Hello, Sturdy Health!

HOSPITAL | MEDICAL GROUP | FOUNDATION

2023 ANNUAL REPORT





MESSAGE FROM THE PRESIDENT

Reflecting on the Year Behind Us

It is with great pleasure and pride that I share the accomplishments and progress we have made as an organization devoted to enhancing the health and well-being of our community. This year has been a testament to the dedication and innovation that defines Sturdy Health. As a medical organization, we are constantly in the pursuit of new knowledge and advancements. The start of this new year provides us with a wonderful opportunity for reflection and the chance to look forward.

First and most importantly, I must express our gratitude to all of you. Without your support—whether as a loyal patient, donor, volunteer, employee, or supporter—we could not have achieved all that we did for our community in 2023. As you will read in more detail in this report, in this past year alone, Sturdy Health:

- · helped more people than ever before;
- made major improvements in our financial recovery, despite post-pandemic headwinds;
- · answered the call to help vulnerable populations; and
- expanded our services and footprint across the region.

I am humbled by our incredible team members who begin every day thinking about how they can improve healthcare. I am equally motivated by your willingness to help us reach our goals.

In 2024—under our new system brand name—the Sturdy Health team looks ahead with optimism and determination. We understand the healthcare professional shortage and burnout is real. We know that it is too hard for many in our community to get an appointment for the care they need, and closures by other providers surrounding us continue to increase the pressure on Sturdy Health. These are not small obstacles, but we are committed to improving our team member and patient experience in 2024.

The construction of our new Cancer and Specialty Care Medical Office Building is evidence of our progress and dedication to delivering exceptional healthcare close to home. We will be able to help more people and coordinate their care in this modern, attractive site. We are also expanding our services in orthopedic and spine care, cardiology, primary care, and women's health. Equally important, we will focus on supporting our team members and increasing opportunities for professional development so they can spend their careers at Sturdy Health.

Please continue to watch our progress and be part of our future. Together, we will make a positive impact on the health and well-being of those entrusted to our care.



Aimee B. Brewer, MPH
President & Chief Executive Officer



MESSAGE FROM THE BOARD CHAIR

Forging a Brighter Future, Together

Four years ago, I had the privilege of becoming Sturdy Health's Board Chair. This was just months before the pandemic, and it was impossible then to imagine the depth of challenges that lay ahead for Sturdy, the healthcare industry, and, frankly, the world. Fast forward to today as the outgoing chair, and I can say with the greatest confidence that the people of Sturdy Health are among the most incredible individuals I have ever had the honor of working with.

While it would be easy to look back over my board chair tenure and think about all the challenges that came our way, what I am most moved by are the actions our teams took to care for our communities, keeping Sturdy strong, even in the darkest of moments. Over the past four years, we implemented protocols to tackle the largest public health crisis of our lifetimes. We kept our patients and teams safe. We hired a new CEO who has already made a tremendous positive impact. We rebranded to show our strength as a health system. We developed a bold strategic plan. We took major steps toward financial recovery and long-term financial health.

Having witnessed firsthand the strength of Sturdy Health, I have no doubt that the people of Sturdywhen supported by our Board, Foundation members, and all of you—are capable of exceptional advancements. Please let me stress the part of my last sentence that stated, "when supported by our Board, Foundation members, and all of you." It has never been more important for us to focus on the people who care for our community. We must care for them as they have cared for us and our families, not just over these last four years, but over the last 110 years.

On behalf of the Board, I extend our gratitude to the entire Sturdy Health community for your ongoing support, dedication, and collaboration.



