

Ministry in Action

ANNUAL IMPACT REPORT



Ascension Via Christi

FISCAL YEAR 2025

Our Mission

Rooted in the loving ministry of Jesus as healer, we commit ourselves to serving all persons with special attention to those who are poor and vulnerable.

Our Catholic health ministry is dedicated to spiritually centered, holistic care which sustains and improves the health of individuals and communities. We are advocates for a compassionate and just society through our actions and our words.

Our Vision

Answering God's call to bring health, healing and hope to all

Our Values

Service of the Poor

Generosity of spirit, especially for persons most in need

Reverence

Respect and compassion for the dignity and diversity of life

Integrity

Inspiring trust through personal leadership

Wisdom

Integrating excellence and stewardship

Creativity

Courageous innovation

Dedication

Affirming the hope and joy of our ministry



A letter from our ministry market CEO

As we present this year's report, "Ministry In Action," we reflect on the profound legacy that shapes our work at Via Christi. Our story is rooted in the extraordinary dedication of the Sisters of St. Joseph and the Sisters of the Sorrowful Mother, women who answered a call from God to serve the people of Kansas with unwavering compassion.

In the late 19th and early 20th centuries, these remarkable women established St. Joseph Hospital in Wichita and St. Mary's Hospital in Manhattan, and took over St. Francis Hospital in Wichita, transforming them into beacons of healing and hope. They united Jesus' love for the sick with a commitment to service, a pioneering spirit and dedication to providing care to those in need, which laid the foundation for the Values that guide us today.

Inspired by the opening words of our Mission statement, "Rooted in the loving ministry of Jesus as healer," we are committed to providing not just clinical excellence, but a healing presence that addresses the whole person — body, mind and spirit. We strive to be agents of love in every interaction, echoing the compassion exemplified by our founders. This report, "Ministry In Action," showcases the ways in which we live out this calling, actively engaging with our communities and extending our reach to those who are poor, vulnerable and in need.

Through our commitment to quality, patient experience, community impact and the well-being of our associates, we continue to build upon the legacy of those who came before us, ensuring that the spirit of healing endures.



Kevin Strecker
Chief Executive Officer, Via Christi

Ministry in Action

ANNUAL IMPACT REPORT

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Quality and Access

9 | Delivering quality care and safe outcomes that help to sustain and improve the health of individuals and entire communities.



Consumer Experience

27 | Elevating the consumer experience by putting the patient at the center of everything we do.



Community Impact

39 | Advocating for a compassionate and just society through both our actions and our words.

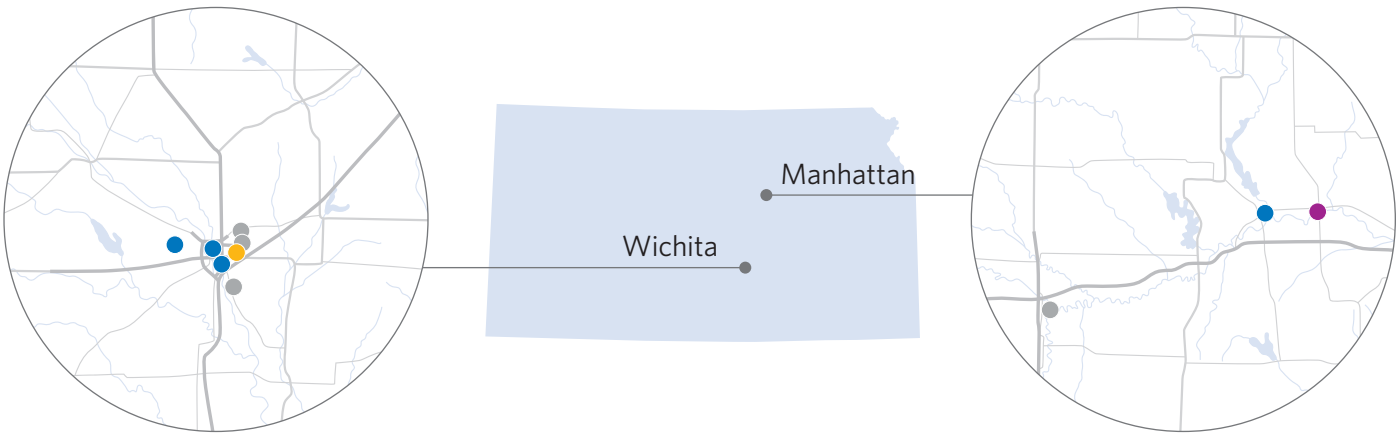


Investing in Our Associates

47 | Embracing a spiritually centered, holistic approach to helping our associates flourish.

TOGETHER, WE ARE VIA CHRISTI

Today, Via Christi is one of the largest providers of healthcare services in Kansas, caring for patients and their families through hospitals, outpatient clinics, physician services, at-home care and senior villages. We are part of Ascension, one of the nation's leading non-profit and Catholic health systems, with a Mission of delivering compassionate, personalized care to all with special attention to persons living in poverty and those most vulnerable.



Acute Care

Via Christi Hospital in Manhattan
1823 College Ave.
Manhattan, KS 66502

Via Christi St. Francis
929 N. St. Francis St.
Wichita, KS 67214

Via Christi St. Joseph
3600 E. Harry St.
Wichita, KS 67218

Via Christi St. Teresa
14800 W. St. Teresa
Wichita, KS 67235

Critical Access Hospital

Wamego Health Center
711 Genn Drive
Wamego, KS 66547

Rehabilitation Hospital

Via Christi Rehabilitation Hospital
1151 N. Rock Road
Wichita, KS 67206

Joint Venture

Salina Regional Health Center
400 S. Santa Fe Ave.
Salina, KS 67401

Kansas Heart Hospital
3601 N. Webb Road
Wichita, KS 67226

Rock Regional Hospital
3251 N. Rock Road
Derby, KS 67037

Kansas Surgery and Recovery Center
2770 N. Webb Road
Wichita, KS 67226

2025 At a glance



648K

PHYSICIAN OFFICES
AND CLINIC VISITS



278K

UNIQUE LIVES
SERVED



3.2K

BIRTHS



137K EMERGENCY ROOM VISITS



A LASTING LEGACY

For more than 135 years, Via Christi has been dedicated to serving the people of Kansas, providing quality, compassionate healthcare for those most in need.



1883

The Sisters of St. Joseph began their ministry in Kansas. They established schools, orphanages, homes for the elderly and hospitals for communities throughout Kansas, always keeping in mind those who were most in need.

1889

The Sisters of the Sorrowful Mother arrived in Wichita and took over management of St. Francis Hospital in response to the great need of the community, building a vibrant health organization from very humble origins.

1925

The Sisters of St. Joseph purchased Wichita Hospital.

1936

The Sisters of St. Joseph acquired Charlotte Swift Memorial Hospital in Manhattan, renaming it St. Mary's Hospital.

1944

The Sisters of St. Joseph expanded their ministry in Wichita with the construction of St. Joseph Hospital.

1957

At the cornerstone laying for the expansion of St. Francis in 1957, the local bishop said, "I consider the growth and development of St. Francis Hospital to be the greatest story in the history of Wichita. It is a Cinderella story, almost unbelievable. [It's been achieved through] a group of dedicated women who work seven days a week and every week of the year."

1960

The Sisters of St. Joseph built a new St. Mary's Hospital on College Avenue, which is now Via Christi Hospital in Manhattan.

