



A photograph of a branch with three leaves. The top-left leaf is a vibrant green. The middle-right leaf is a bright yellow. The bottom-left leaf is a light green. The branch is brown and has small, sharp thorns. The background is plain white.

your health.

your hospital.

your community.





Timothy Shuttleworth, Board Chair

C. Angela Bontempo, FACHE, President and CEO

*Gary J. Silko, MD
Medical Staff Chair*

Each year we present the annual report to discuss our accomplishments and achievements of the previous year. We are proud to say that this year, Saint Vincent has many achievements. Some are visible and others require you to look deeper to see and understand. It has not been an easy year for our country, state or city, but tough economic times do not mean illness, disease and treatment stop. Saint Vincent Health System stood tall through this current economic turmoil, gave more to our community without eliminating jobs and remained profitable. These are things many companies and organizations had difficulty doing. Many may ask how we remain profitable and still have the ability to give. It is in the entire summation of this past year: Saint Vincent is more than just a hospital; we are a regional Health System, your Health System.

In the following pages, you will read about what Saint Vincent has been able to accomplish this past fiscal year. We are pulling back the fold and opening ourselves up to show that our patients and families, associates and facilities and our communities we serve are our priority, just as they have always been. The future may be uncertain in terms of the economy, but you can count on one thing to remain the same: Saint Vincent taking care of your health, remaining your hospital of choice, and standing strong to support the communities you live in and the communities we serve. The following pages highlight many of our accomplishments and provide a clearer understanding of how we strive to achieve more for your health, more as your hospital and more for your community.

your health

Saint Vincent recognizes your health as our number one priority. We continually seek ways to make our services more convenient and accessible, while providing the highest quality care for all patient populations. As a patient and member of the community, you and your health are the reasons we continually strive to exceed.

Outpatient Facilities

During fiscal year 2009, Saint Vincent made a strong commitment to your health by extending outpatient services to areas throughout the community. Two new additions to the Saint Vincent family of services are now located in Yorktown Commons: The Saint Vincent Imaging Center and Saint Vincent Endoscopy Center. The Imaging Center offers patients and physicians benefits they can appreciate—seamless scheduling, easy access and test results delivered to the referring physician's office quickly. The Imaging Center utilizes the latest imaging technology including high definition ultrasound, Ten Slice CT-Scan and the most powerful open MRI in the region. This equipment creates a clearer image, making it easier to make a diagnosis.

The Endoscopy Center is a non-hospital based outpatient center that provides our patients with the highest quality diagnostic services, such as colonoscopies, in a comfortable atmosphere. Physicians also benefit from the immediate turnaround of procedure results through the use of electronic medical records, among other accommodating features.

Saint Vincent now offers its expert care for minor injuries and illnesses to Erie's east side with the opening of the new Saint Vincent Urgent Care center. A new Urgent Care-West location will be located in Yorktown Commons soon. The centers feature a physician-based staff, have extended hours on nights and weekends, and offer a convenient alternative to the emergency department.

The Saint Vincent Women's Center understands the range of emotions when a patient is coping with a possible breast cancer diagnosis. This is why the Saint Vincent Breast Health Team was created. This special team of clinicians works together to accelerate the diagnosis process and decrease the emotional stress of waiting for results. Mammogram results are sent to your doctor within 24 hours, and biopsy and surgery are provided, if needed, within two weeks. The results are faster than any other provider in the region.

Process Improvements

Not only were there external improvements made to our locations and service availability, but during fiscal year 2009, 24 Lean Six Sigma quality improvement projects were completed internally, with another 17 currently underway. Improvement projects included patient flow, OR tray wraps and dining room flow. These projects have generated more than \$673,000 in return on investment and have led to several awards—many on the national level.



Saint Vincent has been nationally recognized by The American Hospital Association and McKesson for quality improvements; Thompson/Reuters Top 100 Hospitals for Cardiovascular Benchmarks for Success and Hospital Performance Improvement Leader; the American College of Radiology as a Breast Imaging Center of Excellence; and Saint Vincent also earned the AHA/ASA Get with the Guidelines-Stroke Silver Performance Award. These awards represent our continued commitment to quality across all product lines and service areas of the Health System.

Patient Services

Saint Vincent understands concerns and recognizes specific health needs of each patient. In the beginning of fiscal year 2009, Saint Vincent opened the Lincoln Rooms in the Emergency Department, dedicated to the needs of patients with mental illness. The Lincoln Rooms offer patients a private, quiet and safe area for treatment.

Saint Vincent also recognizes the importance of innovative alternatives when patients are facing surgery.

