

2020
Community
Benefit Report





Table of Contents

Overview

2020 INTEGRIS Health Board of Directors 3

A Message from Our President and CEO 4

Mission, Vision and Values 5

An Overview of the INTEGRIS COVID-19 Response 6

COVID-19 Patient and Caregiver Diary 7

Caring for Our Communities

2020 Community Benefits by the Numbers 8

Returnship

Community Building

Uncompensated Services and Medicaid Services

Bad Debt

INTEGRIS Health Outreach Events and Programs 10

2020 INTEGRIS Health Board of Directors

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Tim Pehrson
President and CEO

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Marshall Snipes

David Thompson

Chris Turner

Linda Vytlačil

Mark Werner





A Message from Our President and CEO

INTEGRIS Health is Oklahoma’s largest not-for-profit health system and has served Oklahoma communities for more than 100 years. Our mission is partnering with people to live healthier lives. That means we strive to meet your health needs in whatever setting works best for you.

INTEGRIS Health actively partners with other community organizations to improve access to health care and outcomes, including free clinics, health screenings, wellness promotions, health education, health support groups, mentoring programs for at-risk youth, clean up after natural disasters and assistance for the elderly.

The global COVID-19 pandemic has made our efforts to improve health for our communities even more important as we strive to be the most trusted partner for health.

This report highlights a few ways INTEGRIS Health positively impacted our communities last year. We are humbled at the opportunity to care for the lives of our fellow Oklahomans and thank you for trusting us with your care.

Warmly,

Tim Pehrson
President and CEO



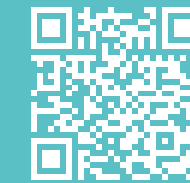
Mission
Partnering with people
to live healthier lives.



Vision
The Most Trusted
Partner for Health



Values
iCare - Integrity.
Compassion. Accountability.
Respect. Excellence.





An Overview of the INTEGRIS Health COVID-19 Response

The year 2020 will most likely be remembered as the year of COVID-19.

As Oklahomans and INTEGRIS Health caregivers, our reputation for taking care of our patients and one another is well-deserved. 2020 was no different. While this pandemic presented challenges the likes of which we had never experienced, our caregivers and volunteers worked tirelessly, around the clock to provide patients the best care possible during a most unsettling, uncertain, unpredictable time.

First COVID patient admitted to INTEGRIS Health	March 16, 2020
Patients discharged/recovered	4,107 as of Jan. 31, 2021
Food drive items donated	2,355 pounds
No. of Oklahoma COVID-19 patients cared for	4,938 as of Jan. 31, 2021
No. of masks made by volunteers	18,839
No. of homemade PPE items produced (face shields and surgical bonnets).....	21,274
No. of INTEGRIS Health caregiver vaccines administered	21,105 as of Feb. 12, 2021
No. of community vaccines administered	5,000 as of Feb. 12, 2021
No. of INTEGRIS Health caregiver volunteers for disaster resource pools	434

COVID-19 Patient and Caregiver Diary

How the Year 2020 Changed Us

INTEGRIS Health caregivers and patients shared their stories during the most trying year in recent memory. Take a look at their stories, and how they triumphed over trauma.

Enid Priest Shares His Personal Experience with COVID-19

On June 27, his 45th anniversary of ordination to priesthood, Father Mark Mason began experiencing chills despite the fact it was nearly 100 degrees outside. He tried putting on heavier clothing and lying down, but the chills persisted – even under thick blankets.



Read more



Local Man Survives COVID-19: Credits Convalescent Plasma and Remdesivir

Don Wentroth celebrated Father's Day and his 66th birthday this June, but like everything else in the year 2020, they weren't the celebrations he had hoped for due to COVID-19.

Read more



An ER Nurse Asks for Patience in the Rush to Return to Normal

INTEGRIS Southwest Medical Center ER Nurse Rachel McCloy says the COVID-19 experience feels like a "hurry up and wait" scenario.

Read more



An INTEGRIS Health Respiratory Therapist Describes the Pandemic

Jennifer Blevin is a Respiratory Therapist working in the COVID Unit at INTEGRIS Southwest Medical Center. She says the current situation caused by the coronavirus pandemic can be described in one word – tense.

