

Ministry in Action

ANNUAL IMPACT REPORT



Ascension St. John

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 president and CEO

Nearly a century ago, the St. John Ministry was founded on a legacy of hope and healing by the Sisters of the Sorrowful Mother. Throughout their journey, they remained steadfast in the pursuit of their Mission, which we proudly carry on today.

Nearly a century ago, the St. John Ministry was founded on a legacy of hope and healing by the Sisters of the Sorrowful Mother. Throughout their journey, they remained steadfast in the pursuit of their Mission, which we proudly carry on today. Reflecting on St. John's rich history, I've often wondered if the Sisters could have ever imagined the level of growth, technology, talent and prosperity that our ministry is blessed with today:

- One hospital has grown into a health system that serves northeast Oklahoma and southeastern Kansas, and includes seven hospitals, over 90 clinics and employs over 8,000 associates.
- We are home to Tulsa's first American College of Surgeons (ACS)-Level I Trauma Center, delivering high-quality care to those that need it most, when they need it most.
- Our leading neurosciences program offers comprehensive treatment options found in the region's only Joint Commission-certified Comprehensive Stroke Center.
- With 14 surgical robots, St. John is northeast Oklahoma's surgical robotics leader. For our patients, this means they now have access to less invasive surgical procedures that can lead to faster healing times.
- We're building a patient-focused cardiovascular program offering comprehensive care, whether you're in Bartlesville or Tulsa.
- And finally, our legacy began nearly 100 years ago with the birth of Baby Lillian, and it continues today with the birth of over 3,000 babies each year.

All of this has allowed us to reach patients in need of healing, while growing alongside the thriving, generous and diverse community that we are proud to call home.

Our story began in Tulsa nearly 100 years ago. My hope is that 100 years from now, a new generation will reflect and feel as inspired by our ministry and our communities as I do today.



Bo Beaudry

Chief Executive Officer, Ascension St. John

Ministry in Action

Annual Impact Report

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Quality and Access

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



Consumer Experience

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



Community Impact

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

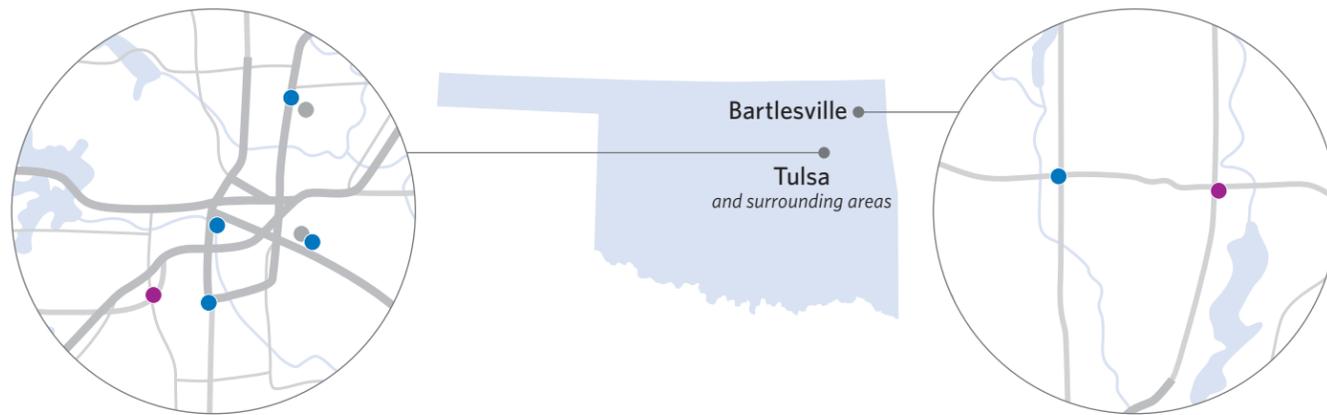


Investing in Our Associates

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

TOGETHER, WE ARE ASCENSION ST. JOHN

Ascension St. John operates seven hospitals and more than 90 healthcare clinics and facilities, while employing over 8,000 associates across northeastern Oklahoma and southeastern Kansas. In FY24, St. John provided over \$39 million in total community benefit and unpaid costs of Medicare services, including care of individuals living in poverty. Serving Oklahoma for nearly 100 years, St. John is a faith-based healthcare organization committed to delivering compassionate, personalized care to all, with special attention to persons living in poverty and those most vulnerable.



Acute Care

Ascension St. John Jane Phillips
3500 E. Frank Phillips Blvd.
Bartlesville, OK 74006

