

It's our vision...now and for the future.



St. Francis
We care for life.

2005 Community Report

Columbus Votes St. Francis Number One!



Best Quality. Best Doctors. Best Nurses. Best Reputation.

According to those who matter most—
the people of our community!

A Reputation to Uphold

Dear Friends of St. Francis Hospital,

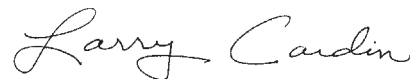
This past year has been an exciting one for St. Francis! Winning the Consumer Choice Award from the National Research Corporation reinforced what we already knew – that St. Francis is the BEST health care provider in our area. Our patients continue to tell us of the compassionate and quality care that our physicians and nurses and other staff members provide. We are so proud of them! We know that this award is a reflection of the reputation that St. Francis has earned over decades of outstanding service. It shows that you have placed your confidence and trust in us. Our goal is not only to uphold that reputation, but to continue to strive for greater and greater excellence.

After a year long search, we proudly announced the selection of our new President and CEO Robert Granger. Robert has brought a fresh perspective and a highly participative, team-oriented leadership style to St. Francis. He has put in place a professional senior management team and has enjoyed getting to know many of you in the community. We thank you for welcoming him to Columbus.

Toward the end of 2005, St. Francis began looking ahead to the future. We recognized that we needed to develop a new strategic plan and vision that would carry us into the next decade, one that would enable us to identify new opportunities to better serve our community and region. At the forefront of our minds in this process was always “Doing what is best for health care in our community.” Throughout our discussions, we’ve been reminded of this by the banner that hangs in our board room. You can soon expect to hear about our new vision and plans for the future.

As we move forward, St. Francis will remain committed to be the best.

Sincerely,



Larry Cardin
Chairman, St. Francis Board of Trustees



Voices of the Community



"The doctors and nurses at St. Francis have been fantastic with me. Why would I go anywhere else!"

– Evelyn "Mac" Turgeon, cardiac patient

Mac Turgeon had her first heart attack at age 59. Since then, she's had two more. All of her treatment—bypass surgery, stent procedure and later a defibrillator insertion—have been performed at St. Francis Hospital. The cardiac rehab program at The Patrick Heart Institute of St. Francis has been a big part of her life since her first heart attack in 1979. Turgeon is thankful to enjoy good health today and says, "The doctors and nurses at St. Francis have been fantastic with me. Why would I go anywhere else!"

"I'm very glad that my wife encouraged me to have a free SAVE screening at Health Matters of St. Francis."

— Grady Elmore, St. Francis Hospital patient

Grady Elmore was one of 90 individuals who received a free Stroke and Aneurysm Vascular Evaluation (SAVE) screenings at Health Matters of St. Francis in November, thanks to his wife who urged him to go. The screening showed that Elmore appeared to have a blockage and recommended that he see his personal physician. Upon reviewing test results and examining Elmore, George Shannon, MD, referred him to Columbus Cardiovascular Surgery. More testing revealed that Elmore had 80% blockage of his carotid artery, which led to corrective surgery performed by cardiothoracic surgeon Jeff Travis, MD. Without early detection and subsequent surgery, Elmore could have suffered a serious stroke.



"Knowing that we helped one person makes the whole effort worthwhile," says Melissa Johnson, director of the Rosemont Health Center.





“I’ve always been very healthy, so I was shocked to learn that there were blockages in my heart.”

—Martha Noyes, St. Francis Hospital patient

Martha Noyes had always been healthy. Therefore, she was shocked to learn that she had a blockage in her heart requiring cardiac catheterization. Noyes, a former media specialist at Northside High School, had experienced a couple of episodes of her heart racing. They were her only clue that something wasn’t right. She was even more surprised after the catheterization procedure to learn that she would have to undergo double bypass surgery. The good news is that she was home a week after the surgery and six months later began substitute teaching. Noyes credits her physician, John DeClue, MD; cardiologist

John Byers, MD; surgeon H. Belk Brooks, MD; and the Cardiac Rehab team at The Patrick Heart Institute with her recovery.