This year, Saint Vincent launched hip resurfacing,



an alternative to total hip replacement for younger, more active individuals. Rather than replacing the entire hip joint, the ball of the joint is resurfaced with a metal cap, preserving more of the patient's natural bone. Hip resurfacing provides patients with a greater range of

motion while reducing the chance of dislocation and joint wear. Another important alternative addresses the needs of women when it comes to knee replacement. The gender-specific knee implant was designed with a woman in mind—providing a better fit, increasing knee motion and offering more natural movement because it closely matches the shape and size of a woman's knee.

Saint Vincent believes less is more in certain situations. In the fall of 2008, Saint Vincent began performing less invasive heart valve surgeries for younger heart patients who are healthy without any previous lung or heart surgeries. The surgery reduces the normal 8-inch incision down to just 2.5 inches. This less invasive surgery reduces trauma to the body, pain and recovery time. Patients are back on their feet fast—sometimes in just two weeks.

Saint Vincent has been nationally recognized for quality improvements.

your hospital

As a patient, how and where you receive care is important to overall satisfaction. At Saint Vincent, we adhere to this belief. During the past fiscal year, we have taken great strides to improve our hospital's image and technological capabilities. Over the next five years, Saint Vincent will complete a transformation inside and out, offering a more accessible and technologically advanced experience for patients, families and associates. Our associates play an essential role in the Health System and continually strive to know and achieve more through their participation in research groups, seminars and classes. Saint Vincent is more than a hospital, it is a medical system trusted to care and cure our most valuable asset: you.

Building Improvements

During fiscal year 2009, Saint Vincent has made a visible commitment to building improvements in several high-volume patient areas-and it is just the beginning! The Saint Vincent 10-year, multi-million dollar improvement plan is well underway. Over the next five years, patients, families and associates will continue to notice the changes and improvements made inside and out of the hospital.

In September of 2008, the \$2.8 million renovation of the Neonatal Intensive Care Unit (NICU) was completed. This state-of-the-art facility is located in a space three times larger than its previous location. The NICU features a modern pod design to offer families more privacy

with their tiny infants. The 19-bed unit features advanced technologies, two nursing stations and a lounge for families. Along with being the region's busiest NICU, Saint Vincent, a Level III provider, has three neonatologists on staff. In addition to the NICU, 10 new private gynecology and antepartum rooms were added. Each room includes a private bathroom and shower. Work is nearly complete for a new 27-room Mother/Baby unit and nursery; these new rooms will be private, with beautiful décor and a shower in every room.



In September of 2008, the \$2.8 million renovation of the Neonatal Intensive Care Unit was completed.

Another important building improvement this year was the addition of the Saint Vincent associate and patient pharmacy, appropriately named, PharmSV. The pharmacy serves associates and their dependents, medical staff, volunteers, and inpatients and outpatients needing a prescription at the time of discharge. PharmSV is open Monday-Saturday and is conveniently located in the Saint Vincent Main Lobby, right next to the Gift Shop.

Technology Updates

Saint Vincent is committed to continually updating and implementing new technology and equipment. This year, through the help of Information Technology, Super Users from each nursing unit along with pharmacy staff, established user-friendly and reliable methodology for patient medication management called Horizon Meds Manager (HMM). In conjunction, clinicians launched a new application to document height, weight, allergies, medications and IVs called AdminRx. Together, these applications allow clinical and pharmacy associates to work together to improve patient safety and medication management. Nursing units now have mobile computer carts which can document patient data in real time, allowing for faster, more accurate tracking to provide better care for patients.

People

The success of the Health System is a reflection of the contributions associates make each day. This year, more than 30 Saint Vincent nurses passed their board certification tests and a record 50 new graduate nurses were hired. The first nursing aide class graduated six participants. The program is for current Saint Vincent associates seeking new job opportunities by becoming nurse aides or eventually registered nurses. Our nurses

and clinicians continually strive to learn more through educational seminars, research groups and courses.

Our physicians should not go without recognition either. Several of our 300+ physicians have been recognized on the national level for their research and performance. Many physicians are locally recognized as sources of information for their expertise, and are regularly featured on television and in the newspaper. However, other physicians are honored by fellow associates and leaders for their day-to-day practice and work ethic, specifically Thomas Wittmann, MD, who was honored during the annual Saint Vincent Mission Day celebration. Dr. Wittmann was honored for his many years of service to Saint Vincent as well as his compassionate bedside manner for patients. Dr. Wittmann has been a member of the Saint Vincent family for 27 years. He takes pride in mentoring young residents and nurses and enjoys teaching the importance of showing care and concern for patients and families.



your community

Saint Vincent believes in giving back to the communities it serves. Through community care programs, educational seminars and support groups for patients and their families, we reach out to serve and educate our communities whenever we can. Even if you have not been a patient, you have probably experienced an event, program or service provided or sponsored by Saint Vincent. Caring for communities is one of our top priorities, and we strive to do more each year. Saint Vincent has been a part of the Erie community for 134 years, and we look forward to being apart of and serving your community for many more.