Ascension St. John Broken Arrow
1000 W. Boise Circle
Broken Arrow, OK 74012

Ascension St. John Owasso
12451 E. 100th St. N.
Owasso, OK 74055

Ascension St. John Medical Center
1923 S. Utica Ave.
Tulsa, OK 74104

Ascension St. John Jenks
3029 W. Main St.
Jenks, OK 74037

Critical Access Hospital

Ascension St. John Nowata
237 S. Locust St.
Nowata, OK 74048

Ascension St. John Sapulpa
1004 E. Bryan
Sapulpa, OK 74066

Rehabilitation Hospitals

St. John Rehabilitation Hospital of Owasso
13402 E. 86th St. N.
Owasso, OK 74055

St. John Rehabilitation Hospital
1200 W. Albany Drive
Broken Arrow, OK 74012

At a glance



465K

PHYSICIAN OFFICES
AND CLINIC VISITS



268K

UNIQUE LIVES
SERVED

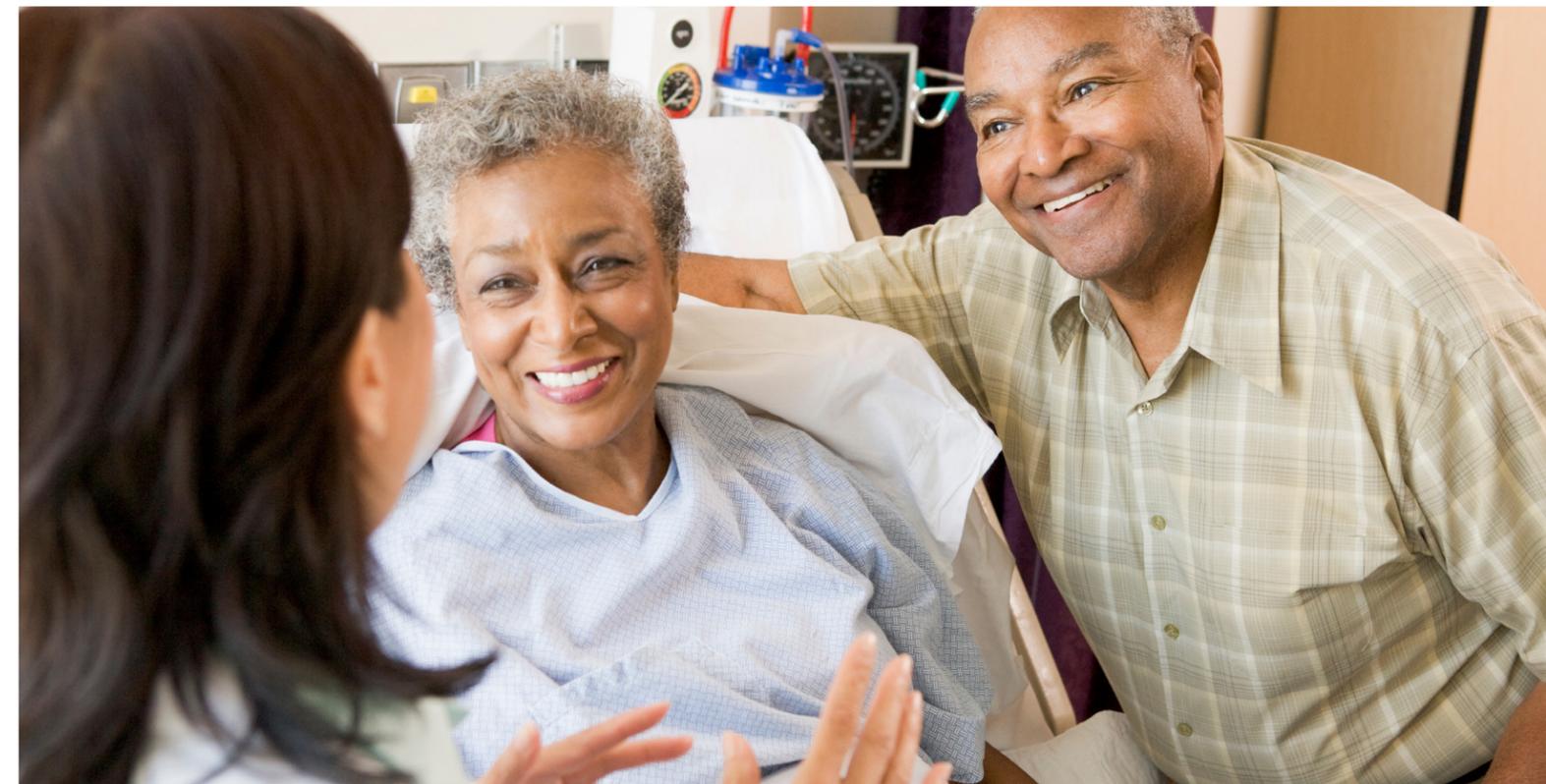


3K+

BIRTHS



134K EMERGENCY ROOM VISITS



OUR CARE LOCATIONS

Ascension St. John Medical Center

Offers specialty care, 24/7 emergency services and home to Tulsa’s first ACS-verified Level I trauma center. Advanced surgical care, robotic-assisted minimally invasive procedures, imaging and lab tests are all available on-site. Specialties include heart, cancer, stroke, orthopedics and women’s health. The facility’s Birthing Center provides personalized maternity experiences and advanced neonatal care.



Ascension St. John Broken Arrow

Provides 24/7 emergency care, primary and specialty care. Surgical services include joint replacement, ENT, head and neck surgery and general surgery. Additional on-site services include physical and cardiopulmonary rehab, imaging and lab testing.



Ascension St. John Jane Phillips Medical Center

Provides 24/7 emergency care that delivers advanced surgical care for serious and life-threatening injuries and illnesses. Specialty services include heart, stroke care, orthopedics, sleep diagnostics, wound care and women’s health. A wide range of minimally invasive procedures are offered using robotic-assisted technology, imaging and lab tests and a dedicated inpatient rehabilitation center.



Ascension St. John Jenks

Specializes in outpatient and inpatient orthopedic surgical care, including hip, knee and shoulder replacements. Offers diagnosis and treatment for sports injuries and degenerative joint conditions. Services include imaging, lab testing and on-site physical and occupational therapy to help patients return to daily activities.



Ascension St. John Nowata

Critical access hospital offering 24/7 emergency care and community-based primary care. Provides diagnostic imaging, lab tests, swing bed care for skilled nursing and rehabilitation and home health support for post-discharge transitions.



Ascension St. John Owasso

Ascension St. John Owasso is a hospital with 24/7 emergency care. We deliver cardiovascular and urology preventive care as well as general surgical care for life-threatening injuries and illnesses using advanced robotic-assisted technology. Ascension St. John Owasso offers lab tests and all-digital diagnostic imaging for mammograms, CT, MRI and bone density. Our maternity care team starts by listening to you to deliver care that’s right for you and your baby. Our Women’s Health Center OB-GYN doctors specialize in caring for your health at every stage of life. We don’t just deliver babies at our birthing center. We deliver personalized care before, during and after pregnancy.



Ascension St. John Sapulpa

Delivers specialty and 24/7 emergency care. The 25-bed hospital provides surgical, acute medical/surgical, observation and skilled care along with physical rehabilitation. Specialties include heart and wound care, imaging and lab services (including mammography) and Senior Life Solutions behavioral health support for ages 65+.



A LASTING LEGACY

Celebrating nearly a century of care, Ascension St. John has been dedicated to providing quality, compassionate healthcare for those most in need.



1917

St. John's story began in 1917 when the Sisters of the Sorrowful Mother purchased an 8 ¾ acre strawberry farm at the dusty corner of 21st Street and Utica Avenue in Tulsa, Oklahoma.

1920

Breaking ground for the hospital took place in 1920, and as finances languished, the uncompleted hospital stood empty for three years until renewed interest by members of the Catholic Church and city officials finished the facility.

1925

Hundreds of Tulsans donated funds to complete construction on the hospital, which opened the following year. So great was the need for a true stand-alone hospital (throughout its brief history, Tulsa's early medical facilities tended to be converted houses), that patients flooded St. John's days before the hospital was officially opened.

