leapfrog Score of "B"
 - The Leapfrog Hospital Safety Grade uses up to 28 national performance measures from the Centers for Medicare & Medicaid Services (CMS), the Leapfrog Hospital Survey and information from other supplemental data sources. Taken together, those performance measures produce a single letter grade representing a hospital's overall performance in keeping patients safe from preventable harm and medical errors.
- In April 2021 St. Vincent's received another validation of the exceptional quality of care provided: a CMS 3-star rating
 - This hospital rating is also available to the public and includes 48 quality measures grouped in five domains: Safety of Care, Mortality, Readmission, Patient Experience, Timeliness, and Effectiveness of Care.
- These improvements were made and recognized all while the entire St. Vincent's community was also focused on ensuring that they responded to the challenges of providing care to patients and families affected by the pandemic

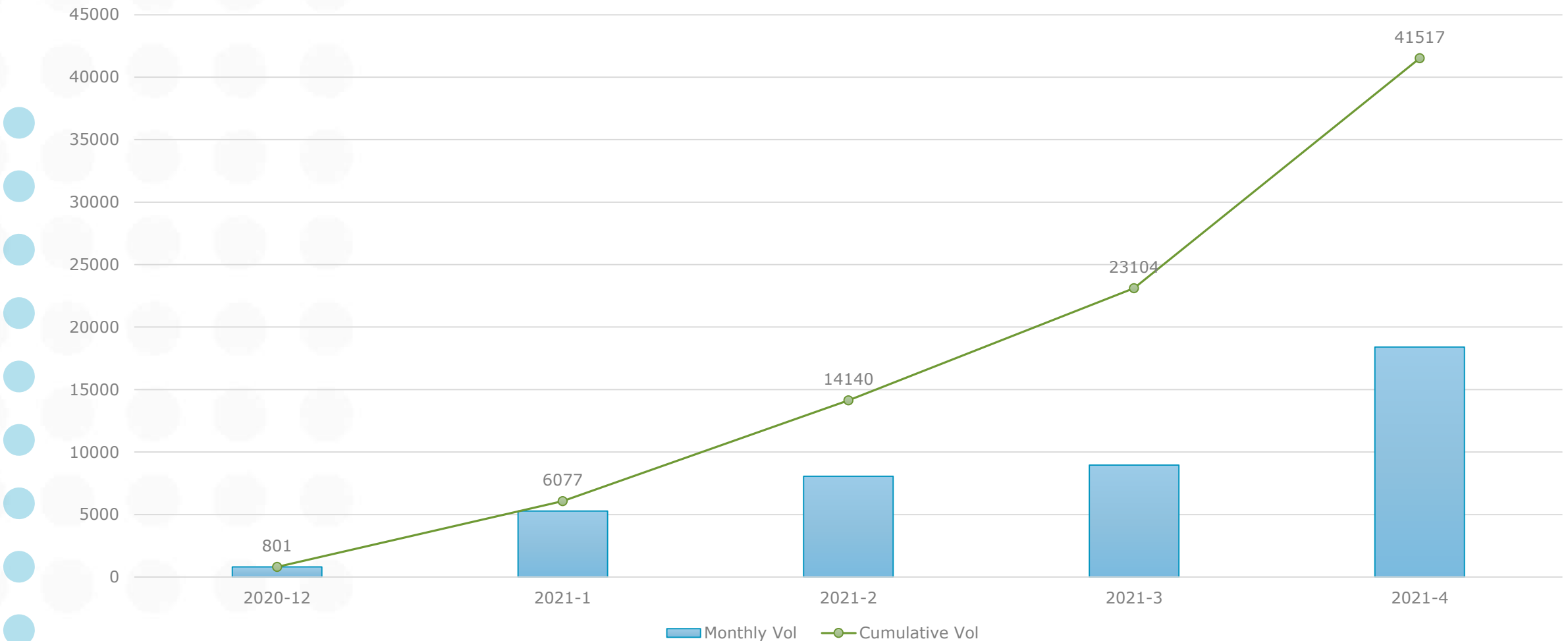
Patient Care and Experience

The sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care.

