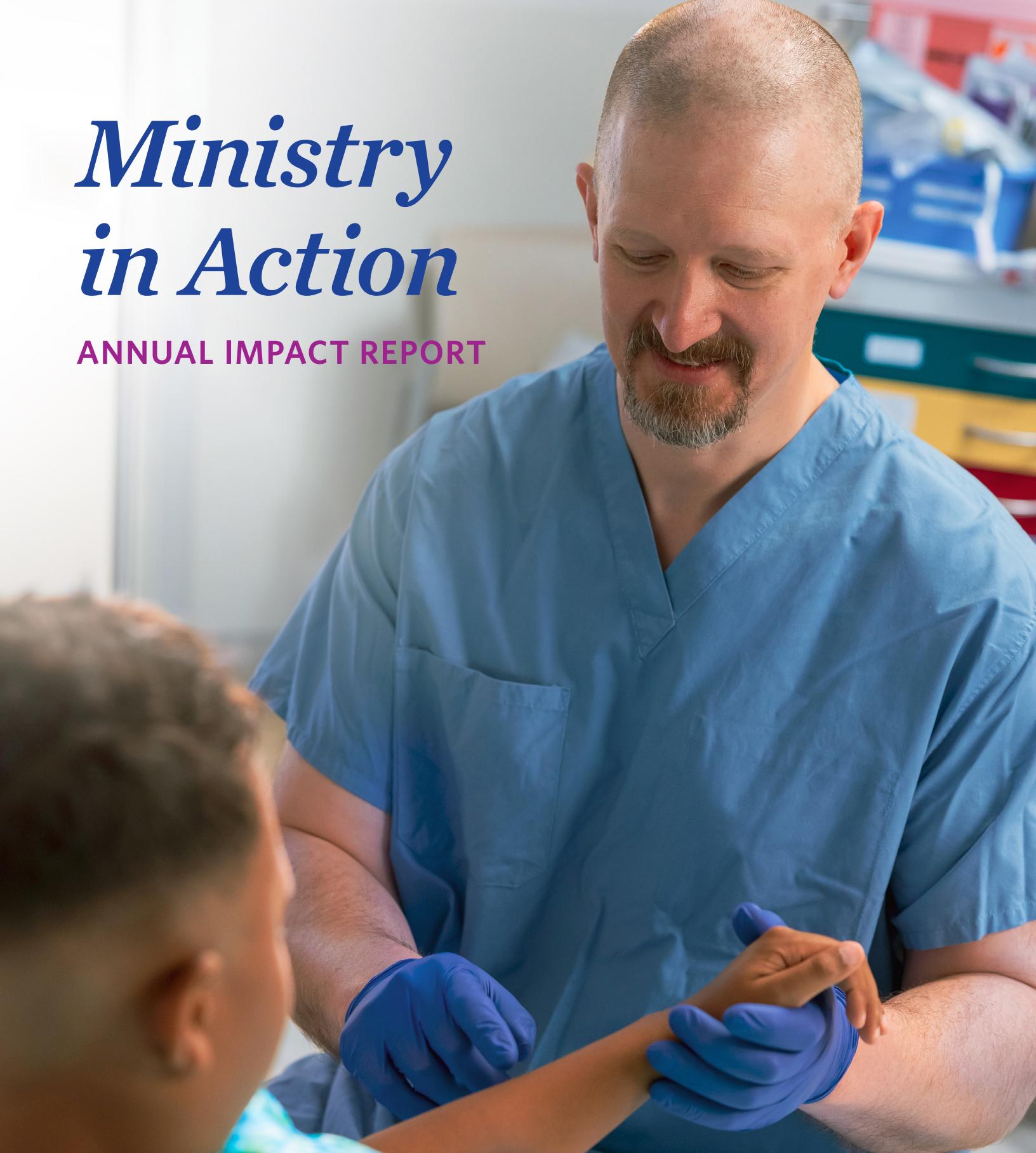


# *Ministry in Action*

**ANNUAL IMPACT REPORT**



**Ascension St. Vincent**

**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

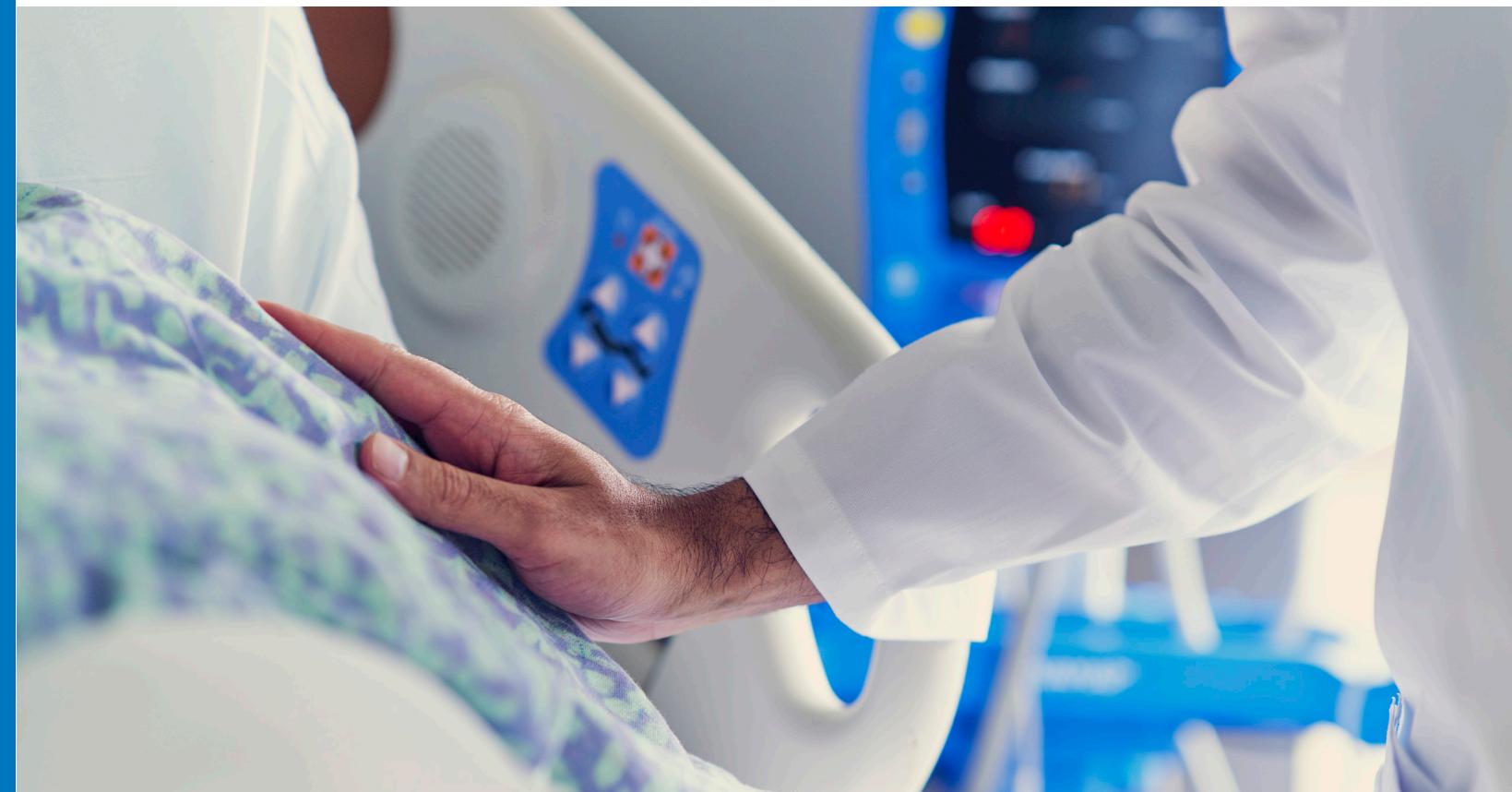


## **Living our legacy**

The Daughters of Charity, founded in 1633 by St. Vincent de Paul and St. Louise de Marillac, were called to serve the poor and sick, and their mission continues today as we faithfully carry their vision forward. As a Society of Apostolic Life, the Daughters of Charity take vows of poverty, chastity, obedience and service of the poor, and their commitment to healing lives inspires the work we do every day.

