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.
Joining a new organization comes with a great sense of optimism. Although 2020 has proven to be a historical year, I am so proud to have joined the Ascension Saint Agnes team at such a challenging time. Healthcare workers across the world have been truly tested but have shown resilience, passion and commitment to those they serve. The Saint Agnes team is no exception. I was immediately inspired by the dedication demonstrated at every level in the organization. Serving as a leader during times like these is a privilege, and it has been my honor to partner with my team and support them so they can best serve our patients. This pandemic is testing us all; and we are learning that we are stronger together, which gives me great hope for our future.

Ed Lovern, Health System President & CEO

I’m proud to have served as the Saint Agnes Foundation Board Chair, helping to lead transformation of the Foundation into the engaging and supportive team we have become within the organization and the community we serve. The spirit of this team and Board aligns with our long-standing mission, and together we have made an incredible impact on the lives and spirits of those we are so fortunate to serve. As Ascension Saint Agnes worked its way through an incredibly trying year, I was so proud to see the Foundation stepping up to provide support in so many ways. As we look to the future, the solid foundation of excellence this team has created will lead to significant impacts in our community and with our patients.

Stephen Schaefer, Foundation Board Chair
Together in community
Community support

As the Ascension Saint Agnes team faced one of the most challenging years in healthcare, the surrounding community stepped up in a variety of ways to show their respect and support. From the very practical, with PPE (personal protective equipment) donations, to providing meals, to lifting spirits with flowers and surprise signs of gratitude throughout the campus; the generosity was palpable. These acts of giving provided the team moments of respite as they worked tirelessly to protect and care for their patients. Dean Meadows, MD, President of the Medical Staff & Director of Critical Care shared, “To know the community saw the heroes within these walls, and took it upon themselves to celebrate and honor their work, is a gift the Ascension Saint Agnes team will never forget.”

Daughters of Charity Fund

Staying true to its mission of serving those most vulnerable, the Saint Agnes Foundation created a fund, named after their founders, The Daughters of Charity. This fund provides care, education and program support to the Ascension Saint Agnes team, encouraging a full and vibrant life. In the midst of the pandemic, our associates were impacted in mind, body and spirit and the Foundation was proud to be able to support those facing hardships. “Coming together as a community, holding each other up during one of the most difficult times our team has experienced in years, is a true reflection of the spirit of Saint Agnes,” shared Season Voelker, Interim Director of Development.
As our world faces an unprecedented pandemic, the Ascension Saint Agnes team has come together and worked relentlessly to ensure patients, community and teammates are cared for. Their passion, dedication, creativity and tenacity shine through each and every day. It is with great thanks that we celebrate all of the Ascension Saint Agnes caregivers and team members. You are making an incredible difference through this pandemic!
iPads for the ICU
As COVID-19 rapidly spread throughout the State of Maryland, the Ascension Saint Agnes ICU jumped into gear, preparing to face the unknown. Through it all, the team has stayed true to their commitment to always provide compassionate care; never losing focus on their patients. “This pandemic is particularly difficult for our ICU patients and their families, as visitor restrictions are in place. We are so grateful to the Foundation for purchasing iPads for each room, allowing patients and families to stay connected during a very difficult time,” said Terry Herbert, RN, ICU Nurse Manager.

Creatively pivoting
In March 2020, the world watched as the term PPE (personal protective equipment) became commonplace and a source of great discussion around lack of access nationally. Unlike any other time in recent history, the Ascension Saint Agnes team needed to be flexible, pivoting as needed; as expected they did exactly that! Brandy Blevins, DMSc, PA-C, knew she could help and quickly went to work creating a template for face shields. Once approved for safety, a small team began to produce these much-needed resources for their colleagues.
Health Institute Spotlight

It’s no secret that many barriers exist in today’s world when it comes to healthcare access. In recent years, there has also been greater recognition of the many other factors that contribute to the wellness of communities beyond traditional healthcare. Things like housing, food, transportation and education all influence a person’s overall wellbeing and need to be addressed with as much vigilance as healthcare. And the challenges that patients face are especially apparent in the Baltimore area, where both the poverty level and the prevalence of disease are high.

The Saint Agnes Health Institute was built on the premise that access to care must be addressed through greater care coordination; looking at the whole person, addressing healthcare disparities and social determinants of health, is the only way to make a positive and lasting impact on those served. Partnerships have played a key role in the team’s success, through connections with like-minded community organizations, churches and volunteers or relevant grants and generous donations through the Foundation.

The Institute, created in 2017, has greatly expanded its reach into the community. Starting with one associate, the team has grown to over 100, all dedicated to serving patients—especially the poor and the vulnerable.

Through this modern approach, the Ascension Saint Agnes team has created a variety of programs and resources for the community. “I could not be prouder of this team. Their tireless approach to supporting our community has had a tremendous impact on those we serve. I am excited about the future and all that we will accomplish together,” said Dawn O’Neill, Vice President, Population Health.