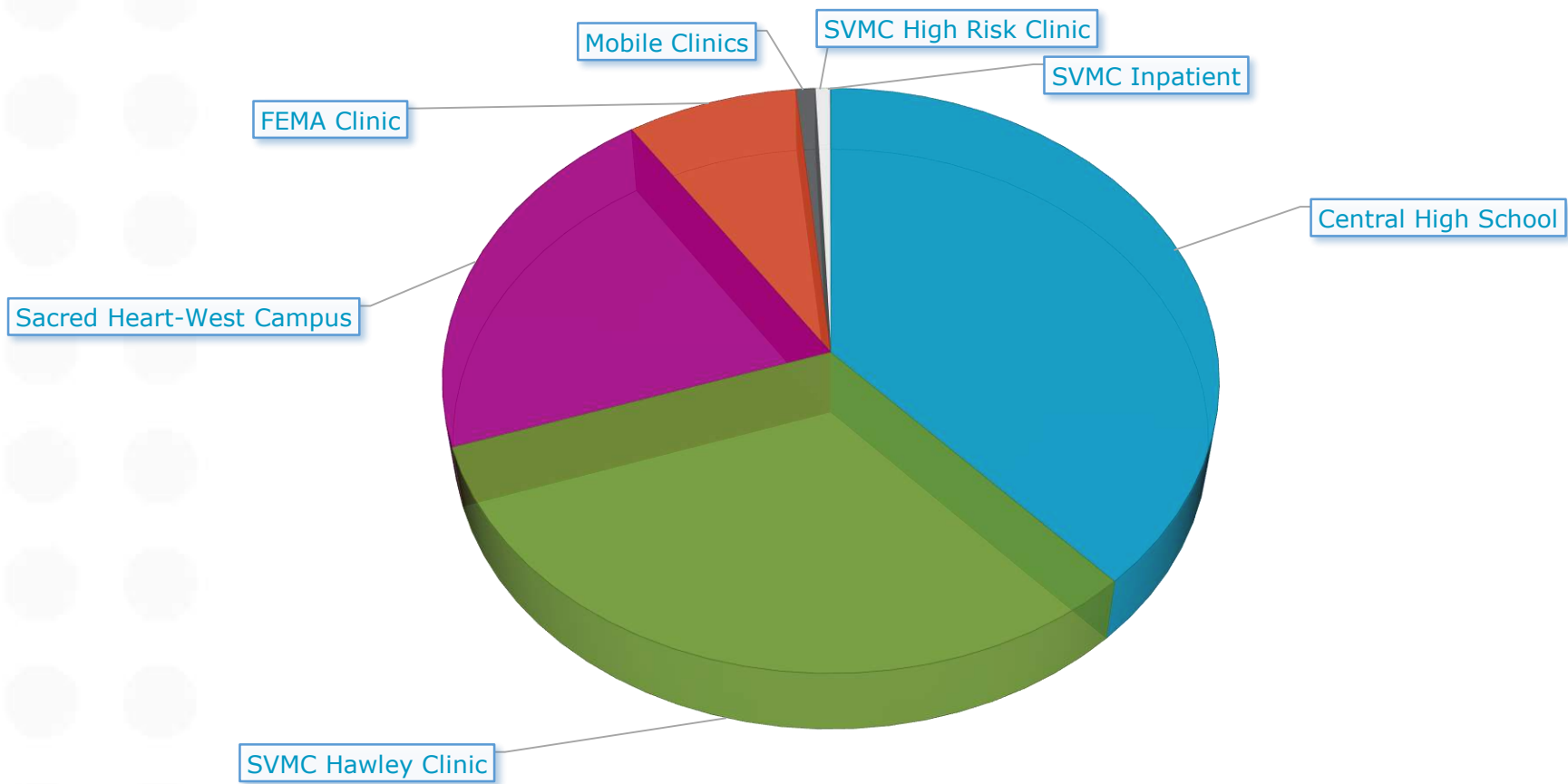
- The Beryl Institute

- How does St. Vincent's define Patient Experience?
- What are we doing to create a positive experience?
 - ❖ Interactive Leader Rounding on staff:
 - "What Does Patient Experience Mean to You?"
 - "How Can You Impact Patient Experience?"
 - Reward and Recognize Staff
 - ❖ Reinforce Service Excellence:
 - Every Moment Matters
 - Respond with Empathy
 - Leadership Behaviors
 - ❖ Inpatient Tactics:
 - Purposeful Rounding
 - Clinical Leader Rounding on All Shifts
- What are we measuring? Why?
 - "Likelihood to Recommend"
 - Teamwork, Attention to Needs
 - Response to Concerns

Operations – Vaccination Efforts – Totals by Month and Cumulative



Vaccination Totals by Clinic: 12/11/20 → Present



Growth and Expanded Services

Growth continues in the second year of the HHC/SVMC affiliation with new services and sites across Fairfield County

- The CT Orthopedic Institute formally opened in February 2021, offering concierge services in a totally renovated Inpatient Unit with 35 private rooms and bathrooms, a full private kitchen to serve patients, a nourishment station, special amenities, and physical therapy services
 - Every detail, from pre- and post-operative education to physical therapy that begins within hours of a procedure, is patient-centered
- Tallwood Urology & Kidney Institute now includes a 7-member team of urologists now practicing in Milford, Bridgeport and Stamford