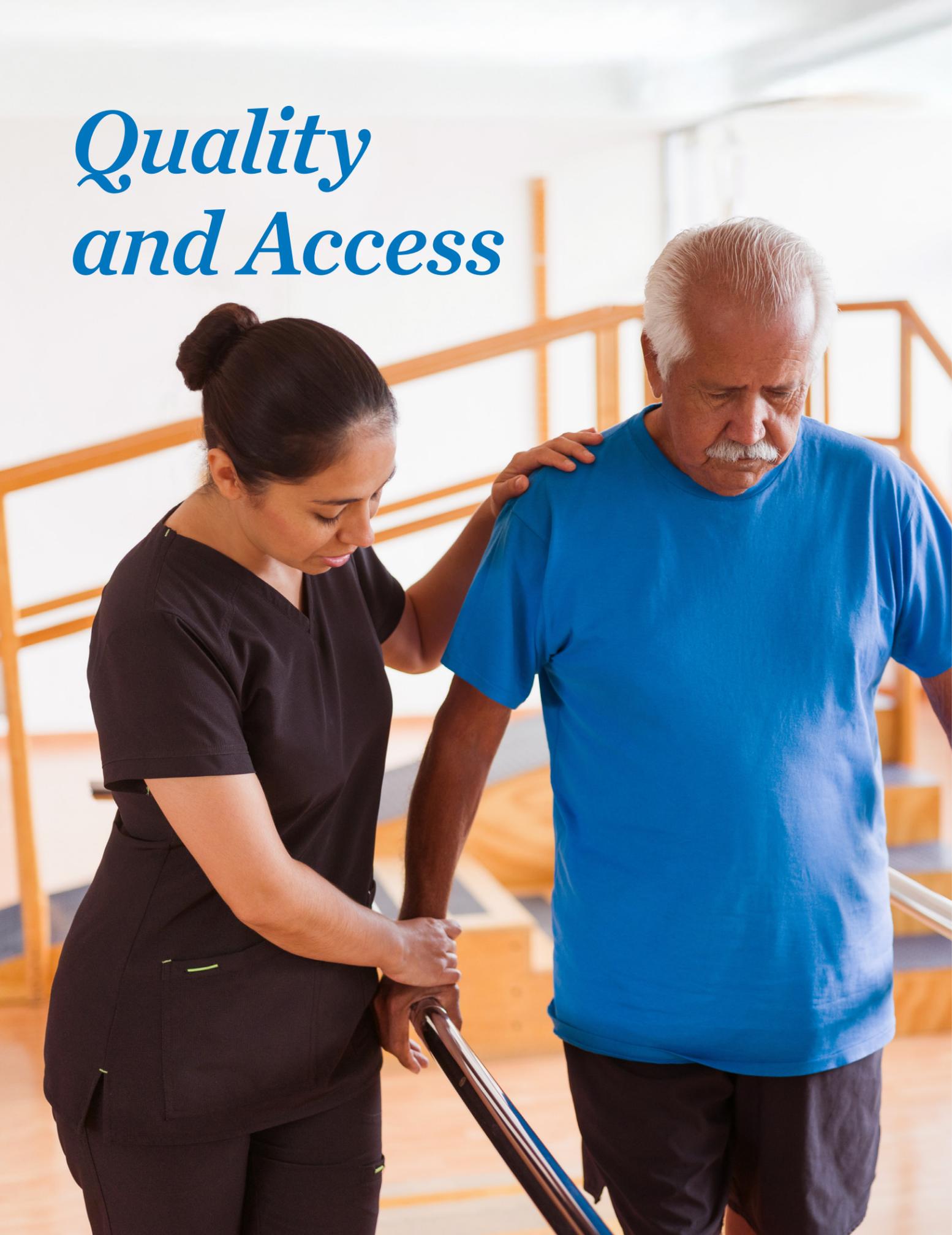
1926

On Feb. 14, 1926, St. John welcomed its first patient. Pretty quickly after that, we welcomed our second. Even though our hospital wasn't supposed to open for another week, when a pregnant mother walked through our doors, our legacy was born. And so was Baby Lillian, St. John's first infant.

2025

The Tulsa community has embraced and supported the St. John Health System for nearly 100 years. With their continued support, we'll be here, delivering high-quality patient care for the next 100 and beyond.

Quality and Access



CHAPTER 1

Quality and Access

11 | 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

Bringing quality and safe care closer to home

We are called to excellence in healthcare, delivering the highest standards of safety and quality to drive meaningful outcomes that improve lives.

With a proud legacy of innovation, we follow in the footsteps of our founders — pioneers who shaped modern, compassionate care — and continue to evolve to meet the changing needs of our communities. Our commitment to quality is reflected in the dedication of our associates and the work they do inside and outside our hospitals.

Holding ourselves to the highest standards, we prioritize patient safety through rigorous protocols, advanced treatments and personalized resources designed to ensure the best possible care. We are with our patients at every step, addressing immediate needs while providing ongoing support through follow-ups and proactive interventions. By focusing on quality, safety and innovation, we are transforming healthcare — improving individual health while strengthening the well-being of entire communities.

Recognized nationally for quality care

ASCENSION ST. JOHN JANE PHILLIPS

American Association of Cardiovascular and Pulmonary Rehabilitation

- Certified cardiovascular and pulmonary rehabilitation program

Centers for Medicare & Medicaid Services

- Four-star rating

Joint Commission

- Primary Stroke Center

ASCENSION ST. JOHN OWASSO

U.S. News & World Report

- Pneumonia care

ASCENSION ST. JOHN BROKEN ARROW

Centers for Medicare & Medicaid Services

- Five-star rating since 2020

U.S. News & World Report

- High performing ratings in orthopedics, hip and knee replacements

Joint Commission

- Primary Stroke Center

Surgical Review Corporation

- Hernia Center of Excellence

ASCENSION ST. JOHN MEDICAL CENTER

Gold-Level Achievement Awards

American College of Cardiology

- NCDR Chest Pain – MI Registry Gold

American Heart Association

- Mission: Lifeline® Gold-Plus & NSTEMI Gold Get With The Guidelines®
 - Stroke SM Elite Plus award
 - Stroke Type 2 Diabetes
 - Stroke SM Honor Roll Advanced Therapy award
- Ascension St. John Medical Center is the only hospital in Oklahoma to receive this award.*



Top Specialty Accreditations

American College of Surgeons

- ACS-verified Level I Trauma Center
- Commission on Cancer Accreditation

American College of Radiology

- Breast Imaging Center of Excellence

American College of Cardiology

- Certified Transcatheter Valve Center

Joint Commission

- Comprehensive Stroke Center

U.S. News & World Report

- High performing ratings in neurosciences, cardiology, oncology



Statewide Recognition

Oklahoma Hospital Association

- Tobacco Champion of Health Award

Institute for Healthcare Improvement

- Age-Friendly Health System

Excellence in Maternal and Geriatric Care

Geriatric Fracture Care (IGFS)

- CORE Certification

Perinatal Quality (OPQIC)

- Spotlight Hospital

Cribs for Kids

- Safe Sleep Certification

EXPANDING ACCESS AND INNOVATION

Ascension St. John is redefining what's possible in surgical and trauma care — bringing leading-edge technology, specialized expertise and expanded access to patients across northeast Oklahoma.