In each city and with each new ministry, the Sisters collaborated with others in the community to provide exceptional service to those in need. As they did so, they added to the work the dimension of their own calling, that "their care and concern should be the same as they would show the sacred person of Jesus Christ."

2025

Access to medical care extends beyond the walls of our hospitals and directly to those who need it most. In FY25, Via Christi provided \$39 million through its community benefit programs. This investment included supporting patients who rely on public programs such as Medicaid or who were unable to pay for care. It also included funding medical research, training and teaching tomorrow's healthcare workforce, and programs and activities we support to improve the health and wellness of our communities.

A healthcare worker in a black uniform is assisting an elderly man with a cane on a staircase. The man is wearing a blue t-shirt and dark shorts. The healthcare worker is holding the man's arm and the cane. The background shows a staircase with wooden railings.

Quality and Access

CHAPTER 1

Quality and Access

9 | Delivering quality care and safe outcomes that help to sustain and improve the health of individuals and entire communities.

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OUR COMMITMENT TO SAFE AND QUALITY CARE

We strive to deliver quality care and safe outcomes that help to sustain and improve the health of individuals and entire communities. We support our patients not only holistically, working to address every potential need or challenge in their overall health journey, but in providing safe and quality clinical care. We view this commitment as an act of service and reverence to those who come to us in need, and no individual is to be left behind in receiving the best possible care, no matter their background or circumstances. These are not just statistics; they are stories of lives changed and saved.

By ensuring that those without means, who as a result might otherwise go without care, have access to safe, quality care and treatment, we are meeting a critical need in our communities.

Recognized for excellence

Via Christi Hospital in Manhattan

- U.S. News & World Report
- 2021-2024 High Performing in Maternity Care

Via Christi Weight Management

- American Society for Metabolic & Bariatric Surgery
- Bariatric Surgery Certification

Via Christi St. Francis

- American Burn Association
- Regional Burn Center Certification
- American College of Surgeons
- Level I Trauma Center Certification
- Joint Commission
- Chest Pain Center
 - Comprehensive Stroke Center
- National Association of Epilepsy Centers
- Level 3 Epilepsy
- FACT
- CAR-T Certification



Via Christi St. Teresa

- Premier, Inc.
- 2025 Top 100 Hospitals
 - 2025 Top 20 Community Hospitals
- U.S. News & World Report
- 2024 High Performing in Diabetes
 - 2025 High Performing in Pneumonia
- Surgical Review Corporation
- Center of Excellence in Hernia Surgery



ALL HOSPITALS

American College of
Emergency Physicians

LEVEL 3 GERIATRIC
EMERGENCY
DEPARTMENTS

NATIONAL RECOGNITION

Via Christi St. Joseph and Via Christi St. Francis

- Healthgrades
- 2025
- America's 100 Best Hospitals for Prostate Surgery Award
- 2024-2025
- America's 250 Best Hospitals
 - America's 100 Best Hospitals for Stroke Care Award
 - Critical Care Excellence Award
 - Neurosciences Excellence Award
 - Pulmonary Care Excellence Award
- 2024
- America's 50 Best Hospitals for Vascular Surgery Award
- 2023-2024
- Cranial Neurosurgery Excellence Award

- U.S. News & World Report
- 2025
- High Performing in Hip Fracture
 - High Performing in Lung Cancer Surgery
- 2024-2025
- High Performing in Leukemia, Lymphoma & Myeloma
- 2024
- High Performing in COPD
- 2021-2024
- High Performing in Maternity Care

ADVANCING NEUROLOGICAL CARE

Achieving high-quality stroke care

Via Christi stands as a regional leader in neurological care, holding Joint Commission’s highest level of stroke center certification as an Advanced Comprehensive Stroke Center.

This designation underscores our specialized team and around-the-clock protocols for treating even the most complex stroke cases. Our commitment to excellence has been recognized with the American Heart Association’s Get With The Guidelines® - Stroke Gold Plus award, celebrating our dedication to providing optimal, research-based stroke care, resulting in improved patient outcomes and reduced disability.

We have further distinguished ourselves by receiving the Target: Stroke Elite Plus and Stroke Advanced Therapy awards, highlighting our rapid response times for critical stroke interventions. Notably, Via Christi St. Francis is the only hospital in Wichita and one of only two in Kansas to earn the Advanced Therapy award, demonstrating our exceptional ability to treat severe strokes. By consistently implementing best practices in stroke care, we are contributing to healthier lives for Kansans.



TESTIMONIAL: Stroke survivor

I had a stroke and walked out of the hospital on my own two feet two days after. I am just glad they brought me to St. Francis. I am so thankful for everyone who was involved in my care.



SPECIALIZED EXPERTISE

Via Christi excels in specialized expertise



758
STROKES
TREATED

- 594 Ischemic strokes
- 128 Intracerebral hemorrhages
- 36 Subarachnoid hemorrhages

Pictured: Jim Walker, MD, Medical Director, Comprehensive Stroke Center and Neuro Critical Care Unit, Via Christi St. Francis



TIMELY CARE



Via Christi outperformed other hospitals in timely care for patients

84% of patients had their clot removed in 120 minutes or less
12% faster than the benchmark (72%)

38% FASTER TIME
From hospital arrival to receiving clot-busting medication

HIGH-QUALITY OUTCOMES



83.3% REDUCTION IN BLEEDING COMPLICATIONS

Via Christi had significantly lower rate in patients that experienced bleeding complications after thrombectomy
Via Christi St. Francis (1.1%), benchmark (6.6%)

*Hospital benchmark comparisons reflect reporting hospitals. American Heart/Stroke Association’s ‘Get with the Guidelines.’

REVOLUTIONIZING HEART AND VASCULAR CARE

As a heart care leader and innovator, our multidisciplinary care teams at Via Christi St. Francis are committed to ensuring access to advanced surgical procedures and leading-edge clinical trials in the best place — close to home. Our teams of specialists include cardiologists, interventional cardiologists, electrophysiologists, cardiothoracic surgeons, vascular surgeons and others, working together to provide each patient with personalized, compassionate care.

Leading the way in cardiac care

Via Christi St. Francis stands at the forefront of cardiac care, implementing innovative procedures to improve patient outcomes and reduce recovery times. We have been among the first in the nation to participate in clinical trials for less invasive alternatives to open-heart surgery, expanding treatment options for our patients. This dedication to advancing minimally invasive techniques has translated to quicker recovery times and improved quality of life for many. These advancements reflect our ongoing commitment to providing the most advanced and effective cardiac care to Kansans.

OUR RECENT “FIRSTS” INCLUDE

Abbott Navitor TAVI System

First clinical trial participant

Treated severe aortic stenosis, March 2024

Abbott TriClip TEER System

First commercial procedure in Midwest

Treated leaky tricuspid valve, April 2024

FARAPULSE PFA System

First use in Wichita

Treated atrial fibrillation/AFib, September 2024

Aurora EV-ICD System

First implant in Wichita

Treated dangerous heart rhythms, October 2024

Larimar LAAX Device

First procedure in region

Treated atrial fibrillation/AFib, November 2024

EVOQUE Tricuspid Valve Replacement System

First commercial procedure in Kansas

Treated leaky tricuspid valve, November 2024

Paradise Ultrasound Renal Denervation System

First use in Kansas

Treated high blood pressure, December 2024

Pi-Cardia ShortCut

First commercial procedure in region

Treated risk of coronary artery obstruction in TAVR, April 2025

Abbott Coronary IVL System

First clinical trial procedure in U.S.