- The Fairfield Region Ayer Neuroscience Institute has positioned itself to become a true destination for premier neurological services
 - Multiple talented physicians have joined the Region including those who have brought new specialties to St. Vincent’s in areas such as peripheral nerve surgery and spinal deformity surgery.
- The St. Vincent’s Breast Care Team in the Cancer Institute has been expanded with new experts joining in reconstruction, breast surgery and medical oncology – all working with a focus on providing personalized, coordinated care
- St. Vincent's Medical Center was recently award The Women’s Choice Award for Best Hospitals™ in an impressive eight categories:



- | | |
|------------------|-----------------|
| - Outpatient | - Heart |
| - Patient Safety | - Orthopedics |
| - Bariatrics | - Breast Cancer |
| - Cancer | - Mammography |

Community Outreach

- St. Vincent’s is preparing for its 6th Medical Mission at Home on Saturday, June 5, designed to deliver healthcare, social and support services to underinsured and uninsured individuals, partnering with the Thomas Merton House in Bridgeport to provide vital medical services to the persons they serve.
 - 100 individuals will receive free medical exams, mental health services, prescriptions, lunch, foot washing and podiatry services, and new socks and shoes.



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St. Vincent's Medical Center Public Forum

Independent Monitor Discussion



Joseph M. Watt, CPA

Partner | Regional Industry Leader – Health Care
Kansas City | 816.221.6300 | jwatt@bkd.com