Community Care

At Saint Vincent, it is our mission to provide medically necessary treatment and service to all persons, regardless of their ability to pay for care. The Community Care Program allows patients and their families who are uninsured, under-insured or have a limited income the financial assistance they need to pay for medical bills.

During fiscal year 2009, Saint Vincent implemented two community care programs in response to the economic and financial concerns affecting patients: layoffs, job loss

and in turn, losing health care benefits. Community Care increased to allow patients earning 350% above the national poverty level to qualify for the program. This is 150% above the national average. Saint Vincent also created a process which allows patients to make arrangements to satisfy insurance co-payments if they are facing financial difficulties. Financial counselors are available to work with patients and families to help them qualify for these programs. In an uncertain economic environment, Saint Vincent remains committed to those in our community who are unable to afford their medical expenses, yet seek expert care through our increased community care programs.

Community Events

As a member of your community, Saint Vincent recognizes the importance of supporting several organizations and causes. In fiscal year 2009, Saint Vincent created the Pink Porches program to raise awareness and funds for breast cancer. By “lighting their porch pink,” homeowners show their support of breast cancer and breast health during the month of October. Pink Porches raised \$8,000 last year for Breast Cancer Research and the Saint Vincent Foundation’s Cancer Care Program.

Saint Vincent also partnered with Erie Insurance Group, the Times News Publishing Company and the Second Harvest Food Bank to provide fresh produce to those in need through the Community Harvest for Hunger campaign. The program collected nearly



More than 250 AEDs have been placed throughout the community.

1,200 pounds of produce from gardens, grocery stores and local markets last year. Saint Vincent associates contributed more than 300 pounds of produce to the final total.

One of the most well-received projects of the year was the Project Heart Start and Project Save-A-Life programs for local schools, churches and workplaces in the region. These programs provide discounted Automated External Defibrillators (AEDs) and training in CPR and AED use. Currently, more than 250 AEDs have been placed throughout the community. *Modern Healthcare* magazine recognized the program with the Spirit of Excellence Award in the Community category this year, and Saint Vincent was one of just five applicants to receive the award out of 241. Each of the five winners received a \$5,000 prize, which will be placed back into the program.



Support Groups

At Saint Vincent, we know the importance of communication before, during and after a diagnosis or treatment, which is why we offer support groups for our patients and families experiencing a new or existing diagnosis. We offer many support groups that cover topics throughout life's stages, including pre-natal classes, pre-teen classes, fitness classes, cardiac support groups and joint seminars, just to name a few.

About Saint Vincent

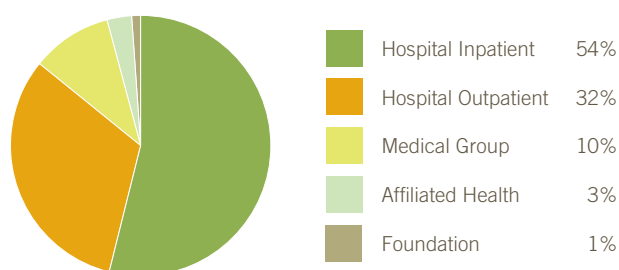
Founded by the Sisters of Saint Joseph in 1875, Saint Vincent Health Center is the Erie area's first hospital, your hospital. Saint Vincent has evolved into an integrated Health System, providing patients with an outpatient network spread across the entire region. Saint Vincent remains a member of your community, as your hospital of choice, and continues to provide a continuum of services to fit your health care needs.

financials

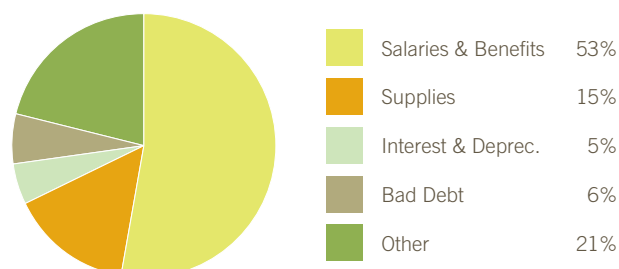
We are driven by our mission and our constant quality commitment to be prudent stewards of our resources. This year, we have invested \$12.5 million in property and equipment bringing our five-year total to \$78.4 million, including the \$25.9 million for the Sister Margaret Ann Hardner Medical Office Building. Not only was the building dedicated in her honor, but an endowment was established in her name for people with health disparities in our community.