**The legacy of Ascension St. Vincent is deeply rooted in the work of the Daughters of Charity, who answered the call to bring healthcare to Evansville, Indiana, in 1872. Their commitment to serving the most vulnerable in our community was the foundation of our ministry.**

In 1881, the Daughters of Charity were called to begin their ministry in Indianapolis at the invitation of Bishop Silas Chatard, who saw the Sisters as integral to fulfilling the need for Catholic healthcare in the city. Bishop Chatard's connection to the Daughters of Charity was personal; his sister, Julia, had been one of the founding members of the Community in Emmitsburg, Maryland.



# Ministry in Action

## ANNUAL IMPACT REPORT

### About Ascension St. Vincent

4

Building on the legacy of our past and innovating new ways to bring our Mission to life as we serve our communities.



### Quality and Access

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

### Consumer Experience

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

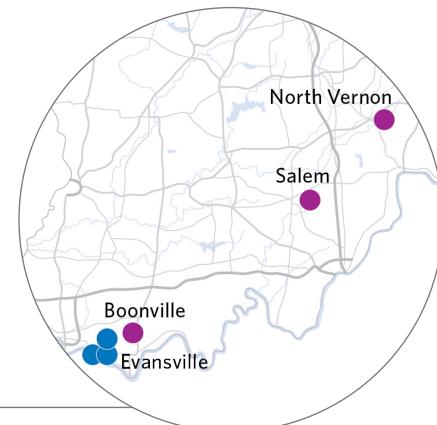
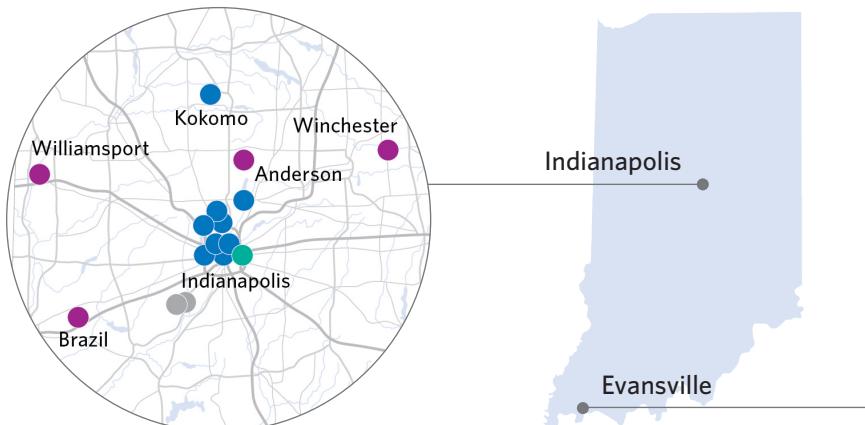
### Community Impact

33 | 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 ASCENSION ST. VINCENT



## Acute Care

**Ascension St. Vincent Anderson**  
2015 Jackson St.  
Anderson, IN 46016

**Ascension St. Vincent Carmel**  
13500 N. Meridian St.  
Carmel, IN 46032

**Ascension St. Vincent Heart Center**  
10580 N. Meridian St.  
Carmel, IN 46290

**Ascension St. Vincent Evansville**  
3700 Washington Ave.  
Evansville, IN 47714

**Peyton Manning Children's Hospital  
at Ascension St. Vincent**  
3700 Washington Ave.  
Evansville, IN 47714

**Ascension St. Vincent Fishers**  
13861 Olio Road  
Fishers, IN 46037

**Peyton Manning Children's Hospital  
at Ascension St. Vincent**  
2001 W. 86th St.  
Indianapolis, IN 46260

**Ascension St. Vincent Hospital**  
2001 W. 86th St.  
Indianapolis, IN 46260

**Ascension St. Vincent Women  
and Infants Hospital**  
2002 W. 86th St.  
Indianapolis, IN 46260

**Ascension St. Vincent Seton  
Specialty Hospital**  
8050 Township Line Road  
Indianapolis, IN 46260

**Ascension St. Vincent Kokomo**  
1907 W. Sycamore St.  
Kokomo, IN 46901

**Ascension St. Vincent  
Orthopedic Hospital**  
10388 Warrick Wellness Trail  
Newburgh, IN 47630

## Critical Access Hospitals

**Ascension St. Vincent Warrick**  
1116 Millis Ave.  
Boonville, IN 47601

**Ascension St. Vincent Clay**  
1206 E. National Ave.  
Brazil, IN 47834

**Ascension St. Vincent Mercy**  
1331 S. A St.  
Elwood, IN 46036

**Ascension St. Vincent Jennings**  
301 Henry St.  
North Vernon, IN 47265

**Ascension St. Vincent Salem**  
911 N. Shelby St.  
Salem, IN 47167

**Ascension St. Vincent Williamsport**  
412 N. Monroe St.  
Williamsport, IN 47993

**Ascension St. Vincent Randolph**  
473 E. Greenville Ave.  
Winchester, IN 47394

## Behavioral Health Hospital

**Ascension St. Vincent Stress Center**  
8401 Harcourt Road  
Indianapolis, IN 46260

## Joint ventures

**Indiana Orthopaedic Hospital**  
6820 Parkdale Place, Suite 100  
Indianapolis, IN 46254

**Rehabilitation Hospital of Indiana**  
4141 Shore Drive  
Indianapolis, IN 46254

## 2025 At a glance



**2.5M**

DOCTOR OFFICE  
AND CLINIC VISITS



**740K**

UNIQUE LIVES  
SERVED



**8K**

BIRTHS



**305K** EMERGENCY ROOM VISITS



**364**  
CARE SITES

SERVING COMMUNITIES  
THROUGHOUT THE STATE

We have deep roots in the community  
and a commitment to extend care far  
beyond the walls of our hospitals.

# Quality and Access



## CHAPTER 1

### Quality and Access

7

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

At Ascension St. Vincent, we are proud to provide best-in-class clinical care across Indiana, serving as a beacon of hope and healing for our communities. The system comprises seven community hospitals, seven critical access hospitals and two children's hospitals. In addition, there are two specialty hospitals, a behavioral health hospital and one long-term acute care (LTAC) facility.

**With 22 facilities and a robust network of primary and specialty care physicians, we proudly serve all counties across the state. As part of Ascension Health, the nation's largest Catholic health organization, our ministries are committed to caring for the whole person — body, mind and spirit.**

## Awards —

### CENTERS FOR MEDICARE & MEDICAID SERVICES

**Ascension St. Vincent Heart Center**  
Five-star rating



### HEALTHGRADES

**Ascension St. Vincent Indianapolis**  
The 30 Best Hospitals for Spine Surgery  
3 years in a row

### PREMIER INC.

**Ascension St. Vincent Heart Center**  
Ranked among top heart hospitals in the nation

### INDIANA HOSPITAL ASSOCIATION (IHA)

**Ascension St. Vincent Anderson**  
**Ascension St. Vincent Carmel**  
**Ascension St. Vincent Evansville**  
**Ascension St. Vincent Fishers**  
**Ascension St. Vincent Kokomo**  
**Ascension St. Vincent Randolph**  
**Ascension St. Vincent Women and Infants Hospital**

Recognized for excellence in maternal care

## MATERNAL AND OB CARE

**Ascension St. Vincent is guided by a deep calling to provide compassionate, life-affirming care to mothers, babies and families, ensuring that every woman receives the support she needs during pregnancy, birth and beyond.**

Rooted in our Mission to serve all, with special attention to those who are most vulnerable, Ascension's approach to maternal care extends beyond medical treatment to embrace the holistic well-being of each mother and child.