May 11, 2021

BKD

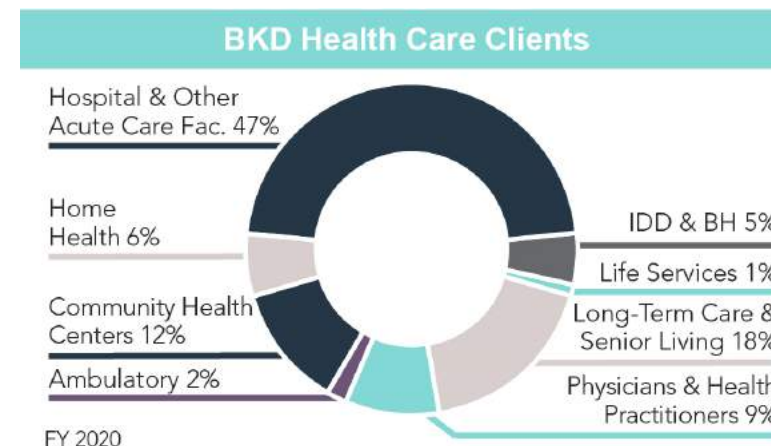
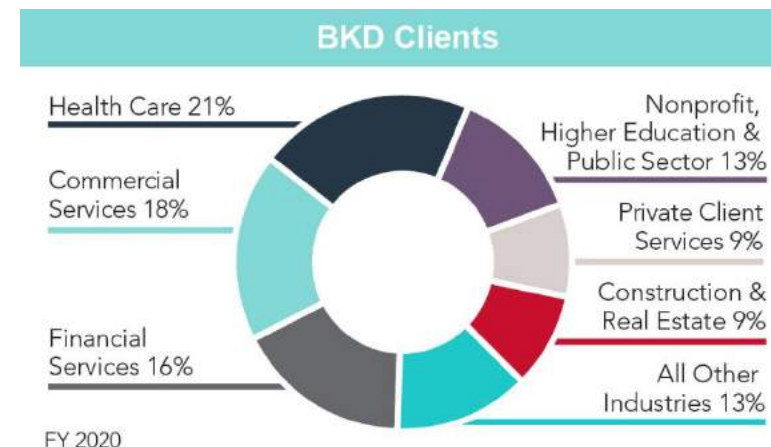
Agenda

- BKD, LLP Profile
- BKD's Approach to Serving as the Independent Monitor
- Role & Duties of the Independent Monitor
- Conditions Relevant to Review
- Independent Monitor Findings
- Notable Changes Since Last Independent Monitor Report
- Next Steps
- Questions

BKD, LLP Profile

- **Clients** – Private & publicly-traded companies, government entities, not-for-profit organizations & individuals
- **Total Personnel** – Approximately 2,850
- **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.*