“The nurses clapped and cheered for me. The support I got from them and the doctors was awesome.”

—Mary Ann Collins, St. Francis Hospital patient

Mary Ann Collins’ life changed overnight when she was diagnosed with leukemia. Hospitalized at St. Francis for 24 days, she underwent aggressive chemotherapy treatment. She responded quickly and recalls how during her last days of treatment, the nurses clapped and cheered for her as she walked the halls of 3 South. During her stay, nurses also dropped in to say, “We’re praying for you. You can do it!” After a second hospital stay and outpatient treatment, Collins’ leukemia is in remission.



“What an outstanding performance by the hospital staff and personal. They really do Care for Life.”

—Ret. Major Bill Hodges, Emergency Department/ICU patient

Bill Hodges was admitted to St. Francis Hospital’s Emergency Department for shortness of breath in Spring 2005. His symptoms indicated congested heart failure. He was subsequently moved to St. Francis’ ICU.

He can’t say enough about his experience with St. Francis’ staff:

“Nurses Lori Passmore and Jeff Trawick in the Emergency Room were the two most efficient, knowledgeable and caring people I have ever met. My ICU nurse Tammy Shelley performed her job in an outstanding manner with the most pleasant attitude. She made me feel as if I had picked the right hospital...the entire staff did an outstanding job,” he says.



To be the best, Quality Matters...

That's why St. Francis started a hospitalist program and hired two physicians to get it started. Dr. Rick Morse and Dr. Joseph Surber came on board to provide an extra measure of care and safety for patients that require hospitalization.

...And so does technology. The Women's Center of St. Francis began offering a PET/CT scanner known as the ECAT REVEAL. It is the most advanced PET/CT scanner available in the world today and was featured in *Time* magazine as "Invention of the Year."

...And so does teamwork. The Emergency Department's team of nurses and doctors treated **47,849 patients** in 2005, proving that working together means working more efficiently and treating more patients.

...And so does skill. The Rapid Response Team developed a strategy to improve the ability of caregivers to recognize and prevent potential complications.

...And so does experience. St. Francis Hospital is recognized by the American Heart and Stroke Association as being a Get With the Guidelines stroke hospital. As a *Get With the Guidelines* hospital, St. Francis aims to consistently treat and discharge patients according to evidence-based guidelines.

...And so does innovation. The opening of the new Observation Unit reminds us that patient care is always the number one priority. The unit is open 24 hours a day seven days a week for patients that meet observation status guidelines. For example, chest pain, abdominal pain and pneumonia.



Dr. Samir discusses case in Cardiac Cath Lab.

...And so does Leadership

Becoming the best is a combination of many factors. Bringing those elements together, though, requires leadership. By that, I don't necessarily mean those *in* leadership. While those individuals are very important and we certainly value all they contribute, I believe that our success lies in the ability of all our people to work collectively for the common good of our patients, community and hospital. That requires that everyone in this organization be a leader in his or her area of expertise. It means taking responsibility and the initiative when recognizing that a process or procedure could be performed more safely, effectively or efficiently. It means reaching out to people in need.

Since I joined St. Francis last August, I've seen many examples of leadership — a cardiologist advising a patient about the best course of treatment, a nurse supporting a breast cancer patient, a physical therapist helping a stroke patient walk again. The ability to lead is also evident in every one of the 90 percent of our staff members who support CHEERS, our employee giving program.

I am very proud to be a member of the leadership team at St. Francis Hospital—all 1,400 leaders, plus the Boards of Trustees of the Hospital and Foundation and our wonderful Auxiliary that contributes so much to what we do. It is teamwork bonded by leadership that has made this hospital what it is today and what it



will become tomorrow. It is why you, our community, chose us as the Consumer Hospital of Choice.

I thank you for your vote of confidence in our team. We are grateful for those of you who support us with your gifts. Giving takes initiative, which is leadership, too. It makes you a part of our team.