With a focus on innovation, precision and improving recovery outcomes for patients, St. John continues to invest in the tools, talent and infrastructure needed to meet the evolving needs of a growing and diverse community. From robotic-assisted surgeries to 24/7 trauma response, every advancement is designed to improve outcomes, enhance safety and get patients back to living their lives — sooner and stronger.

Advancing robotic surgery to enhance patient care

Ascension St. John is now the surgical robotics leader in northeast Oklahoma, following the addition of five new Intuitive surgical systems — two da Vinci 5 and three da Vinci Xi robots — bringing the total to 13 across six hospitals, including the newly opened St. John Jenks surgical facility. These platforms offer advanced surgical support in general, bariatrics, cardiac, colorectal, gynecologic and urologic procedures.

Orthopedic teams use three MAKO robotic systems and one ROSA robot for precise, minimally invasive joint replacements. Since January 2023, nearly 700 joint replacements have been performed using MAKO at St. John, which allows for detailed 3D surgical planning, faster recovery and reduced complication risk compared to traditional procedures.

Robotic technology is central to St. John's broader surgical expansion strategy. In 2023, the system completed major facility investments: a \$27M adult ICU expansion in Tulsa, \$16M at Broken Arrow and \$8M at Owasso — with radiology expansion completed in October 2025.

Improving recovery times with same-day surgeries

By shifting toward minimally invasive, same-day orthopedic surgeries at facilities like St. John Jenks, we're helping patients return home — and return to life — faster compared to traditional procedures. This approach can lower infection risk, shorten hospital stays and support more comfortable recoveries in the familiarity of home. These advances reflect our commitment to meeting patients' immediate needs while supporting long-term wellness.

St. John Level I Trauma Center

Ascension St. John Medical Center is proudly home to Tulsa's first ACS-verified Level I Trauma Center — delivering 24/7 advanced trauma care from a full team of specialists, including trauma, neurosurgery, orthopedic, vascular and critical care experts. As the second hospital in Oklahoma to achieve this verification, Ascension St. John has a rich history of caring for our community's most critical patients. Verified as a Level II Trauma Center since 2009, Ascension St. John has spent more than a decade providing ASC-verified exceptional trauma care, a mark of excellence in timely, coordinated care for the most critically injured patients.

This verification is a major investment by Ascension St. John in the health and well-being of northeastern Oklahoma residents. It will significantly expand access to the highest level of emergency care, advanced medical capabilities and lifesaving treatment closer to home.



The St. John Trauma Center delivers advanced critical care to help stabilize, diagnose and treat all types of trauma including:

- Blunt force trauma, including head injuries
- Penetrating trauma, including gunshot and stab wounds
- Motor vehicle crashes, motorcycle, ATV and bicycle collisions
- Orthopedic fractures
- Falls, including broken hips
- Spine injuries
- Crush injuries, including amputations

Our team dedicates themselves to caring for our community's most critically injured patients every single day. We're proud to be Tulsa's first ACS-verified Level I Trauma Center. But more than that, we're proud of who we achieved it for. This is for Tulsa. This is for Oklahoma. And this is just the beginning.

Bo Beaudry

Chief Executive Officer, Ascension St. John

Transplants

The Ascension St. John Transplant Center is northeast Oklahoma's only transplant center, serving patients from Oklahoma, Arkansas, Kansas and Missouri, and is the only transplant center in Oklahoma with fellowship-trained nephrologists.

St. John Medical Center leads in completing the number of kidney transplants in Oklahoma, with 20 completed since January 2025. With over 200 people on the kidney transplant waiting list, the St. John transplant team continues to expand to meet this growing need.

Choosing to become an organ donor is a life-saving decision. Many people mistakenly believe that organs can only be transplanted after death. However, living donors can choose to donate one of their kidneys, which helps recipients receive transplants more quickly. Kidney transplants from living donors are often more successful and have better outcomes than those from deceased donors, offering recipients a higher quality of life and a chance to live without the constant need for dialysis.

A living donors story

Almost a year and a half after donating her left kidney, Ashley Conklin completed a tremendous physical feat: a Rim to Rim hike at the Grand Canyon. Conklin, a resident of Oklahoma City, donated her kidney to a woman in Tulsa on April 20, 2023, through the Ascension St. John Transplant Center, northeast Oklahoma's only transplant center. On Sept. 26, 2024, she hiked from the north rim to the south rim, completing a distance of 23.2 miles.

In spring 2025, she took on yet another physical challenge when she completed the Three Volcano Challenge in Guatemala. This hike included summiting Pacaya Volcano, Acatenango Volcano and Atitlan Volcano. The most difficult of the hikes was the Atitlan Volcano, approximately nine miles round trip with an elevation gain of 6,000 feet. It took approximately 12 hours to complete. As Ashley says, "After my donation, I decided I wanted to do something 'epic,' both to have a fitness goal for recovery and to show myself and the world that it was still possible to do big things after living donation."



SPOTLIGHT: Dedicated associate Tadd Parrett's legacy

Tadd Parrett, a dedicated associate at Ascension St. John, led a vibrant and active life despite being born with spina bifida and relying on a wheelchair from an early age. His condition did not limit his determination or abilities. Instead, Tadd became an athletic inspiration to his friends and the clients he worked with at the St. John Health Club. He had a generous spirit and dedicated his life to forming strong friendships and serving as an uplifting presence to everyone he encountered.

Tadd "rolled" in marathons, trained others to achieve their fitness goals, cheered on the Oklahoma State University "Pokes," and faced every challenge with resilience. When he unexpectedly passed away at the end of 2024, Tadd's family and friends were not surprised to learn that he was an organ donor. It was fitting that the man they admired would ultimately give the greatest gift of all — a chance for someone else to live life to the fullest.