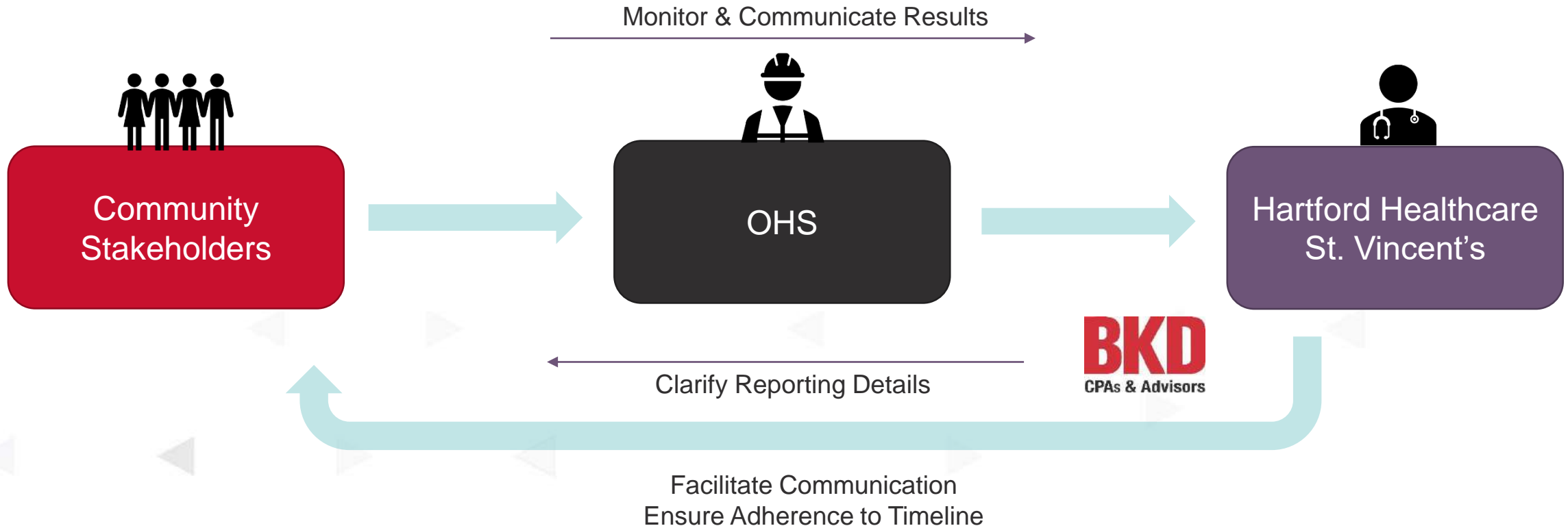


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BKD's Approach to the Independent Monitor Role

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 (1st Quarter 2021)

Condition	Brief Description
1	Appoint Community Representative to Board of Directors & notify OHS
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
18	Semi-Annual Financial Filings
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 (1st Quarter 2021)

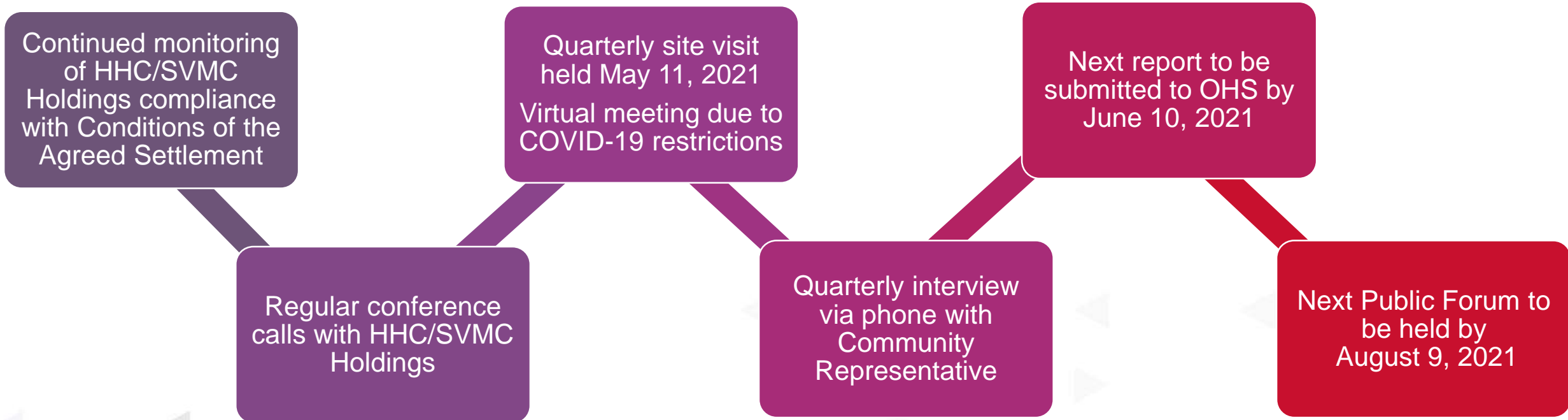
Condition	Compliance with Conditions in Agreed Settlement?
1	Yes
3	Yes
4	Yes
9	Yes
10	Yes
11	Yes
13	No reporting by HHC/SVMC Holdings required for this Condition
18	Yes
22	Condition waived by OHS
25	No reporting by HHC/SVMC Holdings required for this Condition
26	No reporting by HHC/SVMC Holdings required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

Notable Changes Since Last Independent Monitor Report

- SVMC and HHC submitted their first semi-annual financial filings report to OHS on January 28, 2021
 - Operating Performance
 - Liquidity
 - Leverage and Quality Structure
 - Additional Statistics
- Independent Monitor reviewed the underlying financial measurements and noted no miscalculations of the data



Next Steps



Questions?

Thank You!

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