I hope that you enjoy reading about what we accomplished last year with your support and that of our community in this report.

—Robert Granger, President and CEO



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St. Francis Foundation

A Year of 'Firsts'

The year 2005 was a year of first-time events for the St. Francis Foundation.

In January, the Foundation hosted its first Dr. Clarence C. Butler Service and Leadership Award Dinner. The Dr. Clarence C. Butler Service and Leadership award was established to honor the memory of Dr. Clarence C. Butler and his devotion to his patients and commitment to furthering health care quality in this region. Dr. Harry Brill, who practiced internal medicine in Columbus for 42 years, was the first recipient of the award. Steve Butler, who presented the award, said that Dr. Brill and his father shared the same beliefs about caring for people and did so to the best of their ability without compromise. Event proceeds benefited The Patrick Heart Institute of St. Francis and its lifesaving community outreach and education programs.

Two months later, the St. Francis Foundation brought the Heart Truth for Women campaign to Columbus in late March, another first for both the Foundation and citizens of Columbus. The national campaign aims to teach women that heart disease is the number one threat to their health and emphasizes prevention as the key to reducing risk. Dr. Shane Darrah explained ways to lower the risk of heart disease to more than 300 women who attended the Foundation's Heart Truth Luncheon held at Green Island Country Club.

Then, in May, the Foundation hosted the first-ever Derby Day at the RiverMill Antique Mall. Guests enjoyed a great evening of games, prizes, a steak dinner, the Derby televised on big screen TVs and dancing to Bill Pinckney's Original Drifters. More than 350 guests attended. The evening's big winner was heart health in our community; funds raised were used to offer free health screenings and educational programs aimed at reducing the risk of heart disease locally.

During 2005, the St. Francis Foundation also:

- Offered the third St. Francis Foundation Fellows series to community leaders interested in learning more about health care and what goes on behind-the-scenes at St. Francis.
- Hosted the seventh annual Planned Giving Seminar in cooperation with Columbus State University, Brookstone School, Columbus Museum and the Community Foundation of the Chattahoochee Valley.
- Invited the public to join in its 11th annual Light the Spirit celebration in December to kick off the Christmas season.

The St. Francis Foundation and its Board of Trustees are dedicated to making the necessary resources available for St. Francis to provide exceptional health care, education and services to the citizens of this region.

Touching 8,000+ Lives

Thanks to the generosity of St. Francis employees, the 11th annual Caring Hospital Employees Envision Real Success (CHEERS) campaign raised **\$107,031**, bringing the total raised since the program began in 1994 to **\$941,550**. Ninety percent of the hospital's employees made pledges to this year's campaign.

During the past ten years, CHEERS funds have touched the lives of more than 8,000 people, providing medication to those who could not afford it, scholarships to students pursuing health care careers and emergency assistance to people in crisis.





The Carl and Frances Patrick Heart Institute **Second to None**

As the leading cardiac hospital in the region, the staff and physicians of The Carl and Frances Patrick Heart Institute of St. Francis performed **41,534 diagnostic tests, 856 stent procedures and 322 open heart surgeries** in 2005. St. Francis continues to be the only local hospital fully equipped, staffed and licensed for interventional cardiology, such as angioplasty, stent placement and open heart surgery. The volume of patients served continues to grow as St. Francis steps up its efforts to combat cardiovascular disease, the number one cause of death in the United States.

Cardiothoracic Surgeon Jeff Travis, MD, became one of the newest members of the St. Francis Medical Staff in 2005, having joined Columbus Cardiovascular Surgery in July 2005. After graduating cum laude from the University of South Carolina School of Medicine, Travis completed residencies in cardiothoracic and general surgery at Wake Forest University Baptist Medical Center.

One of his partners at Columbus Cardiovascular Surgery, Dr. Thomas Lawhorne, says that he and partners Dr. Belk Brooks and Dr. Fred Burdette at Columbus Cardiovascular Surgery are very excited to have Dr. Travis in Columbus.