Pictured: Tadd Parrett memorial



ADVANCING NEUROLOGICAL CARE

We are northeast Oklahoma's only Joint Commission-certified Stroke Center, offering timely access to critical interventions which are essential for improving outcomes.

Ascension St. John consistently sets benchmarks in stroke care by focusing on accessibility, speed and prioritizing quality of care, thereby ensuring that patients receive the best possible outcomes through proactive and coordinated treatment efforts.

Established in 2008, the Ascension St. John Heyman Stroke Center is the first and only Joint Commission-certified Comprehensive Stroke Center (CSC) in northeast Oklahoma. The center offers advanced stroke care delivered by a multidisciplinary team of fellowship-trained, board-certified vascular neurologists, neurosurgeons, interventional radiologists and eastern Oklahoma's only neurocritical care inpatient team. Services range from drug therapies and mechanical clot retrieval to minimally invasive surgical procedures and neuro-rehabilitation for recovery.

Specialized stroke-trained nurses, including those certified in the NIH Stroke Scale (NIHSS), provide expert care throughout the emergency department, 22-bed neurotrauma surgical ICU and 28-bed stroke telemetry unit.

This is a vocation — you get so much more out of it than just a paycheck. When you witness the sacrifices a spouse makes at the bedside or a parent makes for their child, or when a patient hands you a note that says, 'Fall in love with your wife every day,' it reminds you what really matters. Sometimes a gray-haired man walks in and gives you a life lesson you didn't know you needed.

M. Yashar Kalani, MD

Neurosurgery, Ascension Medical Group St. John



**Ascension St. John
Heyman Stroke Center**

FIRST AND ONLY

Joint Commission-certified
Comprehensive Stroke Center in
northeast Oklahoma

Specialized expertise

Dr. M. Yashar Kalani and Dr. Tyler Auschwitz are northeast Oklahoma's only dual-trained cerebrovascular and skull-based neurosurgeons. This extensive knowledge and expertise enables St. John to address a wide range of complex conditions involving the brain and skull base.



M. Yashar Kalani, MD

Neurosurgery

Dr. M. Yashar Kalani, Surgical Director of the Ascension St. John Heyman Comprehensive Stroke Center, is one of Oklahoma's only dual-trained cerebrovascular neurosurgeons. He specializes in treating complex brain and spine conditions, including aneurysms, vascular malformations, Moyamoya disease and cranial nerve disorders.

Dr. Kalani performs minimally invasive and robotic-assisted procedures, using advanced techniques to support faster recovery and better outcomes. He holds a number of post-graduate degrees from institutions including Stanford University and the University of California, Los Angeles, as well as the University of Oxford, United Kingdom and Oklahoma State University, Tulsa. Dr. Kalani has published over 250 papers and brings a research-driven, personalized approach to care.

From diagnosis to recovery, Dr. Kalani ensures patients and families are supported every step of the way.



Tyler S. Auschwitz, MD

Neurosurgery

Dr. Auschwitz specializes in minimally invasive procedures for brain tumors, aneurysms, arteriovenous malformations and carotid disease, and has advanced training in cerebrovascular and endovascular surgery. He also performs complex cervical and lumbar spinal surgeries, including decompressions and fusions.

Dr. Auschwitz completed his residency in neurosurgery at the University of Tennessee Health Science Center and earned his medical degree at Louisiana State University Health Science Center Shreveport. He received advanced training in skull base, endoscopic and neuro-oncology from the Centre for Minimally Invasive Neurosurgery at Prince of Wales Private Hospital in Sydney, Australia. He is a member of American Association of Neurosurgeons, American College of Surgeons and Congress of Neurological Surgeons.

LEADING THE WAY IN HEART CARE

Our journey in cardiology care at Ascension St. John has been marked by significant achievements and strides in patient outcomes and operational efficiency, with marked growth over the past several years. Across our extensive cardiology footprint, we offer comprehensive care, from screening to diagnosis and treatment.

Ascension St. John Medical Center was the first hospital program to receive the American College of Cardiology (ACC) accredited transcatheter aortic valve replacement (TAVR) program in Oklahoma, Kansas, Missouri, Arkansas and New Mexico in 2020. In 2023, the program received reaccreditation through the ACC. This designation recognizes a superior commitment to patient identification, patient care coordination and programmatic commitment to quality, safety and effectiveness of structural heart procedures.

Our cardiac patients leave the hospital post-procedure sooner — ensuring a speedy recovery and a return home to their families — and are less likely to be readmitted, allowing them to move on with their lives, when compared to national targets. In addition, Ascension St. John cardiologists and cardiac surgeons have been leaders in innovation, bringing new advanced therapies to patients across the health system.

With comprehensive heart and vascular services at six hospitals and 10 cardiovascular clinics, Ascension St. John offers integrated care — from diagnostics to rehab — using the latest technologies available.



Expanding cardiovascular services

Ascension St. John continues to grow its cardiovascular program, bringing expert cardiac care closer to home for patients throughout northeast Oklahoma and southeastern Kansas.

- In the summer of 2023, Ascension St. John Medical Center opened a new 18-bed cardiovascular intensive care unit. Additionally, there are 60 designated cardiac telemetry beds in the hospital, ensuring continuous cardiac monitoring for our highest-risk patients. The hospital maintains a five-suite cardiac and electrophysiology lab, three cardiothoracic and vascular surgery suites and has a state-of-the-art cardiac CT scanner and sonography equipment to identify heart and vascular disease.
- **At Ascension St. John Jane Phillips in Bartlesville, we're enhancing local access to advanced diagnostics, specialty consults and surgical procedures which are spearheaded by cardiologists Dr. Dykstra, Dr. Mehrle and Dr. Thomas.** Over the past fiscal year, St. John Jane Phillips cardiovascular teams have provided care to over 2,400 patients and performed several more thousand non-invasive cardiac procedures. St. John cardiac clinics provide care to nearly 1,500 patients monthly.
- In Owasso, Dr. Augustus Caine is leading an expansion of cardiology services, seeing over 1,000 patients in his first year by offering care at Ascension St. John Owasso and at an adjacent heart care clinic on-campus.