Read more



Pregnant and Testing Positive for COVID-19

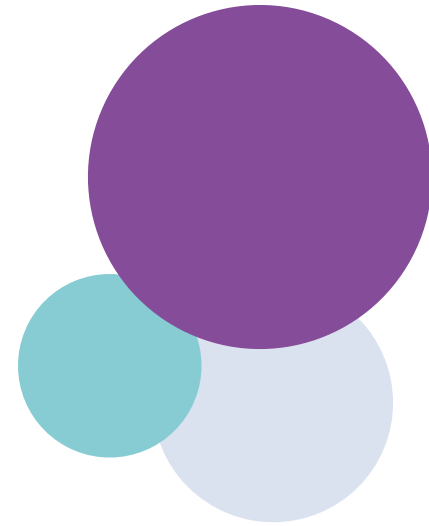
"It started with a mild cough," describes Carly McKenzie. "And it just progressively got worse. It hurt to breathe. But honestly, I was more worried about my unborn baby than myself."

Read more



2020 Community Benefits by the Numbers

INTEGRIS Health provided **\$65,363,664** in community benefits including the cost of bad debt. This includes our returnship, community building efforts, uncompensated services and Medicaid services.



Returnship

Returnship epitomizes our mission of giving back to our communities. It takes the form of hundreds of programs and acts of charity provided daily across the state of Oklahoma.

- Free health screenings
- Support groups
- Medical services
- Educational programs
- Health fairs
- Other charitable acts as reflected in the previous pages

Our returnship efforts equaled \$3,751,268.

Community Building

Community building is another vital way we give back. These efforts address the root causes of health problems. Some community building activities include the following.

- Housing physical improvements
- Economic development
- Community support
- Environmental enhancements
- Advocacy for community health advancements

Our community building efforts equaled \$422,503.

Uncompensated Services and Medicaid Services

Uncompensated services comprise the costs of providing free and reduced-cost care. As a system of not-for-profit hospitals, INTEGRIS Health provides services to everyone, regardless of the ability to pay. Thus, we provide a much needed safety net for members of our community who would otherwise have no access to medical care. Charity care costs are based on the overall hospital cost-to-charge ratios. INTEGRIS Health also provides care to patients who qualify for Medicaid programs. **INTEGRIS Health provided charity care and Medicaid services at an estimated cost of \$32,905,024.**

Bad Debt

In addition, **INTEGRIS Health incurred bad debt with an estimated cost of \$28,284,869** based on the overall hospital cost-to-charge ratio.



INTEGRIS Health Outreach Events and Programs

ACS - Making Strides Kick-off Breakfast
 ACS Board Call - OK/TX Panhandle
 ACS Board Candidate Selection
 ACS Board Meeting
 ACS Making Strides Booth
 ACS Meeting
 ACS MWOY Planning Meeting
 ACS OKC Leadership Council Retreat
 ACS RMWP Luncheon
 ACS State Board Recruitment Lunch
 ACS Volunteer Driver Appreciation
 ALA Meeting
 Alzheimer's Association
 American Academy of Family Physicians - Dr. Tomás Owens
 American Cancer Society
 American Cancer Society Board Meeting
 American Cancer Society Making Strides Campaign
 American Cancer Society Real Men Wear Pink
 American Heart Association
 American Lung Association
 American Lung Association Sponsorship
 American Lung Association Support Group Christmas
 Anna's House Foundation
 Anti-Vaping Seminar at Chisholm High School
 Art Exhibit Celebration of Life
 Ask a Dietitian
 Baby Cafe/Milk Bar- INTEGRIS Health Edmond
 Bedlam Battle Blood Drive
 Better Breathers
 Better Breathers Support Group
 Blood Pressure Screenings - Buffalo Run
 Boy Scouts 2020
 Brain Health Series
 Brain Injury Support Group
 Breast Cancer Lunch and Learn
 Bright Futures Career Fair
 Burn Center Community Lectures FY 2019-20
 Burn Center Lectures Nursing Students FY 2019-20
 Calm Waters Center for Children and Families
 Cameron University Adult ICU Fall Clinical Rotation
 Cameron University Fall ED Respiratory Clinical
 Cameron University ICU Summer Rotations
 Cameron University NICU Respiratory Therapy Fall Rotations
 Cameron University PICU Respiratory Therapy
 Cameron University Respiratory Therapy ED Clinical