Despite the challenges of the economy and increased community benefit requirements, Saint Vincent Health System was able to stabilize operations and see a 4% increase in operating revenues from an increased patient volume and revenue growth.

Saint Vincent Health System Sources of Revenue



Saint Vincent Health System Expense



2009 Financial Statements (Thousands)
Condensed Balance Sheet as of June 30, 2009

Current Assets	\$90,209
Restricted Assets and Investments	76,954
Property & Equipment	133,415
Other Assets	1,693
Total Assets	\$302,271
Current Liabilities	50,085
Long Term Liabilities	171,332
Total Liabilities	\$221,417
Total Net Assets	80,854
Total Liabilities & Net Assets	\$302,271

Statement of Operations (Thousands)
For the Year Ended June 30, 2009

Net Patient Revenue	\$296,122
Other Revenue	14,709
Total Revenue	\$310,831
Salaries & Benefits	162,751
Supplies & Other Expenses	130,529
Interest & Depreciation	15,475
Total Expenses	\$308,755
Net Income Available for Community Investment	\$2,076



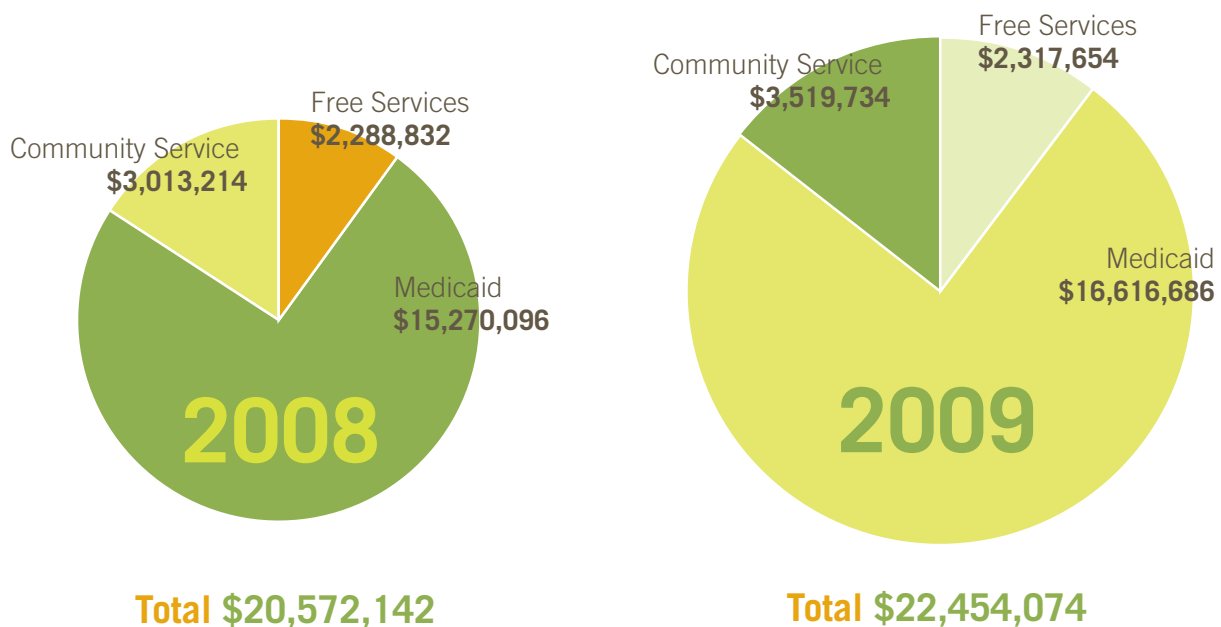
Key Statistics	2008	2009
Total Admissions	18,766	19,382
Surgeries	14,501	15,369
Outpatient Visits	170,558	173,183
Emergency Visits	65,246	67,597
Physician Practice Encounters	327,599	335,355

Community Benefit

Saint Vincent Health System has a significantly positive impact on our region's economy. In terms of salaries paid to Saint Vincent Health System's 2,965 associates (equivalent to 2,248 full-time

associates) and dollars spent within our region to maintain our mission, Saint Vincent has a \$523 million economic impact, a 3% increase over last year.

care for those most in need



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left to right: Jeffrey Szumigale, Mark Webb, Natalie Dwyer-Haller, Alan Glaser, MD, Michael Redlawsk and James Rutkowski, Jr.



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The Saint Vincent Mission.

Inspired by the Sisters of St. Joseph of northwestern Pennsylvania, Saint Vincent Health System is a community of caregivers dedicated to bringing God's healing love to all, and committed to compassion and excellence in the delivery of a continuum of holistic care.

The Saint Vincent Vision.

Saint Vincent Health System will be the best place to get care, the best place to give care and the place where all people come first.



We know how to treat people.™