Gary T. Dykstra, DO
Cardiology



Anderson P. Mehrle, MD
Cardiology



Todd M. Thomas, DO, MBA
Cardiology

Experts in heart care

Dr. Richard Kacere is a board-certified cardiologist with St. John's cardiovascular team, one part of a nationwide heart care network. He focuses on proactive cardiovascular care, working with patients to manage their cardiac risk factors to reduce the likelihood of heart attack, stroke and heart failure.

Natalie Rafferty has spent her 16-year nursing career at St. John where she started in neuro-trauma surgical intensive care. After nearly seven years, Natalie moved to interventional radiology where she worked closely with surgical teams performing minimally invasive surgical robotics procedures guided by imaging. Eight years later, she moved to cardiovascular intervention.



Richard D. Kacere, MD
Cardiology



God puts you in the right moment at the right time; sometimes it's the right moment with the right people.

Natalie Rafferty, RN
Ascension St. John Heart & Vascular Center

SPOTLIGHT: How a heart screening saved Ben's life

During a family vacation in December, Ben Dye experienced significant physical exhaustion and chest pain while participating in normal family activities. He brushed it off, but after returning home he found himself unable to climb a flight of stairs without losing his breath, while working out at the St. John Siegfried Health Club. Realizing something was wrong, Ben scheduled a heart screening at the St. John Heart & Vascular Center. Unbeknownst to Ben, scheduling this screening would save his life.

Less than 15 minutes into a one-hour screening, Ben was flagged for severe coronary disease in each of his arteries. Natalie Rafferty, RN, who conducted the screening, immediately contacted Dr. Richard Kacere, a cardiologist at St. John, for further assessment. Ben was transferred to the St. John Medical Center Emergency Department and underwent urgent cardio catheterization with Dr. Thomas Kalapura, which confirmed severe multi-vessel blockages. He was hospitalized and remained stable until his open-heart surgery several days later.

"It was terrifying; I had to ask God to carry me across the finish line. I really wanted to finish raising my boys, who are 8 and 11. I prayed to God that if that was part of His plan, I really wanted to do that." Now, nearly three months after the surgery, Ben is still recovering. He is easing back into his active lifestyle by walking the golf course where he serves as caddie for his son. His life is forever changed.



Pictured: After open-heart surgery, Ben Dye is back on the golf course with his son.

Consumer Experience



CHAPTER 2

Consumer Experience

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

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ASCENSION ST. JOHN'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. John is reimagining our 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

Ascension St. John draws on practices from a range of industries, including hospitality, tech, aviation and consumer products, to reimagine the healthcare experience. 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. John 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.

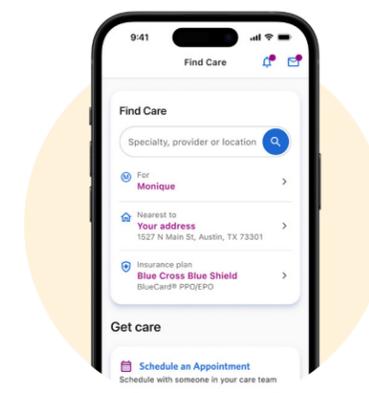
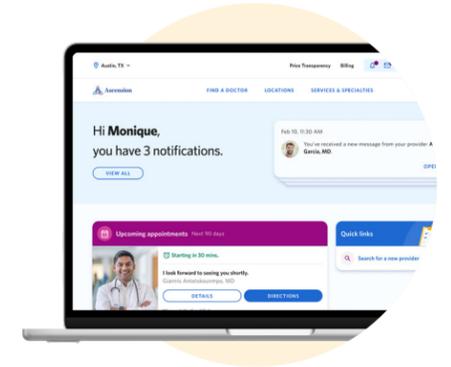
The new Find Care feature on ascension.org, co-created with consumers, clinicians and operators, is available across all Ascension markets. We've expanded the range of services patients can schedule directly, added a function to search by type of insurance accepted and given patients the ability to view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

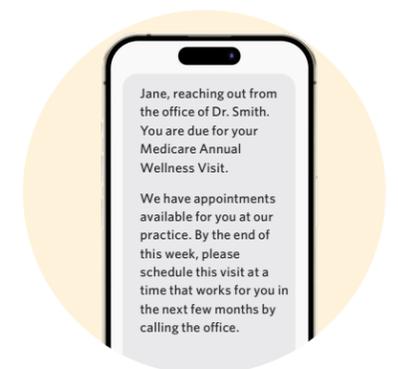
Ascension is introducing clinic after-hours support in select markets. This service gives patients the flexibility to reach someone regarding their schedule needs at any time, day or night, as well as page on-call providers.

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 Commitment Award winner

Patient care doesn't stop when discharge papers are administered.

While under Donna Bauman's care at Jane Phillips Medical Center in Bartlesville, and before the patient was sent home, Donna took the time to educate a husband on how best to draw and administer insulin to his wife.

After a follow-up appointment, the patient switched to using an insulin pen, but the husband was unsure how to use this method. On Monday morning, he called Donna's unit with his questions. Donna patiently answered all of his inquiries and invited the couple back to the hospital. There, she demonstrated how to use the insulin pen, providing them with the necessary education and reassurance for their peace of mind.

Pictured: Donna Bauman, LPN/LVN



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.

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.



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. John'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. John 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.

We are committed to ensuring the post-care phase is just as comprehensive as the care provided onsite. 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. John 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 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. John 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

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

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OUR IMPACT IN THE COMMUNITIES WE SERVE

At a glance

At Ascension St. John, we are more than a healthcare provider — we are a partner in building healthier communities.

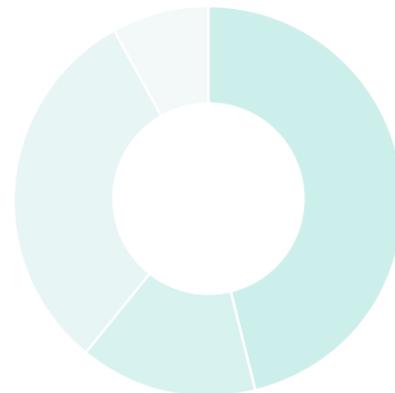
Guided by our Mission to serve all, with special attention to those most in need, we work alongside residents, community leaders and local organizations to address the social, medical and spiritual needs of those we serve.

Caring for the social, spiritual and medical needs of others is central to our Mission. Good health starts beyond hospital walls — it starts with meeting people where they are, breaking down barriers and advocating for a more just and compassionate society.