Cameron University Respiratory Therapy Spring Rotations
 Cameron University Summer Respiratory Therapy
 Cancer Support Group in Spanish/Grupo de Apoyo de Cancer
 CancerCheck African American Health Fair
 CancerCheck Hispanic Health Fair
 Cardiology Education to Great Plains Residents
 CART House Gala
 CASA Donation
 CDSA Wine Tour
 Celebration of Life, National Cancer Survivors Day
 Chair Exercise
 Changing Your Weights
 Chaplain Community Support
 Chisholm High School Athletic Sponsorship
 Christian Medical Clinic
 CLEET Lunch and Learn
 Commerce Head Start Physicals
 Community Blood Drive
 Community Flu Shots and BP Readings
 Community Health Improvement Organization Board
 Community Hours for Tim Pehrson, CEO, FY 2019-20
 Community Nutrition Program Yukon Library
 Community Paramedic Program
 Community Wellness Budget FY 2019-20
 Cooking Class for City of Miami employees
 Cook's Training for Area School Cooks
 Culinary Classroom Nutrition Instruction
 CV Tech Foundation
 DCCP (Delaware County Coalition Partnership) Meeting
 DCCSAN Weekly Child Abuse Meetings
 De Mujer a Mujer: Mesa Redonda Sobre Violencia Doméstica
 Woman to Woman: Domestic Violence Roundtable
 Deaconess Pregnancy & Adoption
 DEEP (Diabetes Empowerment Education Program)
 Delaware County Community Health Education Classes
 Delaware County Community Outreach Flu Shots
 Down Syndrome Support Group
 DPP (Diabetes Prevention Program)
 Elders Health Fair Day
 Emergency Management
 Emergency Medical Service Community Support
 Emerging Trends for the Church
 Enid Charity Ball Donation 2019
 Enid Community Screenings
 Enid High School Baseball Support



Enid Public Schools Foundation Education
 Equipping the Faith Community to Minister to Those with Dementia
 Fairview Youth and Adult Triathlon
 Fall Prevention
 Farm-to-School at SHA Western Village
 FFAC Committee Meeting
 Financial Health for Clergy - Special Clergy Lunch
 Fit, Not Frail - 4-part series - Nutrition/Fitness
 Fit, Not Frail - 4-part series - Senior Weight Management
 Fit, Not Frail - First of 4-part series - Mabel Fry
 Flu Shot Clinic
 Follow Your Instinct - Save Lives Blood Drive
 Food Demonstration at the Moore Food and Resource Center
 Francis Tuttle CART II Fall 2019 Respiratory Adult ICU
 Francis Tuttle CART II NICU Respiratory Clinicals
 Francis Tuttle CART II Respiratory Spring Clinicals Adult ICU
 Francis Tuttle CART II Respiratory Spring Clinicals NICU
 Francis Tuttle CART II Spring PFT Clinical Rotations
 Francis Tuttle CART Respiratory PFT Clinicals Fall
 Francis Tuttle Respiratory Therapeutics 1 Spring (12-hour shifts)
 Francis Tuttle Respiratory Therapeutics 1 Fall (12-hour shifts)
 Francis Tuttle Respiratory Therapy Summer Clinicals (June 2020)
 Ft. Reno DAR 2020
 Get Pink Luncheon
 Getting a Good Night's Sleep
 Gideons Meeting Prayer Breakfast
 Go Red For Your Heart/Vestido Rojo
 Grand Lake Area Stroke Support Group
 Grandparents: A Grand Perspective
 Great Land Run Education Fund
 Grief Support Groups Meeting
 Grove Tween Fair
 Health Alliance for the Uninsured
 Health Planning Coalition
 Healthy Living, Livestrong at the YMCA
 Healthy Schools Oklahoma
 Hearing Helpers 2020
 Heart Healthy Eating for "New View" VITAL
 Heather Harkness Memorial Events
 Heroes Help - Paramedic
 Hispanic radio, television and newspaper
 Holy Angels Health Fair/Feria de Salud en Santos
 Hope Support Group
 Hopkins DDP Class
 Horticulture Therapy at Arcadia Trails INTEGRIS