The newly opened Women and Infants Hospital in Indianapolis stands as a testament to this commitment, offering a nurturing and healing environment for all stages of motherhood, including those facing unexpected challenges.

With unwavering dedication, Ascension St. Vincent continues to walk alongside families, delivering hope, dignity and the highest quality of care to every life entrusted to its ministry.



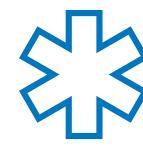
## New Women and Infants Hospital

As Indiana's largest hospital exclusively focused on women's health, we have expanded our services and facilities to meet growing community needs. Our recent \$200 million investment includes a new eight-story Women and Infants Hospital, which opened in January of 2025. This ongoing commitment to growth enables us to deliver advanced, high-quality care that reflects our dedication to the women and families of Indiana.

Our team includes highly trained associates and a network of specialists, including maternal-fetal experts, OB-GYNs and neonatal practitioners, ensuring that women and infants receive a high standard of compassionate care.

We focus on providing quality, patient-centered healthcare that addresses the unique needs of women and infants in our community. We offer services that range from high-risk pregnancy management and neonatal intensive care to specialized care for gynecology, cardiology and urology. One example is our embedded cardiac OB physician within the Maternal-Fetal Medicine office — a unique program designed to proactively support women with cardiac conditions during pregnancy, including those at risk for hypertension, the leading cause of postpartum hospital readmissions.

By offering a wide range of specialty services under one roof, we make it easier for women to receive care while remaining close to their families and support systems. Our commitment to providing comprehensive, accessible care reflects our dedication to serving the community with integrity and excellence. As a Level IV NICU facility, we're equipped to deliver the highest level of care for mothers, babies and families — all in one place, where the whole family can be treated together.

 **ONE OF INDIANA'S LARGEST**  
PEDIATRIC EMERGENCY DEPARTMENTS  
**Level IV NICU, including two helipads**



Where mother and baby can receive simultaneous care for high-risk cases, the first in central Indiana.

## Going beyond our hospital to care for women

Our involvement extends beyond our hospital walls through community engagement and partnerships. We support women's health education, promote maternal and infant wellness programs and offer accessible care for underserved populations. Our collaborations with local organizations help us address women's health needs holistically, providing resources and support that go beyond medical care.

**Through educational seminars, wellness programs and a focus on maternal mental health, we strive to make a lasting impact on our community.**

### Essential resources for expecting women

Ascension provides essential resources such as maternal wellness clinics, community health workers and access to social services. Special initiatives focus on high-risk pregnancies, maternal mental health and addressing barriers to care, ensuring that every mother — no matter her circumstances — feels supported, empowered and prepared for a healthy journey into motherhood.

### Indianapolis Colts donate Sleep Sacks for babies

In an effort to promote safe sleeping habits for Indiana infants, the Indianapolis Colts are donating Sleep Sacks, or wearable blankets, for babies born each year at Ascension St. Vincent sites. With Indiana's infant mortality rate higher than the national average and increasing, the aim is to educate parents and families on safe sleep practices.



## PEDIATRICS

### Combating the effects of poverty on maternal and infant health

**Investing in the health of mothers, infants and children is essential to the long-term well-being of families, the strength of communities and the sustainability of our healthcare system.**

Yet for many in our community, poverty continues to be a significant barrier to positive health outcomes. That's why Ascension St. Vincent hospitals in the North, Central and South Regions are actively addressing this challenge — working to ensure that all mothers and children, regardless of circumstance, have access to the compassionate, high-quality care they need to thrive.



#### SPOTLIGHT: Misty's story

Misty Monson, at 29 weeks pregnant with her third child, was admitted to Ascension St. Vincent Women's Hospital with COVID-19. She became the first patient to receive ECMO treatment, while her son spent the next 11 weeks in the NICU. This Brownsburg mother recently shared a heartfelt message thanking the team at Ascension St. Vincent Women's Hospital. After facing a medical emergency, Misty Monson was overwhelmed by the compassion and expertise of the doctors, nurses and staff who cared for her family. Even under immense pressure, her hospital teams remained steadfast in their Mission to heal and comfort. "There is nothing I can say that would ever compare to the gift you guys gave me," said Misty. "You gave me my life and my son's life."



Ascension St. Vincent is committed to providing compassionate, family-centered pediatric care that supports every child's physical, emotional, developmental and spiritual well-being.

**At the heart of this Mission is Peyton Manning Children's Hospital at Ascension St. Vincent — a full-service pediatric hospital offering advanced, specialized care in a warm and welcoming environment.**

Whether treating common illnesses or complex conditions, our dedicated care teams walk alongside families with unwavering support, delivering healing, comfort and the highest quality of care. With a comprehensive range of services — including 24/7 Level I pediatric emergency and trauma care, primary care, mental health services and specialties such as cardiology, neurology, orthopedics, oncology and fetal care — our care is both broad and deeply personalized.

Each visit begins with a conversation, because we believe that listening is the first step toward healing. Our connected care teams work together to create tailored care plans that meet the unique needs of each child and family. With a commitment to innovation, excellence and compassion, Peyton Manning Children's Hospital is a trusted partner in your child's health journey and a beacon of hope for families across Indiana.

### Anniversaries of hope and healing

#### Kids Classic celebrates milestones in children's care

Peyton Manning Children's - St. John's Children's Clinic at Ascension St. Vincent Anderson recently marked 50 years of dedicated care for the children of Madison County and surrounding communities. Associates honored this milestone during the 38th Annual Kids Classic — a beloved community tradition. In addition, Peyton Manning Children's Hospital celebrated its 20th anniversary with special festivities, highlighting two decades of compassionate, high-quality pediatric care.

#### Celebration of Caring Gala 2025

At the 17th annual Celebration of Caring Gala, \$1.6 million was raised to support the Patient and Family Support Programs at Peyton Manning Children's Hospital. Host Peyton Manning was joined by over 1,000 guests at Gainbridge Fieldhouse with special guest Caitlin Clark for a Q&A session and former teammate Dallas Clark serving as the live auctioneer. The event concluded with a concert by multi-platinum, CMA and ACM award-winning country music artist Jon Pardi.

## ADVANCING CARDIOVASCULAR HEALTH FOR EVERY PATIENT

### Supporting children and families through fundraising

**The care of children extends far beyond hospital walls, reaching into the heart of the community through generous fundraising initiatives that ensure every child and family has access to the healing and support they need.**

Through the kindness of donors, community partners and dedicated fundraising efforts, essential programs, advanced medical treatments and family-centered services are made possible — helping to ease financial burdens, enhance care environments and provide comfort to children facing medical challenges.

Whether through child life services that bring joy and reassurance, specialized equipment that offers lifesaving treatments or family assistance programs that provide relief during difficult times, these initiatives reflect a shared commitment to surrounding every child with hope, healing and unwavering support.

#### NICU Read-A-Thon

In 2024, the Peyton Manning Children's Hospital hosted its annual NICU Read-A-Thon, a heartwarming 11-day event designed to enrich the neonatal intensive care unit (NICU) experience. This friendly competition encouraged parents, caregivers and staff to read aloud to the tiniest patients, fostering early language development and strengthening bonds between families and their newborns. The initiative not only promoted the joy of reading but also created a nurturing environment that supports the emotional and developmental needs of infants during their critical early days.