The next few pages of this Annual Report showcase highlights of the team’s work over the last three years.
Opioid epidemic

Opioid overdose is a public health crisis in Baltimore, causing twice as many deaths as homicide. Sadly, Baltimore now has the highest overdose fatality rate of any city in the United States. Ascension Saint Agnes was one of the first hospitals in Maryland to radically address this crisis, launching a Screening, Brief Intervention and Referral to Treatment (SBIRT) program. This evidence-based practice, primarily focused on emergency department and pregnant patients, is used to identify, reduce and prevent problematic use, abuse and dependence on alcohol and illicit drugs. Unique to this approach is the use of peer recovery coaches; recovering addicts with at least two years of sobriety who are actively connected to support networks and who have gone through extensive training. The team is also facilitating Narcan training programs for community members. By distributing Narcan, a drug used to reverse an opioid overdose, and training people in high-risk areas on how to properly administer the internasal treatment, the likelihood of rapid interventions increased with lives being saved throughout the community.

Community engagement

You cannot truly impact a community until you fully integrate within, listen and understand the needs and challenges its members face. Partnering with the community is a key factor in successful change and influences the impact the team is able to make. Being in the community, whether it encompasses delivering food to those in need, cleaning local parks, or developing playgrounds, has positioned the Health Institute team as trusted and compassionate resources for those who are struggling most.
Transportation

Dealing with a health issue is hard enough, but many patients of Ascension Saint Agnes also have difficulty getting to and from their appointments. Transportation can be one of the biggest obstacles they face. With a significant grant from the Saint Agnes Foundation, the team developed an innovative solution centered around providing simplified, cost-free rides in partnership with an on-demand transportation company. Additionally, the Institute implemented the Trusted Ride Program, funded by a federal grant through the Community Care Corps with infrastructure support from the Saint Agnes Foundation. This program provides volunteer chaperones to assist the elderly and people with disabilities in getting to appointments. Increasing health outcomes and independence while decreasing isolation and caregiver burden; this could become a model of care across the country.

Disease prevention

Heart disease and diabetes have been identified as top health concerns within the community. The Health Institute team designed the Cardiovascular Disease Prevention and Diabetes Prevention Programs which were implemented at churches and community centers. The goal is to engage with the community proactively to prevent or minimize the impact of these health conditions. Providing classes on proper nutrition, physical activity, stress and healthy lifestyle challenges, paired with goal setting and support encouraged long-term success. These programs were made possible thanks to funding and support through the Saint Agnes Foundation. Most recently, the team was awarded an HSCRC (Health Services Cost Review Commission) Transformation Grant, allowing for the program to expand its reach and impact.
Emergency care kits

When the pandemic began in early 2020, no one was impacted more than seniors, high-risk community members and families with infant children. Leaving the house for essential supplies and food was not a safe option. The Health Institute team was able to quickly identify those in greatest need of support and took action. With the help of Ascension Saint Agnes’ Supply Chain team, they put together emergency care kits, filled with items like masks, hand sanitizer, toilet paper, baby formula, snacks, and other toiletries. The Saint Agnes Foundation purchased reusable tote bags, and associates from throughout the organization filled them with the supplies. Together with the help of community partners and a team of volunteers, these kits were personally delivered to those in need.

Addressing food deserts

Recognizing the impact food deserts have in the surrounding community, Ascension Saint Agnes collaborated with Hungry Harvest to hold a weekly produce market on its campus. The market became a bustling addition, enjoyed by community members and staff alike, until the pandemic and visitor restrictions forced the market to close. The Ascension Saint Agnes team knew that continuing to provide access to food was a pressing need, exacerbated by the pandemic, so they adjusted plans and found new ways to continue their work. The United Way of Central Maryland and Y of Central Maryland joined in to help extend the partnership with Hungry Harvest. Their support allowed for hand delivery of food to community members and patients with complex health conditions.
Together in care
Breast Link program

Nobody wants to hear the words “you have breast cancer,” and that fear is amplified for those who are uninsured or under insured. That’s where the Saint Agnes Breast Link program comes in. Designed to ensure low-income women of Baltimore City and Baltimore County, regardless of health insurance status, have access to tools and resources needed to make their breast health a priority. The goal of the program is to provide free mammograms and education, while supporting women with scheduling appointments, coordinating transportation and navigating the process of care for those requiring treatment or follow-up. This program is funded through the Saint Agnes Foundation and recently received additional funding through the Maryland Nonprofit Recovery Initiative (NORI). Rebecca Mesa, Breast Center Liaison, shared, “By removing fear and barriers and making this process easier, we are able to expand awareness and save lives.”