Hospice Circle of Love Benefit Clay Shoot
 Hospice Grief Recovery Program
 Hough Ear Institute
 Infant Crisis Center
 In-Kind Donation of Space/Staff for MDA Clinic
 INTEGRIS Health Baptist Milk Bar Lactation Support Group (July - March)
 INTEGRIS Health Cardiology Conference
 INTEGRIS Health Community Clinic
 INTEGRIS Health FitClub FY 2019-20
 INTEGRIS Health Pharmaceutical Assistance Program FY 20
 INTEGRIS Health Volunteer Auxiliary Monthly Meeting
 Integrity in Medicine
 ITN Central Oklahoma
 Jay Head Start Physicals
 Jay Public Schools Inservice
 JFK Camp "You Can Be A Hero" Presentation
 Jordan Cash OHA Meetings
 JWL of Enid
 La Leche League 2020
 Lay Health Promoters/Promotoras de Salud
 Leukemia & Lymphoma Society Light the Night
 LifeShare Foundation
 Light the Night Executive Leadership
 Limb Loss Support Group
 LiveStrong Cancer Survivor Support Group
 LLS 2020 MWOY Meeting
 LLS Man of Year
 LLS Man of Year - Winter Cocktail
 LVAD Support Group
 Making Strides Against Breast Cancer OKC - Applause
 Making Strides Fundraiser Booth
 Making Strides Kickoff Booth - INTEGRIS Baptist
 Making Strides Kickoff Campaign - INTEGRIS Southwest
 Making Strides T-shirt Distribution Booth
 Man and Woman of the Year 2020 Kick Off Meeting
 Man and Woman of the Year 2020 Candidate Workshop
 Man of the Year Fundraiser Brainstorming Session
 Man of Year Fundraising Meeting
 Man Up
 Marriage and Family Therapy Internships
 Mary Pinzon Stroke Awareness/Education
 Meals on Wheels FY 2019-20
 Medical Marijuana Lunch and Learn
 Medical Student Family Medicine Rotation
 Meditation Sessions at INTEGRIS Cancer Institute

Meeting Room for Community Organizations
 Men's Health Barbershop Outreach
 Men's Health Screening, Nutrition Education
 Men's Health University: NE OKC Health Taskforce
 Mental Health Meeting
 Meridian Tech Students
 Miami Head Start Physicals
 Miami High School Students CPR training
 Miami Physical Therapy Students
 Miami Public School Inservice Presentation
 Mind, Body, Spirit Volunteer
 Mini Health Fairs
 Ministering to Children in Time of Crisis
 Mobile Health Screening Unit
 Monthly Lectures/Conferencias Mensuales
 Monthly Nutrition Program - Brookline
 Moral Injury: Healing the Wounds of Ministry
 NAMI Support Group
 NEO Nursing Advisory Council
 NEO Nursing Students
 NESAs Meetings
 Newsletters/VIVA INTEGRIS
 Non-Reimbursed IRB Fees FY 2019-20
 Northeastern Tribal Health System (NTHS) Diabetes
 NTC Afton Nursing Students
 NTC Kansas Nursing Students
 Nursing, AUA, surgical tech and paramedic students
 Nutrition Class for Cardiac Rehab Patients
 Nutrition Class Series/Clase de Nutrición
 Nutrition Education at Arcadia Trails INTEGRIS
 Nutrition Education at Staff Development Training
 Nutrition Education for Parents - Monroe Elementary
 Nutrition Education for Students - John Rex Middle School
 Nutrition Education Project 31 - Breast Cancer Online Support Group
 Nutrition Presentation - City of Edmond
 Nutrition Presentation - First Church Bethany
 Nutrition Presentation - Pete White Health and Wellness Center
 Nutrition Presentation for HLC - MAPS3 (Rockwell)
 Nutrition Presentation for HLC - Rockwell
 Nutrition Presentation for Metro YMCA Staff
 Nutrition Presentation for Parkinson's Support
 Nutrition Presentation for Seniors - INTEGRIS Southwest
 Nutrition Presentation for Statewide Librarian Conference
 Nutrition Program - Brookline
 Nutrition Program "Heart Smart Eating"