\$39M+

CARE OF THE POOR AND COMMUNITY BENEFIT



Ascension St. John payor mix

- 43.03% Medicare
- 15.97% Medicaid
- 34.14% Commercial
- 6.86% Self-pay/other

Understanding and addressing our community's needs

Access to healthcare and essential services remains a significant challenge for millions across the U.S. Factors such as high costs, lack of insurance coverage, geographic barriers and social determinants of health (SDOH) — like hunger, housing instability and limited access to support — make these challenges even more severe, especially for underserved populations.

Our Mission calls us to serve those most in need, and we continue to act as a trusted partner, working to ensure everyone has access to the care and support they deserve.

As a nonprofit health system, Ascension St. John conducts a Community Health Needs Assessment (CHNA) every three years to comply with federal IRS regulations. The latest assessment identifies key health challenges and priorities for community investment. As the CHNA shifts to implementation, targeted initiatives will focus on access to care, mental and behavioral health and food security to drive lasting change.

The insights from the CHNA process help ensure that resources and programs are directed where they are needed most, leading to meaningful and measurable improvements in community health.



ASCENSION ST. JOHN FOUNDATION

For nearly a century, the Ascension St. John Foundation has been a pillar of support for healthcare in Tulsa, ensuring that quality care reaches those who need it most.

As a nonprofit organization, the Foundation partners with Ascension St. John hospitals to support patient care services within the health system and local community health initiatives through generous community contributions. Loyal donors — including individuals, small businesses, corporations and other foundations — make it possible to invest in advanced medical technology, innovative treatments and vital services that bring hope and healing to those in need.

With every fundraising event and donation, the Foundation strengthens its commitment to making healthcare more accessible and empowering lasting change in the community.

Our Foundation's mission is to ensure that healing is accessible to everyone.

Where we give

The Ascension St. John Foundation is dedicated to enhancing healthcare in the Tulsa community by funding various initiatives and organizations. Their support focuses on several key areas:

- **Community Health Programs:** Through the St. John Health Equity Initiative, the Foundation provides grants to nonprofits addressing social determinants of health, such as economic opportunity, access to healthcare services, food security, housing stability and education.
- **Capital Projects and Technology:** The Foundation funds major construction projects and the acquisition of advanced medical equipment and technology to improve patient care.
- **Specialized Medical Services:** Support is directed toward centers like the Mary K. Chapman Comprehensive Breast Center, enhancing specialized care for patients.
- **Human Trafficking Education:** The Foundation invests in programs that educate the community and healthcare providers about human trafficking, aiming to identify and assist victims effectively and provide access to healthcare and essential resources throughout Oklahoma.
- **Associate Hardship Fund:** This fund assists Ascension St. John employees facing personal crises, ensuring they have the support needed during challenging times.



DONATE TODAY

By supporting these areas, the Ascension St. John Foundation strives to ensure equitable access to quality healthcare and address critical health-related issues within the community.

A legacy of love

On Feb. 14, 2025, the Ascension St. John Foundation distributed grants to 40 nonprofits at its annual Legacy of Love Luncheon. These grants support organizations addressing social drivers of health, including access to care, mental health, economic opportunity, food security, housing stability and education. Since 2022, an external funder has helped facilitate this initiative, with recipient organizations required to report on the impact of their funding.

A notable recipient, Habitat for Humanity, received \$7 million to support forgivable down payment assistance, land purchases and infrastructure development in North Tulsa. Cameron Walker, the president and CEO of Green Country Habitat for Humanity, referred to the grant as a transformative gift that will directly support families in need.



Our legacy of love started on Feb. 14, 1926, the day St. John Hospital welcomed our first patient — a pregnant mother who soon delivered our second patient, Baby Lillian, which is why we chose Valentine's Day in our 99th year for our inaugural Legacy of Love luncheon. Our Mission is rooted in faith, focused on hope and fueled by love ... love for the Church; for the poor and vulnerable; and, for the communities we are privileged to serve.

Lauren Landwerlin

President, Ascension St. John Foundation

HUMAN TRAFFICKING PREVENTION

With support from the Sisters of the Sorrowful Mother and federal grant funding beginning in 2018, the Ascension St. John Human Trafficking Education and Response Program has made significant strides in combating human trafficking throughout Oklahoma.

To date, the team has supported over 350 suspected victims of human trafficking, reunited families and provided a safe place to access healthcare and connect to essential resources throughout Oklahoma.

We have seen families reunited and hope restored. But most of all, we have helped facilitate and bore witness to the newfound sense of freedom that allows victims of human trafficking to build a new and better life.

Exposing this often hidden crime, dispelling misinformation and bringing hope to survivors is not accomplished alone. It is made possible through successful collaborations among community organizations like the Oklahoma Coalition Against Trafficking (OCAT), local and state law enforcement agencies and the Oklahoma Attorney General's Office.

Ending human trafficking begins with increasing awareness in our local communities.

If you or someone you know is a victim of human trafficking, you can visit any Ascension St. John hospital or clinic, contact the Polaris Hotline at 888-373-7888 or call 911. For more information about and ways to become more involved in the fight against human trafficking, please contact the Ascension St. John Human Trafficking Education and Response Program by emailing advocate@ascension.org.

350+
SUSPECTED VICTIMS
OF HUMAN
TRAFFICKING
SUPPORTED



HELP IS AVAILABLE

Polaris Hotline
888-373-7888

Ascension St. John Human Trafficking Education and Response Program
advocate@ascension.org

SPOTLIGHT: Looking for the signs

Before a major awareness around human trafficking existed, Ascension St. John Human Trafficking Education and Response Program Manager, Sara Gadd, saw its impact while volunteering with unhoused individuals in Southern California. Later, she worked for the Tulsa County Sheriff's office helping survivors.

In 2018, Sara assisted with the implementation of Ascension St. John's Human Trafficking Education and Response Program in Oklahoma, modeled after a similar program in Kansas. This program has helped over 350 suspected victims of human trafficking in just six years. It provides rigorous education and training for first responders and connects survivors to crucial services, including housing and healthcare. Sara emphasizes the need to dispel myths about trafficking and to recognize its diverse survivors. Her efforts are aimed at increasing community awareness, supporting survivors and advocating for legislative changes.



Pictured: In recognition of our efforts to combat Human Trafficking, Sara Gadd, our Human Trafficking Education and Response program manager, joined community members and accepted a proclamation recognizing January as Human Trafficking Prevention Month from Tulsa Mayor Monroe Nichols and the Tulsa City Council.