Treated coronary artery disease, April 2025

Edwards J-Valve Transfemoral (TF) System

First clinical trial procedure in Kansas

Treated severe aortic regurgitation, April 2025

A milestone in cardiac care

In January 2025, Via Christi St. Francis became the first hospital in Wichita to perform a robot-assisted coronary artery bypass grafting (CABG) procedure. This groundbreaking procedure, led by Drs. Bethany Harpole and Brett Grizzell, provides a less invasive alternative to traditional open-heart surgery.

By utilizing robotic technology, surgeons can perform a CABG without stopping the heart, minimizing trauma and reducing the risk of complications, particularly for patients who may not be candidates for open-heart surgery. Since the initial procedure, multiple successful robot-assisted CABG surgeries have been performed at St. Francis, reinforcing our commitment to advancing cardiac care in the region.



Key benefits of robot-assisted CABG

- Expanded patient eligibility, particularly for those in frail health
- Shorter hospital stays and faster recovery times
- Minimally invasive technique, leading to reduced trauma and improved patient outcomes

This robot-assisted method not only enlarges the pool of candidates for CABG but also allows cardiologists and surgeons to expand their tool set to determine what’s best for each patient and every single blockage they have. It also shortens these patients’ hospital stays and leads to significantly less recovery time at home.

Brett E. Grizzell, MD, FACS

Cardiothoracic surgeon and Lung Nodule Clinic Medical Co-Director



SPOTLIGHT: Advancing robotic surgery: A first for Kansas

In June 2024, Via Christi St. Francis became the first hospital in Kansas to acquire the da Vinci 5 robotic surgical system. This next-generation technology enhances surgical precision and safety, enabling surgeons to perform minimally invasive surgeries with greater accuracy.

We integrate robot-assisted technology into cardiac, colorectal, urologic and other surgical procedures to provide patients with faster recovery times and improved outcomes. This investment in innovative technology reflects our commitment to the health and well-being of our community, allowing us to deliver a high standard of care with compassion and precision.



Pictured at right: Dr. Noel Sanchez receiving training prior to performing the first procedure in Kansas on the da Vinci 5 robotic surgery system

INNOVATIONS IN CANCER CARE

Detection, treatment and survivorship

Accredited by the Foundation for Accreditation for Cellular Therapy, the Cancer Institute at Via Christi St. Francis offers a comprehensive array of inpatient, outpatient and cancer outreach services, including leading-edge services such as chimeric antigen receptor cellular therapy, to prevention and early identification programs.

The Cancer Institute at Via Christi St. Francis features:

- 40 private patient rooms
- Six additional private patient rooms for patients undergoing cellular therapy or bone marrow transplantation

It also offers a host of amenities designed to provide a healing environment of care for patients, including:

- Massage therapy
- Art therapy
- Music therapy
- Movie theater
- Fitness center
- Education
- Sleep and waiting rooms for families



Transforming lung cancer care through early intervention

At Via Christi, we're changing the way we approach lung cancer care with our Lung Nodule Clinic. We've combined multiple specialists into one program — pulmonologists, radiation oncologists and surgeons — so patients can see everyone in one visit.

This approach means less time to diagnosis and treatment without the long waits for referrals. Our oncology nurse navigators are there to guide patients every step of the way, making sure they understand what's happening and feel supported.

We use protein biomarker blood tests to understand the risk of a lung nodule being cancerous, allowing us to prioritize who needs immediate attention. Physicians use robot-assisted platforms to perform biopsies that are incredibly precise and minimally invasive, reducing recovery time for patients. When surgery is needed, robotic technology can remove even tiny nodules. By combining these advanced tools with proactive screening, many of our patients experience better outcomes and improved survival rates.

Early detection through lung cancer screenings

Via Christi's commitment to early detection extends beyond the clinic through its Lung Cancer Screening Program, which has provided over 11,700 low-dose CT screenings for high-risk individuals since 2018. This program has led to a shift from predominantly late-stage diagnoses to an increased percentage of early-stage cases, when treatment is most effective.



TESTIMONIAL: Lung Nodule Clinic patient
I am thankful to not have to do chemo or radiation therapy because my cancer was caught so early, and my advice to others who meet lung cancer screening criteria can be summed up in two words: "Do it!"



A holistic approach to breast cancer prevention and recovery

In October 2024, we launched our Breast Wellness Center, which is dedicated to focusing on breast cancer prevention and survivorship care. The center provides a seamless continuum of care for both breast cancer survivors and high-risk individuals, emphasizing a patient-centered, collaborative approach.

We coordinate care among primary care physicians, breast surgeons, oncologists and radiologists to ensure comprehensive support. For survivors, we offer post-treatment care and personalized wellness plans to enhance quality of life and reduce recurrence risk. High-risk patients benefit from frequent monitoring, including mammograms, MRIs and genetic counseling, empowering them to proactively manage their health.

Our patient-centered, holistic approach ensures that we are not just treating the symptoms, but caring for the whole person. Our goal is to help patients thrive after treatment.

Samantha L Beck, MD

General surgeon, breast care specialist and Breast Wellness Center Medical Director



RESEARCHING SOLUTIONS FOR TODAY AND THE FUTURE

Medical research never stops, with new breakthroughs discovered nearly every month. Scientists constantly work to treat symptoms and to understand the root cause of different medical conditions, how to develop better drugs and how new devices can help the body in amazing ways. Via Christi Research brings those innovations to Kansas, expanding options for physicians and patients.

With decades of experience skillfully conducting clinical trials, we are nationally recognized for our work with structural and interventional cardiology, oncology, Alzheimer’s disease, depression, schizophrenia, stroke, epilepsy and more. Our cardiology research programs explore a wide range of approaches to address diverse heart conditions including minimally invasive techniques for valve repair and replacement, improving the treatment of coronary artery disease and developing new ways to support heart function in patients with heart failure.

Through these diverse research efforts, we strive to provide our community with the most innovative, effective and compassionate care.

ONCOLOGY

- Top enroller of more than 300 participants in a cancer screening collection study focused on a blood test that can screen for many cancers.
- Participating in a breast cancer study focused on developing a test to identify and detect tumor DNA released from specific cancer cells both before and after treatment.
- Strong record of participating in lung screening studies by enrolling and maintaining patients of our Lung Cancer Screening Program.



CARDIOVASCULAR

- Bassem Chehab, MD, Medical Director of Via Christi Cardiovascular Research, Cardiovascular Service Line and Structural Heart Program, enrolled the first patient in the ENVISION aortic valve study and is the study’s top enroller. Dr. Chehab also serves as the national principal investigator for the study.
- Dr. Chehab was the first to treat patients in the intravascular lithotripsy (IVL) study, providing patients with heavily calcified coronary arteries additional treatment options.



Pictured: Bassem Chehab, MD, Medical Director of Via Christi Cardiovascular Research, Cardiovascular Service Line and Structural Heart Program

NEUROLOGY

- Participated in over 23 Alzheimer’s studies over the last 32 years, including studies that led to the FDA approval of the drugs Aducanumab and Donanemab for the treatment of Alzheimer’s.
- Participating in two ongoing acute ischemic stroke studies, a long-term medication safety trial for epilepsy, and in clinical trials focused on episodic and chronic pediatric migraine.



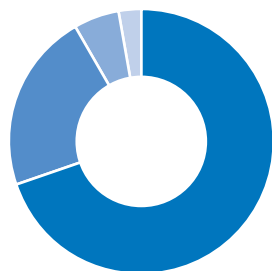
OTHER

- Other highlights include a strong record of enrolling and maintaining participants in studies focused on treatments for depression, schizophrenia and gastroparesis.