“The program director at Wake Forest told us that Dr. Travis was the best resident they’d had there in a long line of residents,” says Dr. Thomas Lawhorne.

Some of the new procedures Travis brings to St. Francis' heart program and the residents of our region are mitral valve repair, eliminating the need for Coumadin as follow up treatment, and aortic root replacement in the treatment of aortic stenosis. The latter allows for insertion of a larger size heart valve so that a patient's heart doesn't have to work as hard to pump blood after surgery.

Travis says that St. Francis' operating room staff is "second to none." He should know. He operates on patients almost daily in the hospital's state-of-the-art surgical suite.

Dr. Travis says that he chose Columbus

because of the growing heart program here. Consistent with The Patrick Heart Institute's goals, Dr. Travis' desire is to reach out to smaller surrounding communities, providing them with the same excellent care that Columbus area residents receive.

Toward that end, The Patrick Heart Institute

hired a heart health educator in October 2005 to create an outreach and wellness program, focusing on the prevention of cardiovascular disease. The educator's role is to provide community educational programs in area businesses, churches and other hospitals within 100 miles of Columbus.

"Our operating room staff is second to none."

—Cardiothoracic Surgeon Jeff Travis, MD

(L-R) Dr. Thomas Lawhome and Dr. Jeff Travis



The Patrick Heart Institute is named for Carl and Frances Patrick, who have donated more than \$1.5 million to St. Francis for the advancement of cardiovascular services in Columbus. Their contribution makes it possible for area residents to receive top-quality cardiac care close to home.

Last May, the Patricks were toasted during a ceremony rededicating the Patrick Heart Institute. Community members who attended had the opportunity to tour the Patrick Heart Institute's 10 new Cath Lab suites, two EEG Labs, an Echovascular Lab with four procedure rooms, a Pulmonary Function Lab and comfortable private waiting area on the Institute's first level. On its second level, visitors toured the Institute's two state-of-the-art Cath lab suites, a Cath Lab adjacent to the Operating Room, an EP/Pacemaker Lab for special procedures, two treadmill rooms and a comfortable family consultation room for family members to meet in private with their loved one's physician.

The Women's Center of St. Francis

Looking Ahead to the Future of Women's Health

Excellent service, state-of-the-art technology, speed and convenience have been hallmarks of The Women's Center of St. Francis since it opened in 2000. In 2005, the emphasis was on preparing for the future of women's health care with the aim of taking clinical excellence and customer service to the next level.

Plans for a new state-of-the-art Women's Health and Breast Center are already underway. The new center will offer digital mammography—the latest technological advance in breast imaging. At the new Women's Health and Breast Center, breast screenings, diagnostics and treatment will be consolidated under one roof. Patients will receive their results faster, and when follow up consultation with a specialist is needed, they will see a nearby breast specialist immediately.

"Women today expect superior care, speed and convenience when it comes to their health," says Melissa Johnson, director of The Women's Center. "They also want exceptional service and comfort in a beautiful environment. We want to be the first in Columbus to offer them a first-class facility along with the latest

technology, clinical excellence and education all in one place."

A breast surgeon will be an integral part of the care team at the new Women's Health and Breast Center. In fact, those newly diagnosed with breast cancer will have access to a weekly Breast Interdisciplinary Clinic, where they can discuss their options with a physician, surgeon and radiation oncologist all at one time.

Also on the horizon at St. Francis is the re-naming of The Women's Center. As a result of a generous gift of \$500,000 made on behalf of Elena Amos in 2005, The Women's Center of St. Francis will become The Elena Amos Women's Center of St. Francis. A formal re-naming ceremony is planned for 2006.

While planning for the future during 2005, The Women's Center of St. Francis continued to offer an array of comprehensive diagnostic services, including:

- **4,318 mammograms**, using the Women's Touch mammopad for a softer, warmer, more comfortable experience
- **552 dexascans**, using the Lunar Prodigy, a state-of-the-art DEXA imaging system, for the diagnosis of osteoporosis





Top: Technician prepares patient for mammogram.