#### Hyundai Hope on Wheels grant supports pediatric oncology

A \$100,000 grant to Peyton Manning Children's Hospital was made to support the facility's pediatric oncology department. The Hyundai Impact Grant was announced Thursday, Sept. 5, 2024 with a check presentation and handprint ceremony, where young patients dipped their hands in paint and left their mark on the Hope on Wheels vehicle. The grant is part of a \$26 million commitment Hyundai has made this year to support childhood cancer research and programs.



From preventive care to groundbreaking procedures, our team of more than 150 cardiologists, cardiac surgeons and vascular surgeons brings advanced expertise to every patient. With hospitals, clinics and care teams embedded across the state, we ensure that patients — whether in urban centers or rural communities — have access to expert cardiovascular care close to home.

**By combining leading-edge technology, research and training, Ascension St. Vincent continues to set the standard for high-quality heart care, delivering the best possible treatment no matter where patients are on their heart health journey.**

### Nationally recognized excellence in cardiovascular care

Ascension St. Vincent Heart Center ranks among the nation's top heart hospitals, reflecting its excellence in cardiovascular care. With advanced treatments and compassionate expertise, its dedicated teams deliver world-class, lifesaving heart care to every patient.

Our dedication to excellence is reflected in both patient outcomes and national recognition. Ascension St. Vincent has consistently been recognized among the nation's top cardiovascular hospitals.



#### Premier

**2025 Top 50 Cardiovascular Hospitals**

**Fortune/PINC**

**2023 Top 50 Cardiovascular Hospitals**

**Money Magazine**

**Ranked #2 among 2024 Best Hospitals for Cardiac Care**

**Newsweek**

**One of the six best hospitals for cardiology**

## Screening efforts: Expanding access to early detection

Early detection is critical in preventing severe cardiovascular conditions, yet access to timely screenings remains a challenge for many. Ascension St. Vincent is committed to making heart health screenings more accessible and convenient.

To remove barriers to early detection, public awareness campaigns help individuals recognize their risk factors and take proactive steps toward heart health. Ascension St. Vincent offers affordable heart screenings, such as calcium scoring and vascular screenings, to ensure individuals have access to essential diagnostic tools that support early intervention and treatment.



## Research, innovation and training: Advancing the future of cardiovascular care

**With over 60 active clinical trials, Ascension St. Vincent is advancing cardiovascular medicine through cutting-edge research, breakthrough treatments and world-class training. These efforts have led to publications in top-tier medical journals, including the New England Journal of Medicine and the Journal of the American College of Cardiology.**

Beyond research, innovation is embedded in patient care — whether through precision genetic cardiovascular medicine, first-in-man technology trials or the development of fully implantable artificial hearts. Ascension St. Vincent's cardiology team provides patients with access to the latest advancements while maintaining personalized, compassionate care in every setting, from rural clinics to advanced cardiovascular centers.

As one of only two institutions in Indiana with an Accreditation Council for Graduate Medical Education (ACGME)-accredited Cardiology Fellowship, Ascension St. Vincent trains specialists in general cardiology, electrophysiology and advanced heart failure and transplantation.

By combining research, innovation and training, Ascension St. Vincent is leading the way in preventing, diagnosing and treating heart disease — ensuring that patients today and in the future receive the highest-quality cardiovascular care.

### 33rd Annual Indianapolis Heart Walk

Thousands of heart and stroke survivors, along with their supporters, gathered at Victory Field for the 33rd Annual Indianapolis Heart Walk to raise funds for the American Heart Association. The event featured 5K and single mile walk options, promoting heart health awareness and celebrating survivor resilience.

### Archie Manning promotes heart health

Former NFL quarterback Archie Manning partnered with Ascension St. Vincent to advocate for heart health awareness. His efforts encourage individuals to take proactive steps in preventing heart disease, reinforcing Ascension St. Vincent's commitment to community health and education.

### Ascension St. Vincent Heart Center hosts Pacers for heart month celebration

In 2024, Ascension St. Vincent Heart Center and the Indiana Pacers teamed up for a Heart Month celebration to highlight cardiovascular health. The event engaged fans with educational initiatives and activities, reinforcing the importance of heart-healthy habits and community awareness.

# BEHAVIORAL HEALTH

**We recognize that mental and emotional well-being are just as important as physical health, which is why we are deeply committed to offering compassionate and comprehensive behavioral health services.**

Our approach is rooted in understanding, empathy and support, with a focus on creating a safe space where individuals and families can find healing, hope and strength. Whether addressing anxiety, depression, trauma or other mental health challenges, our team of dedicated professionals works collaboratively with each patient to develop personalized care plans that honor their unique journey.

Through our behavioral health initiatives, we strive to empower individuals to take control of their well-being and navigate life's challenges with resilience and confidence.

## Improving mental health across Indiana

Ascension St. Vincent has made mental health a system-wide health improvement priority for FY23-FY25, with a strong focus on suicide prevention and community education. In collaboration with the Ascension St. Vincent Stress Center, each hospital ensures that at least one QPR (Question, Persuade, Refer) suicide prevention training session is offered at no cost to participants. This effort reflects a deep commitment to raising awareness, reducing stigma and equipping the community with lifesaving tools.

Notably, Ascension St. Vincent Indianapolis and Evansville led early adoption of this initiative, training 226 and 119 individuals respectively, in FY23 alone. These sessions often spark powerful conversations, as participants open up about personal experiences with mental health and suicide — building connection, breaking down barriers and encouraging others to seek support. Beyond training, the Zero Suicide Program, led by project manager Alexis DeJean, also provides up to a year of follow-up care for patients post-discharge, helping ensure a smooth and supported transition from inpatient to outpatient services.

### New clinic for Indiana public school employees

In a heartfelt effort to nurture the well-being of educators and staff, Ascension St. Vincent has partnered with Indianapolis Public Schools (IPS) to establish the myIPS Employee & Family Clinic. Nestled within the welcoming walls of TC Howe Middle School, this clinic offers a sanctuary of care, providing comprehensive healthcare services tailored to support the physical, mental and emotional health of IPS employees and their families.

### Ascension launches new mental health program for patients 55 and older

Ascension St. Vincent launched the Harmony Program, an intensive outpatient mental health treatment initiative tailored for adults aged 55 and older in Warrick County. The Harmony Program offers group therapy sessions three to four days a week, complemented by individual counseling and medication management, aiming to provide comprehensive support for older adults experiencing depression, anxiety or similar concerns. Participants may also have one-on-one meetings with counselors and psychiatric nurse practitioners to discuss and evaluate psychiatric medication options.

### 'Kicking the Stigma' mental health crisis training

Ascension St. Vincent has joined forces with the Indianapolis Colts Foundation to advance mental health care through a \$75,000 grant under the "Kicking the Stigma" campaign. Led by experts at the Ascension St. Vincent Stress Center, this initiative provides QPR (Question, Persuade, Refer) training to healthcare leaders and frontline workers. By teaching participants to identify, engage and refer individuals facing mental health crises to trained professionals, QPR empowers communities to respond swiftly and effectively.



# Consumer Experience



## CHAPTER 2

### *Consumer Experience*

21

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

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# ASCENSION ST. VINCENT'S CONSUMER EXPERIENCE

## Making every interaction count

**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, Ascension St. Vincent is reimagining our consumer experience by embracing a comprehensive, proactive and innovative approach. We aim to transform our experience — powered by our exceptional associates — by breaking free from the traditional models of "patient experience" and adopting a modernized approach aligned with evolving expectations.