ACCESS TO AFFORDABLE CARE AND MEDICATION

Dispensary of Hope

Dispensary of Hope, a national nonprofit and Ascension subsidiary, plays a critical role in expanding access to lifesaving medications for underserved patients across the U.S.

The program acts as a charitable medication distributor providing medications for nonprofit clinics and pharmacies to dispense free of charge to low-income, uninsured patients across the United States. Today, Ascension partners closely with Dispensary of Hope to address the rise in demand among uninsured and underinsured patients who struggle with access to medication.

Certified by the National Association of Boards of Pharmacy, MedSurplus Alliance and the Healthcare Distribution Alliance, Dispensary of Hope ensures high standards of safety and reliability, operating in full compliance with the Drug Supply Chain Security Act.

This work empowers low-income individuals to manage chronic conditions, avoid hospitalizations and live healthier lives — ultimately reducing the cost of care for patients and health systems alike.

FY25 local impact in Oklahoma by Ascension St. John pharmacies in Bartlesville and Tulsa

These medications included treatments for heart disease, high blood pressure, diabetes and respiratory conditions — chronic illnesses that, without affordable medication, could lead to serious complications.



16,853
PRESCRIPTIONS DISPENSED
Through Dispensary of Hope in Oklahoma

\$1.96M COST SAVINGS IN MEDICATIONS

2,380 UNIQUE PATIENTS SERVED
Across hospitals, clinics and partner agencies



The 340B Drug Pricing Program

Ascension St. John has two hospitals — St. John Medical Center and St. John Sapulpa — that participate in the 340B Drug Pricing Program to help fulfill its Mission of serving the poor and vulnerable in the communities where we have a presence. The 340B Program allows hospitals that support a high proportion of low-income patients to stretch scarce resources, reach more patients and expand services by allowing the hospitals to purchase discounted outpatient prescription drugs.



TESTIMONIAL: *You can see the relief on their faces when they find out their prescription is free. For many, if they'd taken it somewhere else, they wouldn't have been able to pay — and their recovery would have been at risk.*

In FY24, St. John Sapulpa realized \$155,000 in 340B savings, while St. John Medical Center realized \$3.3 million. These savings help support programs and services that care for individuals in need across both communities — advancing St. John's Mission to serve those who are poor and vulnerable.

When a patient comes to us for care — uninsured or underinsured — we're called to help. We live our Mission every day.

Brittney Bence
Pharmacist in Charge, Ascension Rx - Charitable Pharmacy, Tulsa



\$120K
COST SAVINGS
IN MEDICATION

By Ascension St. John
Sapulpa in FY23



Investing in Our Associates



CHAPTER 4

Investing in Our Associates

45 | 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



2,000
NURSES

742 NURSING SUPPORT STAFF

155 PHYSICIANS



**Ascension St. John
employs over
8,000 associates**

The associate journey

Ascension St. John 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 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. John'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 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, 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've introduced 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 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.

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 turn to myCare, Ascension’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 such as healthy eating, ergonomics, behavior change, stress management, fitness and meditation, 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, vision plans and more, 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 isn’t just about celebration — it’s 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.

BEE Award

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

SPOTLIGHT: Thriving DAISY Award recipient

Georges Habib started at Ascension St. John as a nurse tech and later transitioned to a graduate nurse position while waiting to take boards. When Georges chose to advance his career, he did so with the help of his colleagues. English isn’t Georges’ first language, but that didn’t deter him — he worked hard, studied and passed his boards to receive his nursing license.

Georges was nominated for the DAISY Award by a patient who had this to say, “He is incredibly careful and thorough in his care. He’s warm and friendly and truly compassionate. He kept our family informed along the way and was so good with my mom. He even came to visit and check on her when he was on the floor, but not assigned to her that day.”

Six months after passing his boards, Georges is thriving in his new career and as one colleague stated, he is “the type of nurse that every patient should have — compassionate, caring, thorough and clinically strong.”



Pictured: Georges Habib, RN, at Ascension St. John

Continuously listening to our associates

Ascension St. John's inclusive culture is built on the voices of our associates, whose insights drive meaningful improvements across our hospitals, emergency departments, clinics and care facilities. Actively seeking and acting on feedback fosters engagement, enhances patient care and strengthens 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. John 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.

Ascension Center for Career Advancement

The Center for Career Advancement (CCA) offers career services, coaching, 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 Ascension St. John.

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. 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.



WORKFORCE DEVELOPMENT

Caring for those that come to us for care and are part of our communities has always been part of our Mission. Ascension St. John is expanding that call to also provide education and invitations to associates and those within our communities to become part of the healthcare community.

With the launch of the Center for Career Advancement, we are connecting with high school students throughout the region to engage them in conversation and education about the careers available to them in healthcare. The Center also creates opportunities for current associates to take advantage of programs to gain new skills and degrees, further enhancing their opportunities for growth, not only to care for our patients but to improve their well-being and the well-being of their families.

Investing in future nurses through paid clinical rotations

Ascension St. John is deepening its commitment to workforce development through strategic partnerships that support students pursuing careers in healthcare. A key initiative, the Paid Clinical Rotation program for Tulsa Community College nursing students, launched in January 2024, provides financial support to students traditionally required to complete unpaid clinical training. Through collaboration with Tulsa Community College, Ascension St. John Foundation, and internal leadership, this initiative ensures nursing students receive wages during their clinical rotations while also benefiting from scholarships and wrap-around support. By alleviating financial barriers, this program not only enhances the student experience but also strengthens the healthcare talent pipeline.



Expanding healthcare pathways for high school students

Preparing the next generation of healthcare professionals means helping youth understand future career options and explore their interests. St. John offers a highly selective, eight-week summer program for high school students, ages 15-18. Students gain valuable practical experience in a healthcare setting when they volunteer in a placement of interest, shadow medical professionals and learn from guest speakers. In 2024, 134 high school students served more than 9,000 hours at Ascension St. John Medical Center, Owasso, Broken Arrow and Sapulpa hospitals.

As students progress to higher education, they are better equipped with a clearer understanding of their interests and the opportunities available to them.

To support the educational goals of aspiring healthcare professionals, Ascension St. John and the Ascension St. John Foundation annually reviews applicants and awards scholarships to students attending educational institutions in northeast Oklahoma. In July and August 2024, \$45,000 in scholarships was awarded to 21 students from five different institutions.


\$45K
IN SCHOLARSHIPS
AWARDED



Ascension St. John'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. John

ascension.org