2,214 RESEARCH PATIENTS

139 OPEN ACTIVE STUDIES



RESEARCH TYPE

- 69.8% Oncology
- 21.9% Cardiovascular
- 5.6% Neurology
- 2.7% Other

ONCOLOGY

1,545 PATIENTS 70 STUDIES

NEUROLOGY

125 PATIENTS 8 STUDIES

OTHER

59 PATIENTS 5 STUDIES

CARDIOVASCULAR

485 PATIENTS 56 STUDIES

- 35 structural heart studies
- 14 coronary studies
- 2 heart failure studies
- 3 renal denervation studies
- 2 vascular studies

CARING FOR MOTHERS AND BABIES

Via Christi's hospitals in Wichita and Manhattan prioritize a personalized and supportive birthing experience, recognizing that every pregnancy is unique. We emphasize open communication between expectant mothers and their OB-GYNs, fostering a partnership built on listening and understanding.

Our care teams provide comprehensive support throughout pregnancy, labor and postpartum, offering services like childbirth classes, breastfeeding support and specialized care for high-risk pregnancies. In Wichita, we offer advanced maternal-fetal medicine and a Level III Neonatal Intensive Care Unit (NICU) at Via Christi St. Joseph, while Manhattan provides a Level II special care newborn nursery, ensuring comprehensive care for all mothers and newborns.

We are equipped to handle high-risk situations with expertise and compassion. In Wichita, our maternal-fetal medicine specialists collaborate with OB-GYNs to manage conditions like high blood pressure, diabetes and genetic disorders, all within the same unit as traditional pregnancies.

Excellence in maternity care

For four consecutive years, Via Christi St. Joseph and Via Christi Hospital in Manhattan have been recognized by U.S. News & World Report as High Performing hospitals for Maternity Care. This prestigious designation, the highest a hospital can achieve in these annual ratings, acknowledges each hospital's commitment to providing exceptional maternity services.

U.S. News highlighted the hospitals' strong performance in critical areas, including low rates of severe newborn complications, adherence to birthing-friendly practices and transparency in addressing racial and ethnic disparities.

- U.S. News & World Report
- High Performing hospitals for Maternity Care
- Via Christi St. Joseph
- Via Christi Hospital in Manhattan

Member of Children's Miracle Network

Since 1985, Via Christi has been a member of Children's Miracle Network, an alliance of 170 hospitals that raises funds for children's hospital services and keeps those funds in the community in which they were raised to help local children.

Children's Miracle Network at Via Christi helps families pay for expenses not covered by insurance and helps our hospitals purchase important equipment such as emergency pediatric resuscitation carts, positioning aids, warming lamps, monitoring systems, infant car seats, vein finders, MRI goggles and playroom toys.



SPOTLIGHT: Supporting first-time parents

For Manhattan couple Kirstie Anne Flores-Tua'au and Codey Tua'au, the journey to parenthood was made smoother and more comforting by the exceptional care they received at Via Christi Hospital's Birth & Women's Center in Manhattan. Kirstie, a registered nurse herself, chose Via Christi for its proximity and specialized care, including a knowledgeable lactation team and Level II nursery. For these parents, what truly stood out was the compassionate and attentive support from the maternity team. "All of my nurses were incredibly supportive and encouraging," Kirstie said, emphasizing how they eased her anxieties as a first-time mom.



EXPANDING EMERGENCY SERVICES

At Via Christi, we understand that emergencies don't keep convenient hours, and access to immediate, quality care is essential for our community.

Our six emergency departments — located in Wichita, Manhattan, Wamego and Wellington — receive approximately 137,000 patient visits each year, providing 24/7 critical care for individuals facing a wide range of medical crises. From the everyday medical need to the life-threatening, our commitment is to provide prompt, compassionate and high-quality care close to home.

This dedication is reflected in our specialized services, including the Level 1 Trauma Center at Via Christi St. Francis, providing the highest level of trauma care, and the Via Christi Regional Burn Center, verified for excellence in burn care. Furthermore, our system-wide commitment to older adults is demonstrated by all six of our emergency departments holding accreditation as Level 3 Geriatric Emergency Departments, ensuring that our senior patients receive age-appropriate care.

Adding urgent care access in Manhattan

In November 2024, Via Christi Hospital in Manhattan expanded its healthcare offerings by acquiring K+STAT Urgent Care, ensuring continued access to convenient, high-quality urgent care services for the community. Patients can now access the high-standard, primary care-based medicine they have received from K+STAT, backed by the resources and recognition of Via Christi Hospital in Manhattan. This expansion reinforces our commitment to keeping care close to home.



Accelerating emergency cardiac care

Via Christi St. Francis was the first hospital in Wichita to use a new technology that enables some paramedics to share real-time patient information, like electrocardiograms (EKGs), with our hospital teams before the patient even arrives.

This is especially important for severe heart attacks called STEMI, where every second counts. A STEMI is a serious blockage of a heart artery, and getting treatment started quickly can make a huge difference in the patient's outcome.

Paramedics can send us a picture of the patient's heart activity while they're still on their way. This allows our doctors to get a head start on assessing the situation and getting the right team ready. This means we're able to provide faster, more effective care and better serve our community.





Consumer Experience

CHAPTER 2

Consumer Experience

27 | Elevating the consumer experience by putting the patient at the center of everything we do.

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VIA CHRISTI'S CONSUMER EXPERIENCE

Every interaction, across all touchpoints — human, physical and digital — is guided by a deep understanding of consumer behaviors, attitudes and needs.

We understand that healthcare experiences are deeply personal. We are called to care for the whole person and treat each human life that we have the honor to care for with the dignity, grace and compassion they deserve.

Driven by this calling, Via Christi and care sites throughout Via Christi are reimagining the consumer experience by embracing a comprehensive, proactive and innovative approach. We aim to transform our experience — powered by our exceptional people — by breaking free from the traditional models of “patient experience” and adopting a modernized approach aligned with evolving expectations.



EXPERIENCE

HUMAN | PHYSICAL | DIGITAL

Consumer voice in decision-making

We place our consumers at the center of everything we do. A foundational change in our approach is using consumer feedback to guide how we shape their experience. By adopting best-in-class techniques from leading Fortune 100 companies, we’ve implemented a systematic way to stay connected — daily — to the voices of our patients. We rely on their input to guide decisions, both big and small, ensuring that we deliver enhanced experiences that serve them and eliminate the friction often associated with healthcare in the U.S.

Leveraging expertise from healthcare and beyond

Via Christi draws on practices from a range of industries, including hospitality, tech, aviation and consumer products, to reimagine healthcare delivery. We’re blending the expertise of skilled professionals, from both inside and outside healthcare, with input from patients and associates to enhance how we care for consumers.



PRE-CARE INNOVATIONS

Via Christi is enhancing the pre-care experience with new digital tools and services that make finding and scheduling care easier for patients and their families.

The updated ascension.org website and the new Ascension One app are at the forefront of this effort, providing convenient access to care through user-friendly platforms. Consumers can now easily search for and schedule appointments, view clinician ratings and manage their healthcare needs — all from the convenience of their device.

Reimagined Ascension website

Patients and their families can find and book care with enhanced digital tools and expanded chat support.