Bottom: Breast Health Navigator Christine Johnson, RN, helps breast cancer patients understand treatment options.

*New in 2005:
Hot stone massage therapy*

- **More than 200 PET/CT** scans with the ECAT REVEAL, the most advanced PET/CT scanner available in the world today and featured in *Time* magazine as the “Invention of the Year”
- Incontinence testing using state-of-the-art video-uro dynamics equipment, which combines x-ray and video to more accurately pinpoint the cause of incontinence in order to determine the most effective course of treatment – all provided in a discreet and dignified environment
- And other services, including massage therapy, nutritional counseling and classes, a breast cancer support group, breast self-examination instruction and many other free classes

Navigating Breast Cancer

The Women’s Center’s Christine Johnson, RN, who has taught breast self- examination for the past three years, became a certified Breast Health Navigator in 2005—the only one in Columbus. Johnson, who personally conquered breast cancer eight years ago, is now specially-trained to support breast cancer patients and their families in understanding and coping with the strong emotions that accompany a breast cancer diagnosis.

Emergency Department Among Top 10% Nationally

You could call the Emergency Department the gateway to St. Francis Hospital for many patients. In 2005, more than **48,000** people came through our Emergency Department doors. Quality care is what you will get in the St. Francis Emergency Department. With our team of specially trained emergency physicians, the department boasts a staff of more than 50 highly trained professional nurses and between 30 and 40 clinical and clerical support staff. The associates in the Emergency Department work as a team, making it more efficient for patients and resulting in shorter wait times.

The St. Francis Emergency Department is in the top 10% of the nation when it comes to getting heart patients to the cardiac cath lab. The national standard is 120 minutes. Our team can do it in 90 minutes or less.

“I think the success lies in our team spirit and team building. My nurses are aware of the national standards and know they are expected to meet them. This creates the focus they need to achieve their goals,” says Cathy Homeyer, director of Emergency Services.

In fact, in 2005, 50% of all our emergency patients went from door to discharge in less than 90 minutes. An impressive statistic that Homeyer says she hopes to beat in 2006. Patient flow is a priority to the staff in the St. Francis Emergency Department, something they focused on in 2005. Another thing that increases patient flow in the St. Francis Emergency Department is the relationship the physicians have with the nurses and support staff.

“The doctors feel like there is urgency with our nurses. The nurses have patients ready when the physician arrives so they do not have to hunt for things. This saves them time, and as a result, saves the patients time,” Homeyer explains.

Patient flow and wait time is of the essence in an Emergency Department and something Homeyer says her staff will continue to work on in 2006. Some of the future goals include:

- Average total “in and out” time for patients of 2.5 hours or less
- No patient will be held in the Emergency area for more than 3.5 hours before being admitted to the hospital
- Exceed the top 10th percentile for all emergency-related national standards

Also on the horizon, a completely electronic Emergency Department patient tracking and medical record system, which will allow nurses and physicians to document electronically and truly manage the process. It will improve patient quality because it will allow staff to see where the problems are and directly fix them. While they have their sights set high, the team in the St. Francis Emergency Department has no doubt that they can achieve what is set out ahead of them.



The Bradley Center of St. Francis

Addressing Behavioral Health in Our Community

The Bradley Center of St. Francis continued to reach out to the community in 2005 by meeting the Behavioral health needs of adults, senior adults, children and adolescents. The Bradley Center treated **1,260 inpatients** and **568 people** in our outpatient programs.

In 2005, The Bradley Center focused on the services offered to children and adolescents. In our inpatient, outpatient, and day programs, **556 children and adolescents** were served. Through the child and adolescent program collaboration with Family Enrichment Services, **228 indigent children and youth** were able to receive crisis stabilization services.