### TESTIMONIAL: Patient

*I am extremely pleased with the healthcare I have received from the providers at [Ascension St. Vincent] Warrick hospital. The staff, nurses, technicians and physicians really cared about my comfort and well-being in the ER and during my inpatient admission! I am thankful for the excellent care and treatment received.*



## 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

Ascension St. Vincent 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

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

## Reimagined Ascension website

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

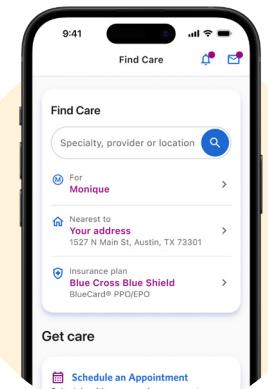
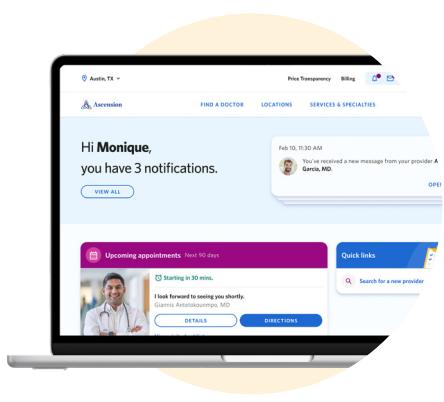
The new Find Care feature on ascension.org, co-created with consumers, clinicians and operators, is available across all Ascension markets. We've expanded the range of services patients can schedule directly, added a function to search by type of insurance accepted and given patients the ability to view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



### 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 a chat function 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.

### How our Mission reaches our patients

Our dedication to compassionate care is evident in patient stories like that of Jayden Duke, a young burn patient who was unable to attend his high school graduation due to an extended recovery in our burn unit. ICU nurse manager Alyssa Rubino and her team organized a surprise graduation ceremony for Jayden, complete with balloons, banners and a handcrafted graduation cap. Jayden's mother, Maressa Stidam, shared her gratitude, saying, "It was a simple act of kindness to put a smile on the face of a kid who was supposed to be celebrating an outstanding accomplishment but found himself in the midst of a physically and mentally traumatic event." This story embodies our Mission to support each patient with empathy and dignity.

## 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.



### SPOTLIGHT: Service commitment champion

Liesl Fraley's dedication to others shines through her work as an exercise physiologist in Evansville, Indiana. She motivates colleagues with inclusive fitness challenges and supports transplant patients by leading a long-standing support group. Inspired by a family member's organ donation, she goes beyond her role to ensure patients feel heard and empowered. Her commitment was evident when she helped a heart failure patient train for a 5K, first walking a portion in 2019 and completing the full race post-transplant in 2022. For Liesl, every patient's success is a shared victory.



## Creating calming spaces

We are dedicated to maintaining clean, calming environments that reflect our commitment to exceptional care and support patient healing and satisfaction. Updated emergency department waiting room standards and strengthened cleaning protocols help ensure a consistently welcoming atmosphere. Through our Care Ready training, associates are equipped to understand and deliver a care experience that meets the highest standards at every touchpoint.

### Kid-friendly spaces to promote positive experiences

At Peyton Manning Children's Hospital, our goal is to make your child's experience at the hospital positive. With specially designed themed rooms, we make each patient's environment as child-friendly and uplifting as possible.

Themed rooms at Peyton Manning Children's Hospital include Peyton Manning football rooms, a cheerleader room, a superhero room, an airplane room, an equestrian room and many others. Currently, more than 40 patient rooms have themes.

To further enhance the experience, each themed room is thoughtfully designed to spark joy and comfort for our young patients, turning a hospital visit into a more enjoyable experience. These rooms not only provide a sense of fun and familiarity but also create a soothing atmosphere that can ease the anxiety often felt by children in medical settings.

The attention to detail in each room, from colorful wall murals to interactive elements, ensures that every child feels special and supported during their stay. By combining creativity with care, Peyton Manning Children's Hospital continues to prioritize both the emotional and physical well-being of our patients, helping them feel safe, cared for and empowered throughout their healing journey.



### SPOTLIGHT: The Art of Healing at Ascension St. Vincent

The healing arts program at Ascension St. Vincent in Indianapolis, founded by Dr. Jeff Rothenberg and his wife, Joani, offers a creative outlet for caregivers and patients to manage stress and find emotional healing. Inspired by Dr. Rothenberg's personal experience with glass blowing as a form of relief from the burdens of medical practice, the program allows associates, physicians and patients to contribute to collaborative art installations, including mosaics and a painted rock garden. Each piece reflects the shared experiences of those who create them, embodying moments of solace and renewal. This initiative exemplifies Ascension St. Vincent's commitment to holistic care, supporting the well-being of caregivers and patients alike through the power of art and self-expression.

*Pictured: Jeffrey Rothenberg, MD, MS, College President, Chief Medical Officer, Ascension St. Vincent Central Region*



## A focus on wayfinding

We're creating a seamless wayfinding experience that includes intuitive navigation, clear signage and maps, and strategic color coding. To enhance these physical elements, we will provide intuitive digital tools that offer essential information before and during visits. This evolution in wayfinding will benefit patients, their families and our associates alike.



## Language services

**Acknowledging the critical role language plays in healthcare access, we have significantly expanded our language services.**

Ascension St. Vincent'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, Ascension St. Vincent offers guidance and tools for serving individuals who are blind or visually impaired, including information accessibility, staff training and adaptive equipment and technology.



### SPOTLIGHT: Exceptional care in language services

Milagros provided exceptional care that went far beyond translation. During the heartbreak loss of a baby, she not only facilitated communication between the NICU staff and the parents but also offered deep emotional support to the mother — comforting the mother in ways other staff members could not. Her presence was essential to the care we provided. In such a critical and emotional moment, Milagros was loving, patient, and unwaveringly supportive. I'm incredibly grateful for her compassion and strength during such a difficult time.

*Pictured: Milagros Camacho, Interpreter, Language Service*



## 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 net promoter score 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 net promoter score (NPS) listening and responsive actions a priority across all Ascension St. Vincent care sites to ensure we're continuously improving the consumer experience.



#### TESTIMONIAL: Patient

*The staff at Ascension St. Vincent Mercy are most kind and knowledgeable. Everyone, from the registration staff to the nurses and techs, is all compassionate and caring. Ascension St. Vincent Mercy will always be my first choice when I need care.*

### 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 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

Ascension St. Vincent 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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Advocating for a compassionate and just society through both our actions and our words.

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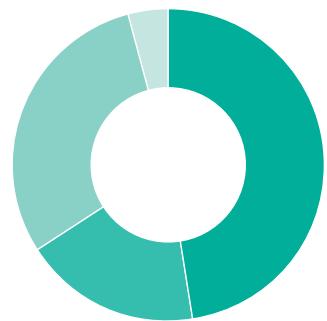
# INVESTING IN HOPE AND HEALING

## Who we serve

Ascension St. Vincent's Mission drives our commitment to care for all — especially those most in need.



**\$314M+**  
IN COMMUNITY  
BENEFIT ACROSS  
INDIANA



### Ascension payor mix

- 47.60% Medicare
- 18.35% Medicaid
- 29.91% Other commercial/managed care
- 4.14% Self-pay/other



## Why data and listening matters

Community health needs assessments (CHNAs) and social determinants of health (SDOH) data shape our community health strategies across the state. These tools allow us to identify disparities, focus resources and measure impact.

System-wide health improvement priorities (SWHIPs) for FY23-FY25 include improving access to health services and addressing mental health. Region-wide priorities include maternal and infant health, senior services and substance use disorders. Local teams are empowered to tailor responses based on community-specific needs while staying aligned to these broader goals.