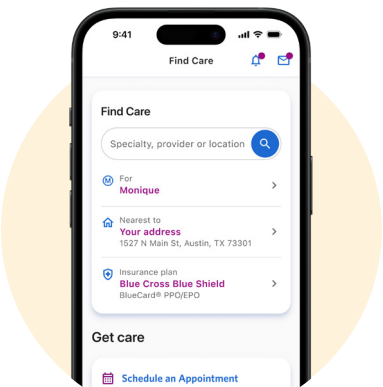
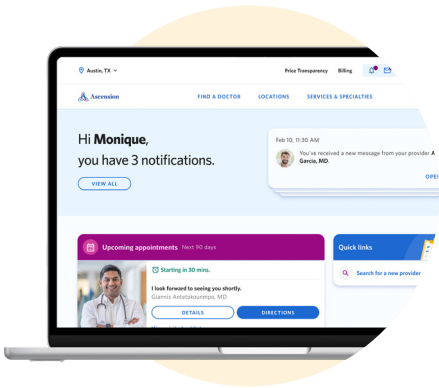
The new Find Care feature on ascension.org, co-created with consumers, clinicians and operators, is available across all Ascension markets. We’ve expanded the range of services patients can schedule directly, added a function to search by type of insurance accepted and given patients the ability to view clinician ratings.



Introducing Ascension One

Ascension One is an all-in-one app and online experience designed to help patients efficiently manage their health. Whether scheduling appointments, viewing medical records or communicating with care teams, the app brings everything together in one place.

Launched in May 2025, Ascension One is now available to provide patients of our hospitals and care facilities in Wichita with a seamless, connected experience for managing their healthcare needs.



24/7 call center scheduling support

Ascension is introducing clinics after-hours support in select markets. This service gives patients the flexibility to reach someone regarding their schedule needs at any time, day or night, as well as paging on-call providers.

Chat for scheduling

Ascension is making care more convenient by offering a voluntary web-based chat option. By offering this highly convenient channel, we ensure patients can reach us whenever they need to. For our associates, offering chat reduces call volume and allows them to handle multiple inquiries more efficiently.

Proactive outreach

Creating a better consumer experience means more than just delivering exceptional care — it’s about ensuring the proper care happens at the right time. To achieve this, Ascension has introduced voluntary proactive outreach to support patients along their health journey. This outreach uses personalized messages via email and text to gently prompt patients to set follow-up appointments, take their medications, schedule annual wellness visits and complete screenings.



WITHIN OUR WALLS — ON-SITE CONSUMER ENHANCEMENT

We're dedicated to making sure that once patients and their families arrive, their time within our walls is marked by care, comfort and support.

To achieve this, we are focused on creating calming spaces, reducing wait times, making navigating our facilities easier and offering language services to meet the diverse needs of our communities.

Our Service Commitments

We foster a culture of service excellence that is guided by our Service Commitments — a foundational service promise to extend kindness, listen and work together. These commitments are upheld by everyone who interacts with our patients and their loved ones — not just clinical staff.

EXTEND KINDNESS | LISTEN TO UNDERSTAND | SERVE TOGETHER

Our commitment to exceptional service is deeply rooted in empowering our associates, who are the driving force behind our experience, influencing roughly 70% of our Net Promoter Score (NPS) — a key metric that measures customer loyalty and satisfaction by asking patients how likely they are to recommend our services to others.

SPOTLIGHT: Service Commitments champion

Via Christi St. Francis surgical nurse manager Randell Poole's acts of kindness toward a distressed family member exemplifies the true spirit of our Service Commitments. While working, Randy noticed the husband of a recently diagnosed leukemia patient searching for a cup of coffee, clearly overwhelmed and disoriented. Without hesitation, Randy personally purchased the coffee and guided the man back to his wife's unit, providing not just physical assistance, but also emotional support. Randy's own reflection on the event highlights the transformative power of small gestures, emphasizing that consistently living our Service Commitments transforms them into ingrained habits, creating a welcoming and supportive environment for all.



Pictured: Randell Poole, Nursing Manager, Via Christi St. Francis

Reducing and communicating wait times

To improve patient satisfaction, we've taken a proactive approach to keeping patients informed and reassured about wait times. Regular updates that keep consumers informed create a calmer, more trusting environment where patients feel valued and respected.

Additionally, we enhanced the arrival experience by training associates on the importance of first impressions to ensure patients feel welcomed and reassured from the moment they arrive.



PROACTIVE
APPROACH TO
WAIT TIME



Creating calming spaces

We are committed to creating clean, calming spaces that reflect our high standards of care and promote patient recovery and satisfaction. New emergency department waiting room standards and enhanced cleaning protocols ensure a consistent environment.

Our Care Ready training reinforces these efforts and empowers associates to understand and deliver an ideal care experience.



Our commitment to Care Ready spaces

A patient's experience begins the moment they step through our doors. That's why we've embraced the Care Ready philosophy, ensuring every Via Christi space is clean, organized and inviting. More than just aesthetics, Care Ready reflects our commitment to providing a comfortable, calming and respectful environment, one that honors the dignity of each person we serve.

CENTERS FOR MEDICARE & MEDICAID SERVICES

Via Christi Hospital in Manhattan

Five-star rating for cleanliness

The Centers for Medicare & Medicaid Services (CMS) awarded a 5-star rating for cleanliness, placing us among only 350 hospitals nationwide to achieve this distinction. The recognition, based on patient feedback, underscores our team's unwavering efforts to maintain environments that contribute to a positive and reassuring patient experience.



Improving the emergency department waiting room experience

In spring 2025, we completed our renovation of the emergency department waiting area at Via Christi St. Francis, significantly enhancing the patient experience. The newly expanded space, more than double its previous size, provides increased seating and improved functionality, designed to create a more welcoming and comfortable environment for patients and their families. The redesign prioritizes patient flow and comfort, reflecting the hospital's commitment to providing a healing atmosphere during critical moments.

The upgraded waiting area features improved natural lighting, modernized seating and additional amenities to enhance comfort during wait times. This renovation aims to alleviate stress and provide a calming environment for the over 43,000 patients the emergency department serves annually. By focusing on patient-centered design, we continue to deliver exceptional emergency care within a supportive and functional space.



Language services

Acknowledging the critical role language plays in healthcare access, we have significantly expanded our language services. Via Christi's interpreters, translators and partners are vital to fulfilling our Mission by ensuring that patients from diverse linguistic backgrounds, and those who are deaf or hard of hearing, receive the care they deserve.

Additionally, Via Christi offers guidance and tools for serving individuals who are blind or visually impaired, including information accessibility, staff training and adaptive equipment and technology.



WHEN YOU LEAVE — POST-CARE ADVANCEMENTS

Exceptional care doesn't end when patients leave our facilities. We are committed to ensuring the post-care phase is just as comprehensive as the care provided on-site.

With real-time NPS tracking, patients can provide immediate feedback, allowing us to promptly address concerns, make improvements and acknowledge positive experiences. Our focus on real-time recovery and ongoing communication ensures patients feel valued and supported after their visit.



Real-time listening

We've made real-time NPS listening and responsive actions a priority across all Via Christi care sites to ensure we're continuously improving the consumer experience.

Service recovery

After each visit, patients receive a survey to share feedback on everything from scheduling to discharge. This input is available through an online dashboard, providing associates immediate access to positive feedback and giving leaders actionable insights for recognition, coaching, performance enhancements and quick problem-solving.

Real-time recovery

Real-time NPS provides instant feedback, allowing us to continuously monitor and improve satisfaction. This approach enables quick recovery and immediate adjustments. If a patient submits a survey with an NPS of 6 out of 10 or below, our platform automatically generates a service ticket with all relevant information and assigns it to the appropriate leader. This system ensures we address concerns promptly, showing our dedication to excellence and building patient loyalty.