The mental health professionals at The Bradley Center continue to support the community, by offering depression, anxiety and stress screenings at health fairs and in conjunction with the National Depression Screening day hosted in October. Therapists work with the professional

community in collaboration with the “Valley Collaborative on Suicide Prevention” to support several professional forums on topics related to suicide and domestic violence. The first forum on suicide prevention was held on March 18, and The Bradley Center’s Kay Saunders was a guest panelist at this event. She focused her comments on how elder adults may be of greater risk of suicide. The second event was held on September 30 on the topic of Domestic Violence.

The Oasis adult respite program expanded its client base. Clients participate twice a week. The program peaked in August with 48 sessions per month. It continues to offer a free community Caregiver’s Support Group for those caring for a loved one with dementia, Alzheimer’s disease or any cognitive impairment. Program Coordinator Kay Saunders offered quarterly mini-mental status screenings through Health Matters of St. Francis and spoke to various agencies throughout the year on topics related to aging.



Rosemont Health Center

Taking Care of Your Outpatient Health Care Needs in One Place

The idea was simple – a center that allows you to park at the door and take care of all your health care needs. Everything is in one place. Some people call it “one stop shopping,” and for most of us, convenience is key. You can get your mammogram, have lab work done and even learn more about your diet. In 2005, an estimated **7,000 people** took advantage of screenings, classes and support groups at the Rosemont Health Center of St. Francis.

The Women’s Center of St. Francis

- At the Women’s Center of St. Francis, we understand that getting a mammogram is not a women’s favorite thing to do. But we also understand why it’s so important to get one. So we made it easy for more than **5,000 patients** this year with our complete range of mammography and ultrasound imaging services.
- PET/CT is a powerful, non-invasive imaging technique that holds great promise in the diagnosis and treatment of many diseases, particularly cancer, heart disease and neurological problems. The Women’s Center campus offers this test as well as the Dexascan to detect the presence of osteoporosis in men and women. During 2005, more than **700 patients** came for one or more of these scans.

Health Matters of St. Francis

- The Diabetes Self-management Program is the area’s only American Diabetes Association-recognized diabetes education program. In 2005, more than **900 people** visited St. Francis’ Diabetes Management Program for a screening, management session, support group or education program.

The Outpatient Center of St. Francis

- Lab work made easy! **6,303**...that’s the number of lab tests that were done at Rosemont last year.
- The Outpatient Center also makes getting x-rays simple and fast— **943 people** made their appointments, stopped in and were on their way without having a long walk into the hospital.
- Patients continue to get help healing chronic wounds at the Wound Management Program of St. Francis. Over **1,500 patients** received care from the dedicated staff of physicians and wound care nurses specially trained to treat wounds that have resisted healing.



Dr. Michael Borkat, Director of the Wound Management Program

Home Medical Equipment

Home Medical Equipment continues to meet the needs of its customers by providing medical equipment, respiratory services and independent living aids.

- Almost **5,000 patients** were served in 2005. The Home Medical Equipment team does its best to keep up with the latest technology for CPAP and BIPAP patients and consistently update equipment.

Franciscan Woods

In 2005, Franciscan Woods began to look at crafting a customized action plan to promote the facility as high quality assisted living with excellent service. A new director was hired to take on that responsibility. Patrick Watson joined the team at Franciscan Woods in August.

One of Watson's goals was to distinguish Franciscan Woods from its competitors and bring in new residents. Franciscan Woods has an unmatched array of amenities, including 24-hour care by a staff of professionals and a beautiful and stimulating environment. The staff at Franciscan Woods helps residents manage their medication, assists them with activities of daily living and prepares all their meals.

"We have a very family-based philosophy here. Employees are more than caregivers; they're family," says Watson.

A new activities coordinator came on board in 2005 to make sure residents kept busy with fun activities. During the holiday season, residents put on their dancing shoes and got ready to celebrate.

Franciscan Woods held its annual Thanksgiving Day feast, holiday party and New Years Eve bash.