### Ascension St. Vincent's priorities

- Access to health services
- Mental health
- Poverty, maternal and infant health
- Senior services
- Substance use disorder (SUD)
- Community engagement



# ENSURING ACCESS TO HEALTH SERVICES

## At Ascension St. Vincent, access to care and support is central to our Mission.

We believe every person deserves quality healthcare — regardless of financial circumstances. This belief is brought to life each day through our Health Access Department, formerly known as RUAH, which has served Indiana communities for 25 years.

Health Access is a community-based care coordination program rooted in the spirit of St. Vincent de Paul. Its purpose is to connect individuals and families to a comprehensive network of health, human and social services — removing barriers and improving access to the resources people need to thrive.

Today, a team of 32 trained health navigators plays a vital role in this work, helping individuals enroll in insurance programs, establish medical homes, navigate pregnancy support and address social determinants of health.

### Health access impact since its inception in 2000

**57K+**  
HOOSIERS SERVED

**100K+**  
REFERRALS  
to local health and social service agencies

**\$87.3M**  
DISTRIBUTED  
in low- or no-cost medications



## Guiding Hoosiers to coverage

We help individuals apply for coverage through Indiana insurance programs and the Health Insurance Marketplace. Licensed navigators provide step-by-step guidance, track application progress and assist with appeals when necessary. In 2025, the team received more than 10,000 referrals, primarily from the Ascension Medical Group, but anyone in need across the state of Indiana is eligible for support.

## Helping patients find a medical home

We work with individuals to find a primary care provider (PCP) and educate them on the value of having an ongoing relationship with a PCP. Our aim is to help patients understand when to seek primary care versus emergency care and can assist with appointment scheduling. Follow-up efforts ensure patients are attending scheduled visits.

## Supporting healthy pregnancies

Our focus on Pregnancy Pathways provides non-clinical support for expectant mothers, helping ensure access to prenatal care, physician appointments, car seat safety checks, insurance enrollment and Women, Infants, and Children (WIC) services. This program plays a vital role in improving maternal outcomes in Indiana, where maternal health disparities remain a critical concern.

**619+** WOMEN SUPPORTED  
to navigate pregnancy since 2020



## Responding to social determinants of health

Our Health Access team addresses the broader factors that influence a person's health — such as access to food, transportation, clothing, housing and medications. These efforts reflect a commitment to whole-person care and advancing health equity across our communities.

### Current initiatives include:

- Operating two food pantries and assisting individuals with Supplemental Nutrition Assistance Program (SNAP) benefit applications.
- Coordinating approximately 600 Lyft rides per month to ensure patients can access outpatient care.
- Maintaining a clothing closet at the Health Access Room of Hope in Indianapolis stocked with essentials for individuals and families of all ages.
- Helping individuals navigate housing needs and connecting them to available resources.
- Providing medication assistance to ensure continuity of care.
- Offering referrals to additional services to address any remaining barriers to health and wellness.



### Supporting patients through on-site food pantries

Ascension St. Vincent operates food pantries in both Evansville and Indianapolis to support patients and associates facing food insecurity. Stocked with essentials like canned goods, baby supplies and personal care items, the pantries offer immediate, compassionate assistance.

#### EVANSVILLE

**663+**  
BAGS OF FOOD  
PROVIDED

Since 2022



#### INDIANAPOLIS

**1,000+**  
BAGS OF FOOD  
DISTRIBUTED

Since 2015



# RESPONDING TO COMMUNITY NEEDS

## Health is shaped by more than clinical care — it's influenced by food security, mental well-being, financial stability and social support.

Ascension St. Vincent recognizes that addressing these needs requires listening closely to our communities and responding with compassion, partnership and action. Through a wide range of initiatives, we work to reduce barriers to care, support individuals at every stage of life and improve health outcomes in the places we serve. From addressing hunger and housing insecurity to supporting mental health, maternal well-being and recovery from substance use, our approach is holistic and person-centered.

## Expanding access to mental health support

Mental health continues to be a critical concern in the communities we serve. Ascension St. Vincent takes a proactive, data-informed approach focused on early intervention, education and long-term support.

In partnership with the Ascension St. Vincent Stress Center, we offer free QPR (Question, Persuade, Refer) suicide prevention training. In FY25, 686 individuals completed the training. Participants reported feeling more confident in recognizing signs of distress and offering support.

To support long-term recovery, patients transitioning from inpatient care receive a full year of follow-up services.

*The training creates space for honest conversations. People open up about their own experiences, and that helps break down stigma and build trust.*

Alexis DeJean  
Program Coordinator, Ascension St. Vincent

## Removing financial barriers to care

Medical debt is a major barrier to care. At Ascension St. Vincent, we believe no one should have to choose between their health and financial stability. That's why we offer financial assistance through a compassionate, patient-centered charity care policy. Patients with household incomes at or below 250% of the federal poverty level (FPL) receive no-cost care. Those between 250% and 400% receive discounted care on a sliding scale. Even households above 400% of FPL may qualify if medical expenses exceed their annual income. We also offer interest-free payment plans and do not report debt to credit agencies or pursue legal action except in rare cases — helping protect patients from undue burden while ensuring access to care.

## Bringing compassionate care into the community

Each year, Ascension St. Vincent hosts Medical Mission at Home events to bring no-cost, community-based care directly to individuals in need. In 2024, events were held in both Indianapolis and Anderson, extending compassionate care to hundreds of Hoosiers.

The 8th Annual Medical Mission at Home in Indianapolis was held Nov. 16, 2024, at St. Monica Catholic Church — marking the fourth year of partnership with the parish. More than 125 volunteers served 473 attendees, an increase of 83 from the prior year.



### Clinical care

- 85 Medical
- 71 Dental
- 80 Diabetes
- 20 Podiatry screenings
- 148 Flu shots
- 30 COVID-19 vaccines
- 59 Prescriptions filled

### Essential needs distributed

**215** BOXES OF FOOD  
**208** HYGIENE KITS

### Follow-up support

 **81** PRIMARY CARE APPOINTMENTS SCHEDULED

## INVESTING IN AND ENGAGING WITH OUR COMMUNITIES

### Addressing substance use disorders across Indiana

Nearly 10% of Indiana residents — about 683,000 people — struggle with substance use disorders (SUD). Overdose deaths have risen sharply, from 15.3 per 100,000 in 2011 to 43 per 100,000 in 2021.

In response, hospitals in Ascension St. Vincent's North Region, including the Heart Center, have strengthened efforts to address drug and alcohol misuse. Designated leadership roles and planning committees have been established to drive SUD initiatives in collaboration with community providers, building integrated plans to reduce substance use and support recovery.

### Supporting healthy aging through prevention and care

Indiana's aging population continues to grow. Between 2010 and 2023, the number of residents aged 65+ increased by 40%. As people age, they face higher risks of chronic conditions — making prevention and early detection essential.

Ascension St. Vincent's Rural Healthcare hospitals are addressing this need through outreach and education that encourages adults aged 50 and older — and their caregivers — to take advantage of preventive services, regular screenings and early detection to stay healthy and manage age-related conditions.

#### Center for Healthy Aging

For over 35 years, the Center for Healthy Aging has delivered holistic care to older adults. It is one of only five National Pioneer Age-Friendly Health Systems recognized by the Institute for Healthcare Improvement and follows the "4Ms" framework: What Matters, Mentation, Mobility and Medications.

Led by four board-certified geriatricians and a multidisciplinary team, the center provides comprehensive consultations — including memory and mood assessments, medication reviews, mobility support, caregiver resources and neuropsychological testing for dementia — all designed to support healthy aging and complement primary care.