The billing experience

Via Christi is simplifying the billing experience by consolidating charges into a single, easy-to-understand statement to make billing more transparent and reduce stress for patients and their families. Through the Ascension One app or at ascension.org, patients can view their balance, make a payment, check insurance coverage, set up payment plans and access financial assistance.

Community Impact



CHAPTER 3

Community Impact

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OUR IMPACT IN THE COMMUNITIES WE SERVE

At a glance


\$39M
CARE OF THE POOR
AND COMMUNITY
BENEFIT



Via Christi payor mix

- 47.46% Medicare
- 9.12% Medicaid
- 33.84% Other commercial/managed care
- 9.58% Self-pay/other



Caring for and improving the health of our communities

We advocate for a compassionate and just society through both our words and actions. More than a healthcare system, we serve as catalysts for change — local leaders who listen to, engage with and invest in our communities to ensure everyone has the opportunity to thrive.

Our work extends beyond medical care to address the essential resources that foster holistic healing. By championing health equity and social justice, we help break down systemic barriers to care.

These efforts transform lives, creating lasting, meaningful access to quality, cost-effective and personalized care while reducing disparities. Caring for the social, spiritual and medical needs of others is central to our Mission. Our commitment reaches beyond hospital walls as we actively serve our communities, addressing challenges faced by those most vulnerable and often overlooked.



Community Health Needs Assessments

Community Health Needs Assessments (CHNAs) are essential tools that help organizations and community members prioritize and respond to unmet health needs. CHNAs offer valuable insights into utilizing existing resources and creating strategic plans. By identifying the most pressing issues, this process is fundamental for promoting health and well-being, ensuring that a community works together toward common health goals.

Via Christi partners with residents and key community leaders to address the health priorities identified through CHNAs, focusing particularly on vulnerable populations.

The findings of the most recent three-year cycle highlighted three key areas of need:

- Access to care
- Food security
- Transportation

ENHANCING ACCESS TO CARE AND SUPPORT

At Via Christi, we believe that access to quality healthcare is a fundamental right, not a privilege.

We are committed to extending our reach to those who are often marginalized, ensuring that everyone in our community has the opportunity to live a healthy life. This commitment takes many forms, from directly assisting with the costs of essential prescriptions to guiding individuals through the complexities of public program enrollment.

In FY25, we’ve seen the tangible impact of these efforts, with programs like the Dispensary of Hope providing more than 8,500 free or low-cost prescriptions annually in Kansas, impacting more than 2,200 patients. Also in the past year, our financial counselors helped 2,329 individuals navigate crucial insurance and support applications. Our Mission calls us to actively work to bridge gaps in care through innovative programs and strategic partnerships, all aimed at creating a more equitable and accessible healthcare landscape for our community.

Celebrating “Hope” in the fight against breast cancer

Via Christi’s mobile mammography van, “Hope,” celebrated its first year of service in October 2024. The 41-foot mobile unit, equipped with advanced 3D imaging, brings lifesaving breast cancer screenings directly to communities across south-central Kansas.

Hope’s focus is on reaching those who need access most. By making frequent visits to areas with lower incomes and partnering with rural health centers, Hope is helping make sure everyone has access to these important screenings. The program also helps people without insurance afford their breast cancer screenings through a grant from the National Breast Cancer Foundation. These benefits are consistent with our Mission to provide compassionate care to all, especially those who are most vulnerable.

In just its first year, Hope provided over 450 breast cancer screenings. Of these, approximately 100 screenings identified an area of concern that needed further investigation.



Multiple studies have found a strong relationship between the distance a woman lives from a mammography service and her likelihood of falling behind on recommended breast cancer screenings.

Dave Degenhardt
Director of Radiology, Via Christi

Advocating for expanded behavioral health access

The need for accessible and comprehensive mental and behavioral health services in our community has reached a critical point.

Via Christi St. Joseph, responsible for a significant portion of the state’s inpatient behavioral health beds, admits hundreds of patients monthly, with admissions increasing by 12% in recent years.

As the state’s largest private provider of inpatient mental and behavioral health services, we are committed to addressing this pressing need by providing expert, compassionate care and advocating for expanded access to mental health resources. In July 2024, we began a \$22 million improvement project for the St. Joseph emergency department. Funded by the Kansas Legislature and ARPA funds, this project will increase the department’s size by 21,000 square feet and add 20 beds, including an 11-bed psychiatric observation area.

Our goal is to create an environment that supports safety, comfort and well-being, driven by our commitment to provide high-quality, patient-centered, compassionate care.

Matt Sinnwell, MD
Emergency Department Medical Director, Via Christi St. Joseph



The project will help us address community needs by improving patient flow and helping to reduce wait times. The dedicated psychiatric observation area will provide rapid stabilization for behavioral health patients, enhancing timely care and freeing space for medical patients. This project reflects our commitment to improving emergency care access and comfort for all.

Dispensary of Hope

A collaborative effort between Via Christi Hospital in Manhattan, the Manhattan Community Health Foundation and local healthcare providers resulted in the opening of the Dispensary of Hope in December 2024.

The partnership directly addresses a critical community need, ensuring that low-income, uninsured individuals have access to the medications they need to maintain their health.

The Dispensary of Hope provides access to a wide range of no-cost prescriptions to uninsured individuals who make less than three times the federal poverty level. All patients who meet eligibility requirements and have a valid prescription are welcome to use the pharmacy without the need for a referral.

The Dispensary of Hope exemplifies the commitment of multiple organizations working together to serve their community's most vulnerable members by addressing a significant barrier to healthcare access.



The Dispensary of Hope has already proven to be an asset for our patients here at the Manhattan Free Clinic. We look forward to our partnership with them and watching our community benefit from their amazing service and the significant cost savings they provide.

Rick Hernandez
Executive Director, Manhattan Free Clinic

Addressing food insecurity

We know that good health extends beyond our hospital walls, and access to nutritious food is a critical part of well-being. Through partnerships with neighborhood food pantries and area food banks, Via Christi engages with community programs to increase food access through collections, donations and volunteer opportunities.

In the past year, our ministries rallied around the importance of addressing food by volunteering countless hours to collect, make, deliver and serve 4,618 meals for those in need.



4,618
MEALS TO
THOSE IN NEED

Providing transportation for those in need

We believe that access to healthcare shouldn't be limited by transportation challenges. For many individuals, getting to and from medical appointments can be a significant hurdle. Whether it's lack of a vehicle, an inability to drive or the need to travel between facilities for specialized care, transportation can become a barrier to receiving necessary treatment.

To address this, Via Christi provides or arranges transportation at no cost for patients who lack transportation or are unable to drive and who need to be transferred to another facility for medical services. In the past year, transportation was provided to 4,123 individuals across all of Via Christi's ministries.



4,123
INDIVIDUALS
PROVIDED
TRANSPORTATION



Investing in Our Associates

CHAPTER 4

Investing in Our Associates

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OUR COMMITMENT TO INVEST IN OUR ASSOCIATES

At a glance



1,996
NURSES

777 NURSING
SUPPORT STAFF

161 PROVIDERS

6 RESIDENTS



Via Christi employs more than 5,650 associates

The associate journey

Via Christi is more than hospitals, emergency departments and clinics. We are centers of hope, health and compassion, made possible by the doctors, nurses, care professionals and associates who contribute to our work.