Nutrition Program for Edmond Senior Center
 Nutrition Program for Pete White (Northcare)
 Nutrition Program for Seniors - Brookline
 OBI Blood Drives 2020
 OCDDA Presentation
 OCU 2020
 OK/TX/PAN Area Board Virtual Meeting: ACS
 Oklahoma Blood Institute
 Oklahoma County Medical Society - Dr. Tomás Owens
 Oklahoma Family Center for Autism
 Oklahoma Project Woman
 Oklahoma School of Science & Mathematics Board
 Oklahoma School of Science and Mathematics
 Oklahoma Senior Games
 Oklahoma State Medical Association- Dr. Tomás Owen
 Oklahoma State Respiratory Care Board of Directors
 Oklahoma State Stroke Systems Advisory Committee
 OKTXPAN ACS Area Board Meeting
 Oran Lee Speaking at Mental Health and Addiction Recovery Workgroup
 Orthopedic Provider Standby for Football/Basketball
 OSSM Foundation Board of Trustees Meeting
 OSSM Foundation Full Board Meeting
 OSSM Parents Association Reception
 OT and OTA 100 Student Internships Jan. 1 to June 3
 OT and OTA 100 Student Internships July 1 to Dec. 3
 OT and OTA 200 Student Internships Jan. 1 to June 3
 OT and OTA 200 Student Internships July 1 to Dec. 3
 Ottawa Community Health Series
 Ottawa County Community Health Series
 Ottawa County Farmers Market Board Meeting
 OU MHA Advisory Board Breakfast Meeting
 OUHSC Medical Student Course 19-20
 Physical Therapy Community Hours
 Physical Therapy Students
 Positive Directions Mentoring Program FY 2019-20
 Pre- and Post-conference rooms for Clinical Nursing
 Pregnancy Talks at Jay Public Schools
 Prenatal Classes
 Professional Staff Education, Sports Nutrition
 Project 31
 Project 31 Breast Cancer Support Group
 Project 31 Cancer Support Group Christmas Party
 Project Search 2020 Conference Rooms
 PT 100 Student Internships Jan. 1 to June 30, 2020
 PT 100 Student Internships July 1 to Dec. 31, 2019



PT 200 Student Internships - Jan. 1 to June 30, 2020
 PT 200 Student Internships - July 1 to Dec. 31, 2019
 Public Health Institute of Oklahoma
 Quapaw Head Start Physicals
 Radiation Therapy Student Hours
 Radiology Students
 Real Men Wear Pink ACS Making Strides Fundraiser
 Real Men Wear Pink Fundraiser
 Real Men Wear Pink Taco Lunch - Dr. Hassan
 REC Days
 Redlands 2020
 Relay for Life Walk and Dinner Auction
 Resource Room
 Rose State Adult Floor Respiratory Clinicals
 Rose State Fall Pulmonary Diagnostics Clinicals
 Rose State Pulmonary Diagnostics Clinicals
 RT 200 Student Internships - July 1 to Dec. 31, 2019
 Savannah Station Board of Directors 2020
 School Garden Education - Adams Elementary
 Senior Life Nutrition Program - INTEGRIS Southwest
 Senior Life Wellness Budget FY 2019-20
 SHA Community Clinic
 SLP 100 Student Internships July 1 to Dec. 31, 2019
 SLP 200 Student Internships - Jan. 1 to June 30, 2020
 SLP 200 Student Internships - July 1 to Dec. 31, 2019
 Souper Bowl Saturday
 Speaker at First Presbyterian
 Speech Pathology Students
 Spinal Cord Injury Support Group
 Sponsor OSSM's 2020 Quantum Experience
 Spotlight on Stretching
 Stanley Hupfeld Academy 4th Grade Baking Classes
 Stanley Hupfeld Academy Annual Health and Science Fair
 Stanley Hupfeld Academy Support FY 2019-20
 Stephen Grigar 2020
 Stitching For Sanity
 Successful Breastfeeding July 1, 2019 to Feb. 15, 2020
 Summer (June) Respiratory Clinicals - Rose State
 Survivors of Suicide Support Group
 SWOSU 2020
 Tenaciously Teal Sponsorship
 Teresa Gray: CART House
 TFCU Health Fair
 The Care Giver Soul
 The Foundation for OKCPS

UCO Community and Public Health Internships - INTEGRIS Cancer Institute
 UMICORE Health Fair (Safety Day)
 Under the Surface
 Understanding the Changes in Medicine
 United Way Chili Cook-Off
 United Way Donation
 United Way of Canadian County
 Variety Care
 Vascular Screenings - free of charge to qualifying population
 Walk For Life
 Wellness Where You Are - Edmond
 Wellness Where You Are - Yukon
 Wellness Wise Guys Clinic
 Workers Comp Lunch and Learn
 YMCA
 YMCA Annual Campaign
 YMCA Board of Directors
 YMCA Meeting
 Yoga Healing through Movement / Safer At Home Yoga
 Yoga in Your Chair
 Yoga Nidra Experience
 Youth and Family Services Youth Experiencing Success Luncheon 2020
 Yukon Community Screenings
 Yukon Public School Health Fair
 Yukon Rotary 2020
 YWCA
 YWCA Purses with Purpose Annual Sponsorship