New Comprehensive Breast Center

As the first hospital in Maryland to offer women a multidisciplinary approach to breast cancer, the Comprehensive Breast Center at Ascension Saint Agnes has offered innovative and personalized care to women for almost 30 years. The Center is built to surround women with a full breast care team. From the first appointment, patient’s get a full perspective, including a personalized treatment plan, timeline and one-on-one consultation with each specialist. In fall 2020, the team was able to expand on its mission as they opened a new Breast Center, centralizing mammography, diagnosis and treatment all under one roof, providing a supportive and welcoming environment. They also expanded the team, adding two fellowship-trained breast surgeons. “We are proud to offer the very best in medical care and also understand that cancer is a battle fought with body, mind and spirit. Our team is by our patient’s side every step of the way,” said Diana Griffiths, MD, Medical Director of the Comprehensive Breast Center.
When COVID-19 hit and those most vulnerable were urged to stay home, caring for patients became a concern and challenge for the Ascension Saint Agnes Heart Failure Clinic. “Our patients are incredibly high-risk and it’s critical that we can regularly track their key health trends, like blood pressure and weight,” said Jae Patton, MSN, CRNP, the clinic’s Nurse Practitioner Supervisor. The team knew they needed to get creative and quickly went to work devising a plan.

First came virtual visits. Patients truly appreciated this option as it minimized their risk of being exposed. Most of these patients were already benefitting from healthy food delivery through the Saint Agnes Health Institute. Having fruits and vegetables delivered weekly became a lifesaver, keeping them safe at home.

The team knew their patients needed scales and blood pressure cuffs. The Saint Agnes Foundation funded the purchase of these items—but getting them to patients became a new challenge. Initially the team mailed kits out, but then a clear partnership opportunity presented. The Health Institute team was already out and about in the community delivering food boxes and could add these necessary items to their patient’s delivery.

Through all of this, the team was able to continue providing care, increasing their ability to see patients seven days post discharge (the gold standard in care) with the virtual visits, and ultimately keeping many high-risk patients out of the hospital with worsening heart failure.

The pandemic has been difficult in many ways, but this team persevered, creating new models of care that will continue into the future. Jae shared, “Nothing can replace a face-to-face visit, but these new tools allow us to offer options to our patients, positively changing the way care will be delivered.”

Heart failure patients don’t miss a beat

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The Heart Failure team is committed to providing personalized support for their incredibly high-risk patients. Their care delivery model benefited from innovations arising amid the pandemic.
Innovative care for our tiniest patients

As the opioid epidemic continues to escalate in Baltimore, the Saint Agnes NICU is seeing more babies exposed to illicit drugs in the womb. They need to be weaned off the drugs before they can be discharged. Good nutrition and sleep are critical for these tiny patients to grow strong and healthy, but many also struggle with the vital skills of appropriate sucking and the ability to calm themselves. To help develop good feeding habits and the ability to self soothe, Saint Agnes is using hi-tech Musical Pacifiers that reward babies with calming lullabies as they strengthen the sucking reflex that is key to effective eating.

Kathy Goad, RN, Nurse Manager, researched this unique approach and knew it could make a difference for her most vulnerable patients. Thanks to a partnership with the Saint Agnes Foundation and the generous support of donors, she was able to bring these innovative devices to the NICU.

As babies grow stronger, parents are also able to bond and learn about healthy feedings and calming their infants, which is critical to long-term success. Kathy shares that “Watching parents learn to navigate ways to nurture their baby’s development has been incredibly rewarding for the team. Thanks to the Musical Pacifier, babies are able to go home sooner and have a lower chance of readmission.”

The National Ascension Council on Philanthropy was so impressed with the Foundation’s philanthropic support of this work that they presented them with their annual award, and provided additional funding for this important project.

Musical Pacifiers help babies grow while parents bond and learn.

One Ascension

Saint Agnes Healthcare has been a part of Ascension, the largest nonprofit health system in the U.S. and the world’s largest Catholic health system, since its formation in 1999. Together, all Ascension entities are poised to share information, best practices and ultimately support the people they serve at the highest level, allowing them to deliver compassionate, personalized care to all, with special attention to those most vulnerable. More recently, Ascension implemented consistent names across the country. Adding the Ascension name reflects the strength of being part of a national network, but Saint Agnes’ Mission and commitment to the communities it serves remains the same.
Together
in celebration
Our medical staff and associates are renowned for their care, delivered with reverence and wisdom which is the hallmark of our founders and our ministry. Ascension Saint Agnes celebrates this tradition of excellence in many ways throughout the year.

Living the Spirit Bayley Award recognizes an Ascension Saint Agnes physician with less than 10 years of affiliation with our organization, who has demonstrated dedication, compassion and commitment to service of the poor. This year, Saint Agnes announced two co-winners: Michael G. Allison, MD, Intensivist; and Ashley Kinder, MD, Medical Director, Saint Agnes Health Institute.