Community Outreach also took center stage under Watson's leadership. This allows residents to connect with the community.

Programs included:

- Intergenerational programs with schools and childcare centers
- Friendly visitors for residents (CSU students)
- Expanding the Pets-on-Wheels activities

Also in 2005, Franciscan Woods began to educate the community on respite care. "Respite" refers to short term, temporary care. Franciscan Wood's respite program is an excellent option for those who need temporary care for a loved one. The respite program includes the same services available to long-term residents. Residents can stay at Franciscan Woods temporarily. Sometimes they enjoy it so much they decide to move in permanently!



Chaplain Services & the Mission Awareness Team

Truly a Healing Ministry

Faith is a critical part of health care for many, and the chaplains at St. Francis Hospital recognize that. They bring words of encouragement and prayer to patients, families and staff. In 2005, chaplain visits numbered **7,660**. Those visits included St. Francis Hospital, The Bradley Center of St. Francis, Franciscan Woods, Anne Elizabeth Shepherd Home and other pastoral care sites on behalf of the hospital.

Under the umbrella of Chaplains Services lies St. Francis' Mission Awareness Team (MAT). This group of dedicated St. Francis associates strives to carry out the St. Francis mission in our community. The team stayed busy in 2005.

With the help of St. Francis' staff, the MAT donated:

- Nine large boxes of food to the Second Harvest Food Bank, plus **\$429** dollars to help purchase **143 bags** of groceries for elderly people in need
- **300 stockings** for our Stockings for Seniors project to make Christmas more merry for low income seniors in our area
- More than **300 Easter baskets** for the ninth annual Adopt-a-Bunny project to area agencies serving needy children



The MAT also partnered with House of Heroes to completely repaint and fix the home of Louise Eysel. Eysel was a former nursing director at St. Francis and actually admitted the first patient to the hospital in 1950.



(2nd from left) Director of Chaplain Services John Hartman is pictured with chaplain interns (L-R) Scott Lee, Theresa Brion, Allen Page, Kathy Smith, Hank Demous, Dondra Pooler and Doug Orr. In 2005, 13 interns received chaplain training through St. Francis' Pastoral Education Program, one of only 350 accredited programs in the U.S.

St. Francis Hospital Auxiliary

'Angels in the ER' Receives Statewide Recognition

Early in 2005, Emergency Department Director Cathy Homeyer approached Auxiliary members about a need for people to serve as liaisons between the hospital's Emergency Department staff and patients' families. The Auxiliary wholeheartedly embraced the concept, and, with the help of Emergency Department staff, developed the new program. Six Auxiliary members stepped up to the challenge of serving as the first angels, including 2005 Auxiliary President Linda Shinkle.

In October 2005, the Auxiliary received statewide recognition for their efforts. During their annual statewide convention, the Georgia Council on Auxiliaries awarded the St. Francis Hospital Auxiliary with its 2005 Community Outreach Award in the Large Hospitals category for the Auxiliary's Angels in the ER program.

'Angel in the ER' Martha Davis with ER's Jamie Hale

Other 2005 Auxiliary Highlights

- Auxilian Terry Maxwell received the 2005 Ocie Mae Harris Award from the Tri-Community Directors of Volunteers during National Volunteer Week in April.
- The Gift Shop generated more than **\$500,000** in revenues.
- The Auxiliary contributed **\$70,000** toward the purchase of a InstaTrak 3500 imaging system to assist with ears, nose and throat, cranial and spine procedures.
- Auxiliary members contributed more than **27,000 volunteer hours**.
- The Auxiliary added 42 new members.
- The Auxiliary piloted a job shadowing internship program for college students, which was very successful. Five students participated as the first group of interns.
- The Auxiliary purchased an OB-GYN stretch for the Radiology Department and a large grill for the Food and Nutrition Department.
- The Auxiliary presented the St. Francis Foundation with a check for **\$25,000**, completing its pledge to *The Caring Continues* capital campaign.



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