**Ascension St. Vincent invests in communities by addressing their specific needs through targeted healthcare services and outreach programs.**

Whether it's providing free or reduced cost medical care or offering financial assistance to those facing hardship, Ascension prioritizes improving access to care where it's needed most. This investment in local communities helps eliminate barriers to health services and ensures individuals receive the care and support they deserve.



## Ascension St. Vincent Foundation

The Ascension St. Vincent Foundation is dedicated to advancing compassionate, patient-centered care within our statewide ministries. Charitable contributions from generous supporters — patients, community members and organizations — fund programs and projects focused on holistic care that extend beyond traditional healthcare services allowing new ways to improve outcomes and create positive experiences for those we serve.

**There are four foundations across the state of Indiana which support all Ascension St. Vincent ministries. Each foundation operates as its own 501(c)(3) organization and all fundraising dollars stay local to the community in which they are donated.**

### Ascension St. Vincent Foundation

The Ascension St. Vincent Foundation was created with a Mission to raise and steward philanthropic contributions dedicated to enhancing patient care, particularly for those most in need. Today, the Ascension St. Vincent Foundation continues to support all our ministries in the Indianapolis area, including Peyton Manning Children's Hospital and the groundbreaking Cardiovascular Research Institute. Additionally, our reach extends to rural communities, ensuring that quality care is accessible to all.

### Ascension St. Vincent Anderson Foundation

With a focus on funding state-of-the-art technological research, equipment, renovations, expansions and essential programs and services, the Foundation strives to make a meaningful difference in the lives of those served by Ascension St. Vincent Anderson, particularly those that are most in need. Today, the Ascension St. Vincent Anderson Foundation supports programs and operations of the Anderson Center Behavioral Health Clinic, the Ascension St. Vincent Cancer Center and the Peyton Manning Children's - St. John's Children's Clinic.

### Ascension St. Vincent Evansville Foundation

In alignment with Ascension St. Vincent's Mission of providing spiritually centered holistic care, our philanthropic projects are focused on providing compassionate, personalized treatment that improves the lives of the poor and vulnerable and all those who seek healthcare from our many locations. Ascension St. Vincent Evansville Foundation raises funds to support new programs, education, equipment, technology and capital expansion across our local ministry market. We also address the special needs of patients and family members who trust their healthcare to Ascension St. Vincent Evansville.

#### Ascension St. Vincent Evansville awards \$20K to Youth First

In December 2024, Ascension St. Vincent Evansville awarded a \$20,000 grant to Youth First, Inc., aiming to enhance the health and well-being of youth and families within the Diocese of Evansville. This funding supported mental health services and substance misuse prevention programs across more than 20 Catholic schools in the region.

### Ascension St. Vincent Kokomo Foundation

The Ascension St. Vincent Kokomo Foundation focuses on improving the health and well-being of our local community — especially those who are poor and vulnerable. The foundation raises funds to support programs, technology, equipment, education and capital improvements that directly benefit patients and families at Ascension St. Vincent Kokomo. Since 1973, the foundation has supported a wide range of initiatives, including new equipment and facilities, continuing medical education, associate scholarships and direct patient care. Key areas of impact include the Kokomo Cancer Center, Women's Center, Birthing Center and Trinity Behavioral Health Clinic.

#### Ascension St. Vincent YMCA opening festivities announced

Ascension St. Vincent YMCA in Westfield opened on Jan. 4, 2025, with a variety of facilities including a gymnasium, fitness equipment, studios, a teaching kitchen and more. The grand opening was preceded by several events, such as a community job fair and a charter member day. This new YMCA aims to enhance the health and wellness of the Westfield community, supported by key contributions from Ascension St. Vincent and local partners.

# Investing in Our Associates



## CHAPTER 4

### *Investing in Our Associates*

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

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## OUR COMMITMENT TO INVEST IN OUR ASSOCIATES

### At a glance

 **6,163**  
NURSES

**1,524** NURSING SUPPORT STAFF  
**1,524** PROVIDERS  
**247** RESIDENT PHYSICIANS  
265 residents in all positions



**Ascension St. Vincent employs more than 14,917 associates**

### A major employer and economic driver

**Ascension St. Vincent is a vital leader in Indiana's economic and social landscape.**

As a major employer, a leader in medical education and a partner in community development, Ascension St. Vincent plays an essential role in improving the health and prosperity of the communities we serve. Our integrated approach to healthcare delivery, education and economic investment ensures that its impact is both immediate and lasting — fostering stronger, healthier communities across Indiana.

Consistently ranked among the top employers in its service areas, Ascension St. Vincent employs more than 14,000 full-time and part-time associates across 20 ministries. The wages Ascension St. Vincent provides are significantly above the average income, further supporting local economies and improving the quality of life for its workforce.

Beyond direct employment, Ascension St. Vincent strengthens the broader healthcare system through strategic partnerships with providers, physician groups, educators and local businesses. One key collaborator is the Suburban Health Organization (SHO), a network of independent hospitals recognized for delivering high-value healthcare. These partnerships extend the system's reach — supporting both healthcare needs and long-term economic growth.



## The associate journey

Ascension St. Vincent is more than hospitals, emergency departments and other care sites. 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 Ascension's 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 Ascension

### 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 Ascension St. Vincent'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.

## Identifying talent

We strive 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 individuals who are searching for a workplace where faith, innovation, collaboration and continuing education are part of the daily experience.

### SPOTLIGHT: A journey from patient to caregiver

Amy Losee struggled with her weight for years, trying multiple diets before seeking a long-term solution through gastric bypass surgery with Christopher Crawford, MD, FACS, FASMBS, at the Bariatric Center at Ascension St. Vincent Carmel. Within a year, Amy reached her goal weight and later joined the team as a part-time nurse, helping others navigate their weight loss journeys. Her experience reflects a commitment to supporting physical, mental and emotional health through advanced medical treatments and compassionate care.



Pictured: Christopher B. Crawford, MD, FACS, FASMBS

## Onboarding experience

Over the past year, Ascension completed a comprehensive review of the 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 are working to implement a Day 1 Framework that immerses new associates in Ascension'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 1.



# 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.

## Associate Assistance Program

For associates facing unforeseen financial hardship, our Associate Assistance Program offers support, with 128 associates receiving more than \$110,000 in aid during 2023. This program underscores our commitment to the well-being of our healthcare providers, ensuring they have the support needed to continue providing compassionate care.

## Going beyond our hospital to care for Evansville

Ascension St. Vincent Evansville extends its care beyond clinical in many ways. In collaboration with the St. Luke Physician Society, our hospital operates a food pantry on campus to support patients and associates facing food insecurity. Stocked with essential items like canned goods, baby supplies, hygiene products and paper goods, the pantry provides vital support to those in immediate need. A generous \$10,000 contribution from the St. Luke Physician Society ensures the sustainability of these services, reflecting our commitment to holistic, community-oriented care.

## Associate well-being as a priority

**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 use myCare, Ascension's internal well-being site, each month to access tools, videos and live support focused on six key well-being categories: relational, occupational, financial, mental, spiritual and physical.

## Well-being sessions

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

## Spiritual direction

We provide virtual spiritual care by partnering associates with a licensed spiritual director to address spiritual and emotional needs, offering 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.

## Socially Just Benefits Approach

Designed with fairness and inclusivity in mind, this approach offers comprehensive coverage that addresses associates' physical, mental and financial well-being. The Health Benefits Subsidy provides financial waivers to eligible associates, covering costs for medical, pharmacy, dental and vision plans, ensuring that care remains affordable and accessible to all, regardless of their financial situation or life circumstances.

## Recognizing dedication and impact

**Every day, associates go above and beyond to provide exceptional care, support their teams and strengthen the communities they serve.**

Recognizing their dedication is not just about celebration, it is about fostering a culture where every contribution is valued and every milestone is acknowledged. Whether through leadership in healthcare, acts of service in times of crisis or daily commitments to patient care, these moments of appreciation highlight the lasting impact of those who make a difference.