Living the Spirit Seton Award recognizes an Ascension Saint Agnes physician with more than 10 years of affiliation with our organization, who demonstrates the qualities exemplified by the Founders of The Daughters of Charity as lived out by our core values: dedication, reverence, integrity, wisdom, creativity and service. This year’s winner was Carole Miller, MD, Medical Director, Cancer Institute.
The Healing Hands Society is an honorary membership group celebrating those who have excelled in clinical excellence, innovation, leadership and service to our community. The Class of 2020 inductees include Elizabeth Bower, MD, Internal Medicine; Lesley Dada, MD, Pediatrics; Anil Fatterpaker, MD, Cardiology; Ann Reed, MD, Pathology.

Every year the Daily Record announces its annual Health Care Heroes Award winners. The Saint Agnes Health Institute was proud to win in the category of Advancements and Innovation in Healthcare for its Screening, Brief Intervention and Referral to Treatment (SBIRT) Program. This prestigious award recognizes organizations that have made significant strides within the healthcare community. Since the program started, over 3,500 patients have been screened positively for substance use disorder, including opioids and other illicit drugs and alcohol. The Peer Recovery Coaches, which are the core of the program, have intervened 1,800 patients, positively altering their future pathways. “As we continue to work towards reducing healthcare disparities in our community, addressing the opioid epidemic and supporting patients in getting the treatment they need plays a critical role in our ability to make a successful impact,” shared Jennifer Broaddus, MSW, LCSW-C, Director of Population Health & Care Management.
Doctors’ Day

Every year on March 30, Doctors’ Day is celebrated nationally, honoring physicians for the work they do for their patients and the communities they serve. Although 2020 was not a typical year, Ascension Saint Agnes, its patients and donors celebrated nonetheless! Hundreds of messages of gratitude flowed in from patients sharing words of appreciation, while almost 200 donors offered funding to support the medical team. “The Saint Agnes medical staff is one of the most dedicated and passionate teams I have encountered. Their commitment to this community is unmatched and this year, more than ever, Doctors’ Day had a deep and meaningful impact,” shared Ed Lovern, Health System President & CEO.

Dr. Adaku Ezeike cried when I cried. She is an empathetic, committed doctor who believes in advocating for her patients. It is because of Dr. Ezeike I am a “mom” and I am very grateful for everything she has done for me and my family. —Kimberly W.

Dr. Nana Ceasar, is awesome! He’s a gentle giant—kind, patient and compassionate. He hears our concerns and guides us on a positive path of maintaining good health. He engages family support and directs us to needed resources. Thank you, Dr. Ceasar! —Teresa M.

He is a true professional, best bedside manner, always smiling, great personality and a doctor who truly cares about his patients. Thank you Dr. Isam Hamdallah, I will never forget you and what great care you gave me. —Joann W.
Community Benefit

SAINT AGNES HEALTHCARE CHARITABLE GIVING  TOTAL $35,178,807

Category I FY 2020  $12,504,826
Traditional charity care: Includes healthcare services provided to persons with inadequate resources because they are uninsured or underinsured.

Category II FY 2020  $16,297,396
Unpaid cost of public programs: Represents the cost of public programs for the poor that exceeds reimbursement of Medicaid and other public programs.

Category III FY 2020  $4,852,391
Programs for persons who are impoverished: Includes costs incurred for programs not directly related to healthcare that benefit those who are impoverished.

Category IV FY 2020  $1,524,194
Community benefits: Includes community benefit programs and services for the general community, including health promotion and education, health clinics and screenings.

Financial Report, Fiscal Year 2020

SYSTEM MEMBERS AND AFFILIATIONS
Saint Agnes Foundation  Saint Agnes Hospital
Saint Agnes Medical Group  Seton Imaging Center

Staff Information
Associates  2,672
Full-time Equivalent Associates  2,036
Employed Physicians  250

Statistics
Discharges  11,925
   Newborn Births  1,674
   Surgical Visits  6,056
Total Bedded Care Days  58,952
Emergency Room Visits  70,672

Financial Information
*dollars in thousands
Total Assets  $366,829
Operating Revenues  $455,932
Income from Recurring Operations  $ 38,978
We thank you!

The Saint Agnes Foundation and Board of Directors are grateful for the generous support of thousands of individuals, corporations and foundations who help advance our mission through their giving, volunteerism and leadership. Together, we continue to make an incredibly positive impact on the lives and spirits of those we are so privileged to serve.
Ascension Saint Agnes FY2020 Boards

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John Wheeler
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Christopher Callaghan
Katie Counselman Caple
Kala K. Davis-McDonald, MD
Perry S. Fong
Margaret Hayes
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Mitch Lomax
Ed Lovern
Ralph Sapia
John Singer, MD
Cassandra Stevenson
Patrick V. Trotta
May his dear sheltering wing be over you through all the storms.