Together, we are creating an associate experience that

- **Connects** personal values to our Mission of serving those most in need.
- **Delivers** team structures that foster success and a sense of belonging.
- **Appreciates** associates by providing tools for success and integrating their feedback to drive improvement.

Supporting the associate journey

ATTRACT

- Connect an associate's personal values to our Mission
- Affirm an associate's decision to join Via Christi

PREPARE

- Deliver the information, equipment, access, systems, experiences and tools an associate needs to succeed

APPRECIATE

- Recognize and reward an associate's performance
- Support an associate's well-being through culture and resources

INCLUDE

- Ask associates for feedback and show them that they've been heard
- Connect associates with their leader and team

TEACH

- Communicate what is expected of associates
- Show an associate how we do things

GROW

- Acknowledge an associate's strengths and ambitions
- Offer development opportunities

ENCOURAGE

- Give associates a positive last impression
- Welcome associates back in the future



ATTRACT AND PREPARE

By engaging associates in cross-functional collaboration with teams across Via Christi's service lines and care settings, we create a collaborative foundation that strengthens their skills, promotes patient-centered care and enables us to meet healthcare's evolving demands together.

Our Via Christi Talent Acquisition and Human Resources teams work together to help identify priority positions and to discuss the challenges with recruiting and retaining talent in these areas. The teams analyze barriers to hiring, uncover insights and develop targeted strategies to attract top talent while strengthening support for existing associates in these critical roles. By taking a proactive, data-driven approach, they ensure that essential positions remain staffed to meet the needs of patients and communities.

Identifying talent

We look to help internal and external candidates embark on their career journeys with confidence, allowing them to bring their true, authentic selves to work every day. We are passionate about recruiting talent who are searching for a workplace where innovation, collaboration and continuing education are part of the daily experience.



Onboarding experience

Over the past year, Via Christi completed a comprehensive review of our onboarding experience, incorporating internal insights and external data to shape our improvement strategy.

As part of our commitment to preparing associates for success, we identified three essential elements for a positive onboarding experience.

Culture, Connection and Clarification

To strengthen **Culture**, we introduced a Day 1 Framework that immerses new associates in Via Christi's Mission and Values, with a focus on connecting their personal values to our work through our "One Community for One Mission" overview.

Each new associate is paired with a new associate navigator, a dedicated guide who assists with pre-boarding tasks like completing paperwork and license verification, ensuring a smooth transition and building **Connection** from the start.

In terms of **Clarification**, we are streamlining pre-boarding processes and introducing new tools and resources to ensure associates have clear guidance on their roles, responsibilities and career pathways. Our efforts also encompass reducing duplication and simplifying forms to create a smoother onboarding journey that enhances efficiency and allows new associates to enter our organization with ease. By focusing on clarity, we help associates feel prepared, valued and connected from day one.



APPRECIATE AND INCLUDE

Creating a workplace where every associate feels appreciated and included starts with listening, recognition and a culture of belonging. When team members know their contributions matter, engagement grows, and the care we provide to our communities strengthens.

Via Christi launches Always-On Listening

In February 2025, Via Christi launched Always-On Listening. The platform empowers nurses to directly influence their work environment by providing feedback on barriers or offering recognition. Nurses who submit feedback receive a response within 72 hours. The program complements, rather than replaces, existing reporting processes by helping pinpoint barriers nurses face in delivering optimal care.

In the five months since its launch, the platform has helped to identify 43 barriers and to offer 20 recognitions. The program will be expanded to include all associates in the coming year.

43 BARRIERS
IDENTIFIED

20 RECOGNITIONS
OFFERED



Prioritizing associate well-being

To deliver great experiences and excellent patient care, we understand the importance of first caring for our associates.

By listening to their needs and providing the resources necessary to help care for themselves and their patients, we ensure they can bring their best selves to work daily. When our associates feel supported — personally and professionally — they are more engaged and motivated, leading to better patient outcomes, improved morale and a stronger, more resilient team. This focus on well-being helps reduce burnout, increase job satisfaction and strengthen long-term retention.



myCare

Associates turn to myCare, Via Christi’s internal well-being site, for on-demand access to tools, videos and live support. The platform focuses on six key well-being categories: relational, occupational, financial, mental, spiritual and physical health, helping associates prioritize their overall well-being.

Well-being sessions

Associates can participate in live and recorded educational well-being sessions on topics designed to instill healthy habits such as healthy eating, ergonomics, behavior change, stress management, fitness and meditation.



Spiritual direction

When associates have spiritual and emotional needs, we can pair them with a licensed spiritual director to provide confidential support to navigate burnout, discern vocations and handle life transitions.

Provider Associate Care Team

The Provider Associate Care Team (PACT) connects associates experiencing distress from work-related events with trained volunteer peer supporters, offering a safe and confidential space to share emotions and concerns.

Encouraging and celebrating our teams

At Via Christi, recognizing and celebrating the dedication of our associates is an essential part of fostering a culture of excellence.

These recognitions and awards honor individuals who go above and beyond in providing compassionate care, living our Mission and Values and making a meaningful impact on patients, families and colleagues. From nurses delivering exceptional bedside care to associates demonstrating leadership, teamwork and service, these recognitions highlight the incredible contributions of our team members.

DAISY Award

This international award is presented to bedside nurses who demonstrate professionalism, exceptional care and leadership.

BEE Award

Standing for Beyond Exceptional Expectations, this award recognizes excellent patient care for non-nurse associates.

Service Commitment Champions

These quarterly recognitions are presented to associates who inspire others in the way they live our Service Commitments.

Great Catch Award

This award recognizes the positive impact of noticing and reporting safety concerns, resulting in a safer patient experience.

SPOTLIGHT: Kansas Hospital Association honors Allan Thomas

The compassion and dedication of Allan Thomas, our Director of Respiratory Care, was celebrated by the Kansas Hospital Association with its Heart of Health Care Worker Award. Allan's 32-year career at Via Christi has been marked by a consistent commitment to going above and beyond, a trait deeply rooted in the values he cultivated during his time in the U.S. Army Reserve. Whether he's creating impactful career exposure programs for high school students through the MedEd Academy or initiating the "Honor Walk" to support grieving families, Allan's actions reflect a genuine desire to serve others.



Pictured: Allan Thomas received Heart of Health Care award from Kansas Hospital Association President & CEO Chad Austin

Strengthening retention and care

At Via Christi, nurses are at the heart of our healing ministry. Their well-being directly impacts the quality of care we provide.

We've made significant strides in enhancing nurse retention, which translates to a more stable and supportive environment for both our nursing staff and our patients.

Our efforts to support our nurses have taken several forms. We've streamlined our hiring processes to attract and onboard talent more efficiently. We've also invested in programs that equip experienced nurses with the skills to effectively mentor and guide new colleagues, ensuring a smooth transition into their roles and fostering confidence. We've empowered nurse leaders to cultivate a strong sense of belonging within their teams, providing them with the tools and resources to support career development and enhance communication.

Additionally, we've strengthened clinical orientation and nurse residency programs to improve the first-year experience for nurses, and we've expanded initiatives that celebrate and recognize our nurses' extraordinary contributions.



The outcome of our commitment to improve nurse retention from FY24 to FY25

By prioritizing nurse retention, we create a more thriving and experienced nursing workforce, ultimately elevating the quality of care we provide and creating a deeper sense of connection and belonging within our entire organization.

Investing in nursing excellence

At Via Christi, we recognize the critical role our nurses play in providing exceptional care. To support their professional growth and enhance the overall nursing environment, we’ve focused on strengthening training and leadership development.