### DAISY Award

This award recognizes extraordinary nurses who demonstrate exceptional compassion and clinical skill in their patient care.

### Honoring a legacy of leadership

During a special dinner, the Greater Kokomo Economic Development Alliance celebrated the Chamber's 110th anniversary, highlighting local visionaries who have shaped the community. Julie Smith, MBA, BSN, RN, Chief Operating Officer and Chief Nursing Officer at Ascension St. Vincent Kokomo, received the Elizabeth Foster Award for her 34-year devotion to mentoring and leadership in healthcare. Surrounded by her peers and an original Haynes automobile, her recognition underscored her commitment to elevating women in nursing, reflecting the legacy of Kokomo pioneer Elwood Haynes and his enduring impact on community growth and innovation.

### Heroes in the heartland

In March 2024, a devastating tornado struck Randolph County, but the resilience and dedication of the community were evident as Ascension St. Vincent Randolph associates, first responders and residents united to provide critical assistance. To honor their efforts, the hospital hosted the Heroes in the Heartland event, where Emergency Medical Services and others received Challenge Coins in recognition of their lifesaving actions. "The event was a true testament to the spirit of unity and appreciation that defines our community, celebrating those who went above and beyond in our time of need," said Dana Muntz, RN, MBA, President of Rural Healthcare at Ascension St. Vincent.

### BEE Award

This award honors outstanding non-nursing staff members who support patient care and contribute significantly to the healthcare team.

## Continuously listening to our associates

Ascension St. Vincent's inclusive culture is built on the voices of our associates, whose insights drive meaningful improvements across our hospitals, emergency departments, clinics and sites of care. Both actively seeking feedback and implementing relevant changes promote engagement, enhance patient care and strengthen operational outcomes.



### RECRUITMENT

Candidate survey  
New associate pre-hire survey



### ONBOARDING

New associate experience survey\*  
New associate check-in



### RETENTION

Associate rounding  
Focus groups  
AES + pulse survey  
Stay interview  
Real time listening\*



### DEVELOPMENT

Quarterly check-in  
Annual performance review



### OFFBOARDING

Exit survey  
Exit interview

\*In development



# TEACH AND GROW

A career at Ascension St. Vincent is more than just a job — it is 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.

## Ascension 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 strive 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 Ascension St. Vincent.

### CAREER PATHWAYS

#### 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.

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. This 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.



## Growing the healthcare workforce

**Education is a cornerstone of Ascension St. Vincent's Mission, exemplified by its operation of one of Indiana's largest and most impactful medical education programs.**

Ascension St. Vincent ranks as the second largest residency program in the state, underscoring its critical role in training the next generation of physicians. Residents complete their training at Ascension St. Vincent Hospital in Indianapolis and Ascension St. Vincent Evansville, ensuring they are equipped to meet the diverse healthcare needs of Indiana communities.

### Expanding pathways into nursing

To address the growing need for nurses, Ascension St. Vincent and Marian University are expanding pathways into the profession through traditional, accelerated and doctoral nursing programs. Their long-standing partnership supports students like Kristan Cleckner, who, after 40 years in finance, is now pursuing her passion for healthcare through Marian's Accelerated BSN program with clinicals at Ascension St. Vincent Hospital.

Recruitment efforts, including the annual "Come Explore Nursing" event, help high school students and career changers discover opportunities in nursing. By investing in workforce development, Ascension St. Vincent is building the next generation of nurses to ensure high-quality care for Indiana communities.



## Neurological Surgery Residency

Ascension St. Vincent Hospital, in collaboration with Goodman Campbell Brain and Spine, is launching its first-ever Neurological Surgery Residency Program, bringing advanced neurosurgical training to Central Indiana. This newly accredited seven-year program, beginning in July 2025, will train one new resident each year at Ascension St. Vincent's Level I Adult and Pediatric Trauma Center, where the resident will gain hands-on experience with complex neurological conditions and cutting-edge treatments.

Residents will work alongside Goodman Campbell's expert neurosurgeons, who collectively bring more than 150 years of teaching experience, while also conducting research and exploring specialized areas within neurosurgery.

*Training a new generation of neurosurgeons here in Central Indiana is critical for the long-term health of our population and consistent with Ascension St. Vincent's educational focus.*

**Jeffrey Rothenberg, MD, MS**

Central Region Chief Medical Officer, Ascension St. Vincent



**FIRST**

NEUROLOGICAL  
SURGERY RESIDENCY  
PROGRAM  
at Ascension St. Vincent

## Internal Medicine Residency program

The Ascension St. Vincent Internal Medicine Residency program, located in Indianapolis, focuses on developing excellent physician leaders who are driven by values like integrity, empathy and lifelong learning. Residents benefit from a supportive learning environment with strong mentorship and a commitment to well-being, ensuring they are prepared for the future challenges of medicine. The program evolves to stay ahead of societal and healthcare trends, providing visionary training for tomorrow's leaders.

## Family Medicine Residency program

As one of the oldest fully accredited programs in the nation, the Ascension St. Vincent Family Medicine Residency program has a long-standing tradition of excellence. Residents receive comprehensive training in various specialties including primary care, urgent care and obstetrics, and a strong focus on community service. With a 100% first-time pass rate for the American Board of Family Medicine exam, our residency program is a cornerstone of healthcare education in Indiana. Both residency programs emphasize physician wellness, career development and the opportunity to engage in leadership roles, providing residents with the skills they need to thrive in their careers and contribute to the health of their communities.

★  
100%  
FIRST-TIME  
PASS RATE

### SPOTLIGHT: Inspiring future healthcare professionals

Ascension St. Vincent is introducing young students to careers in healthcare through JA JobSpark, a hands-on career exploration event in Indiana. Leading the Health and Life Sciences section, Ascension St. Vincent provided eighth graders with an interactive experience to explore roles in nursing, emergency medicine and medical technology.

Through engaging activities, students had the opportunity to use medical equipment, interact with professionals and gain insight into the diverse career paths available in healthcare. Beth Petrucc, LCSW, MSW, Director of Community Development at Ascension St. Vincent, helped organize the experience, ensuring students could explore new career possibilities in an exciting and meaningful way.

"When they leave, there is always much excitement in this cluster," Beth said. "It is quite large, and all the organizations work together to provide these activities for the students so they can really say, 'Oh, I thought I wanted to be this when I grew up, but this is a really neat new career that I did not even know existed.'"



## Preparing the future of healthcare

**The pipeline of physicians and healthcare professionals produced by these programs is vital, with many graduates choosing to remain in the state, strengthening local healthcare systems.**

Ascension St. Vincent continues to play a critical role in improving access to care in underserved areas, demonstrating a strong commitment to developing a robust rural workforce pipeline. This focus aligns closely with the legislative priorities of policymakers, including workforce development and support for rural healthcare systems.

As workforce shortages remain a critical challenge for the healthcare industry, Ascension St. Vincent is uniquely positioned to address these issues through its medical education programs, innovative rural health initiatives and hospital-based professional training. By investing in education and focusing on underserved communities, Ascension St. Vincent not only supports the economic vitality of Indiana but also ensures access to high-quality care for Hoosiers in every corner of the state.

These programs reflect our Mission to provide exceptional care to our patients as well as to cultivate skilled, compassionate healthcare providers who are equipped to meet the evolving needs of our communities. Through partnerships, scholarships and hands-on learning experiences, we ensure that our team is always advancing, always learning and always ready to deliver care that embodies our Values of Reverence, Integrity and Service of the Poor.



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**Ascension St. Vincent'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 St. Vincent

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