We’ve implemented a comprehensive preceptor training program, equipping experienced nurses with the skills and confidence to effectively mentor and onboard new graduates. This initiative enhances clinical training and mentorship, addressing challenges and gaps that emerged in recent years. As a result, more nurses are stepping into preceptor roles, strengthening our retention efforts and building a more resilient nursing workforce.

In addition, we’ve established a new, evidence-based nursing leadership structure. This optimized structure provides our nurse leaders with the resources and role clarity they need, while reducing their administrative burden. This continued investment in our nursing leaders allows them to focus on creating an environment where nurses can thrive, ultimately leading to safer, more compassionate and higher-quality care for our patients.

SPOTLIGHT: The DAISY Award celebrates extraordinary nursing care

The DAISY Award celebrates and recognizes the extraordinary compassion, skill and care exhibited by nurses every day. The program aims to increase nurses’ pride and satisfaction in their work by celebrating their contributions. In FY25, Via Christi nurses received 16 DAISY Awards, including the January 2025 recipient, Megan Rottinghaus, Intensive Care Unit nurse at the Via Christi Hospital in Manhattan. From her nomination: “We had a patient come in with cerebral palsy who was feeling scared and alone. Many would have chosen the easiest route to calm the situation, perhaps resorting to sedation. But not Megan. She saw the fear in that patient’s eyes and knew they needed more than medicine — they needed connection, comfort and someone to care.

Megan brought toys from her own children for the patient to play with, creating a space of fun and joy that changed the energy in the room entirely. She went even further, printing out coloring materials to give the patient something to do, keeping them engaged and occupied in a positive way.

Pictured: Megan Rottinghaus, Intensive Care Unit nurse, Via Christi Hospital in Manhattan



TEACH AND GROW

A career at Via Christi is more than just a job — it’s a gateway to advancement and economic mobility for both current and prospective associates. We strive to be more than an employer; we are a partner in helping associates thrive personally and professionally, guiding them toward success and fulfillment that may have once felt out of reach.

The Center for Career Advancement

The Center for Career Advancement offers career services, training and educational programs designed to develop a skilled workforce within the communities we serve, with a focus on reaching and empowering marginalized groups. Our “people-first” approach to career development includes efforts like short-term training programs, facility tours, job shadowing days, associate support, mentorship programs and high school summer camps.



Internal mobility and career pathways

We want to ensure our associates have a clear understanding of the many possibilities within their career journeys. More importantly, we aim to equip them with the knowledge to confidently map those journeys, making the pathways to education and economic success more accessible. To simplify the process of choosing a career path or growth opportunity, we conducted an in-depth assessment of workforce development programs across our markets. This resulted in approximately 100 career paths for internal associates. These pathways are designed to provide clear, accessible routes for growth and development, helping associates navigate opportunities as they advance at Via Christi.

To ensure our associates have all the information they need about potential career paths, we used the information from our assessment to develop a visual mapping tool that highlights common career progression routes. The tool outlines advancement opportunities and provides key details such as role overviews, typical responsibilities and necessary credentials or education. It also helps associates identify transferable skills and areas where additional development, certifications or experience may be required.

Vocare program

Launched in 2023 by Ascension’s Center for Career Advancement, the Vocare program offers our associates a unique opportunity to advance their healthcare careers through specialized training. We’ve expanded the program to include surgical techs, addressing a crucial need in our Kansas hospitals, and providing a debt-free pathway for our team to grow and develop their skills.

The Vocare program is a rigorous but rewarding experience. It involves a thorough selection process, followed by eight months of online education through Franklin University, and culminates in clinical rotations that provide hands-on experience.



TESTIMONIAL: Vocare graduate
*They’ve done a lot to make sure we’re fully prepared.
And I’ve been super grateful for all they’ve invested in us.*

By investing in the Vocare program, we’re not only helping our associates advance their careers but also strengthening our clinical teams. We’re building a pipeline of skilled professionals who are committed to providing exceptional patient care.



CAREER PATHS OVERVIEW

We identified 100+ career paths for our associates:

Clinical career paths: Clinical care, nursing, pharmacy services, clinical and patient support services, patient administrative services and providers.

Non-clinical career paths: Administrative services, business operations, business strategy development, charitable and community services, finance, human resources, information technology, marketing and communications, revenue cycle, supply chain and risk, quality and safety.

Investing in our leaders

We are committed to fostering a culture of continuous learning and growth for our associates and leaders. Through the Ascension Learning and Leader Institute, we provide targeted education and training programs designed to equip our team with the skills and knowledge needed to excel. From foundational management skills to executive leadership development, our programs emphasize both practical experience and personal growth.

As a ministry of the Catholic Church, we also embrace a unique approach to whole-person development through Ministry Formation. Ministry Formation programs connect our associates’ personal sense of purpose with Via Christi’s Mission and ministry identity. These initiatives create supportive communities, encouraging reflection and growth, and fostering an environment where our team can fully realize their potential and understand the impact of their contributions.



WORKFORCE DEVELOPMENT

The healthcare landscape is constantly evolving, driven by advancements in technology, shifts in patient demographics and new care models. As a result, Via Christi is continuously assessing both current and future workforce needs and addressing potential gaps. This proactive approach allows us to adapt to emerging trends, such as the increasing demand for specialized care, the integration of digital health tools and the need for culturally competent care.

Our workforce development efforts are essential to meeting the healthcare demands of our communities. One of the ways we do this is by building strong relationships with students through academic affiliation agreements across all our markets. We are implementing intentional, focused efforts to prepare future healthcare professionals and build a workforce that mirrors the diversity of our communities. This inclusive approach brings diverse perspectives to patient care, ultimately enhancing the quality of interactions and outcomes for those we serve.

Partnering to train the next generation

Through a strategic affiliation with Wichita State University’s College of Health Professions, Via Christi is expanding educational opportunities for future healthcare professionals. This partnership provides WSU students with hands-on learning experiences in hospital settings while offering continuing education and professional development for Via Christi associates.

With access to classroom and office space within Via Christi St. Francis, WSU students gain real-world training alongside experienced clinicians. Associates benefit from tuition assistance, priority placement in select programs and opportunities to serve as adjunct faculty. By integrating education and clinical practice, this collaboration helps build a skilled workforce ready to meet the region’s evolving healthcare needs.

SPOTLIGHT: Preparing a future healthcare workforce

The St. Gianna Catholic Health Academy at Via Christi St. Francis provides invaluable real-world experience for high school students exploring healthcare careers. Each semester, the academy offers shadowing opportunities to students from Kapaun Mt. Carmel and Bishop Carroll Catholic High Schools, allowing them to observe and participate in various units within the hospital. The program aims to give students a firsthand look at the realities of healthcare, helping them make informed decisions about their future education and career paths.

By exposing students to “real world and real life” scenarios, the St. Gianna Catholic Health Academy provides a unique and valuable learning experience, helping shape the next generation of healthcare professionals.



Pictured: St. Gianna Catholic Health Academy students

Via Christi’s Ministry in Action Report for FY25 demonstrates our commitment to community health and lasting social impact.

Data for this report was gathered from diverse sources, including patient services, financial assistance and community benefit initiatives conducted from July 1, 2023, to June 30, 2025.

The report highlights critical data metrics. In some cases the data is calculated by a third party and/or includes reasonable estimates. We remain committed to continually refining our approach to enhance our data collection and reporting practices so that we can ensure that our Mission, to foster health equity and improve the well-being of our communities, is both resilient and impactful.



Ascension Via Christi

ascension.org