John R. Korona Vice President & Chair of the Board

2023 Leadership & Management

Sturdy Health & Sturdy Memorial Hospital

SENIOR LEADERSHIP TEAM

Aimee B. Brewer, MPH

President & Chief Executive Officer

Natalie Cook

Vice President &

Chief Human Resource Officer

Wavne Gietz, MA

Executive Vice President & Chief Operating Officer

Robin Morris, MBA, CCE

Senior Vice President of Clinical

Operations & Corporate Integrity Officer

Brian Patel, MD, FACEP

Senior Vice President of Medical Affairs &

Chief Medical & Quality Officer

Amy Pfeffer, MBA, MHSA

Treasurer & Chief Financial Officer

Coleen Resnick

Vice President &

Chief Development Officer

Lisa Salameh, MHA, BSN, RN

Vice President of Patient Care Services &

Chief Nursing Officer

Denis Tanguay

Vice President &

Chief Information Officer

Justine Zilliken, MBA, MHA, FACHE

Vice President & Chief Strategy Officer

Sturdy Memorial Hospital

MEDICAL STAFF EXECUTIVE COMMITTEE

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President & Chair

Lisa Bowie, MD

Vice President

Tanvi Khurana, MD

Secretary & Treasurer

Ronald Van Ness-Otunnu, MD

Ambulatory Care/

Immediate Past President

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At-Large

Aimee B. Brewer, MPH

President & CEO - Ex Officio

Owen Debowy, MD

Pediatrics

Richard Demopoulos, MD

Surgery Chair

Samuel Evans, MD

At-Large

Paul Fu, MD, MBA, FACHE

Chief Medical Officer of Sturdy

Health Medical Group

Wayne Geitz

EVP & Chief Operating Officer

Lawrence Greb, MD

OB/GYN

Jeffrey Held, MD, FACP

Chief Medical Information Officer

Natalia Naritsin, MD

Hospitalists

Brian Patel, MD, FACEP

Senior Vice President of Medical Affairs & Chief Medical & Quality

Officer

Lisa Salameh, MHA, BSN, RN

Vice President of Patient Care

Services & Chief Nursing Officer

Jean Siddall-Bensson, MD

Medicine

Boris Sinayuk, MD

Imaging

James Snead, MD

Orthopedics

Carl Szczesniak, MD

Pathology

Amer Tabba, MD

Anesthesia

Mark Umphrey, DO

Family Medicine

Benjamin Vaughan, MD

At-Large

Sturdy Health Medical Group

MANAGEMENT TEAM

Aimee B. Brewer, MPH

President &

Chief Executive Officer

Natalie Cook

Vice President & Chief Human

Resource Officer

Wayne Gietz, MA

Executive Vice President &

Chief Operating Officer

Felicia A. Fontaine, CPC Director of Operations

Paul Fu, M.D., MBA, FACHE

Chief Medical Officer

Amy Pfeffer, MBA, MHSA

Treasurer &

Chief Financial Officer

Coleen Resnick

Vice President & Chief Development Officer

Denis Tanguay

Vice President & Chief Information Officer

Justine Zilliken, MBA, MHA,

FACHE

Vice President & Chief Strategy Officer

Sturdy Health Medical Group Board of Directors

OFFICERS

Michael Thursby, DO President

Aimee B. Brewer, MPH Executive Director &

Clerk

Amy Pfeffer, MBA, MHSA

Treasurer

BOARD MEMBERS

Steven Bensson, MD Paul Fu, MD, MBA,

FACHE

John R. Korona Asma Latif, MD

Ralph P. Schlenker

Sturdy Memorial Hospital Board of Managers

OFFICERS

John R. Korona

Chair

Rose Larson

Clerk

Amy Pfeffer

Treasurer

BOARD MEMBERS

Aimee B. Brewer, MPH Stephen Burlone

Kevin Cryan Dwayne DeMond

Mayor Cathleen DeSimone

Richard DiGiacomo

James J. DiLisio Roger Forman Laura Gignac Dennis Kelly Donna Kimmel

Thomas Noel, Esq.

Brian Patel, MD Ralph Schlenker

Jean Siddall-Bensson, MD Michael Thursby, DO

Ronald Van Ness-Otunnu, MD

Sturdy Health Foundation Board of Directors

OFFICERS

Ralph Schlenker

President

John R. Korona

Vice President & Chair of the Board

Rose Larson

Clerk

Stephen Burlone

Treasurer

BOARD MEMBERS

Aimee Brewer

Executive Director

Kevin Cryan

Dwayne DeMond

Mayor Cathleen DeSimone

Richard DiGiacomo

James J. DiLisio

Roger Forman

Laura Gignac

Dennis Kelly
Donna Kimmel
Thomas Noel, Esq.
Brian Patel, MD
Jean Siddall-Bensson, MD
Michael Thursby, DO

Ronald Van Ness-Otunnu, MD

Leadership Team Additions



Coleen Resnick

Chief Development Officer

With an impressive background in non-profit fundraising, executive leadership, and strategic development, Coleen brings over 25 years of experience and leadership to Sturdy's philanthropic efforts. In her role, Coleen will be responsible for overseeing the health system's fundraising and cultivation of donor relationships to support Sturdy's mission of providing exceptional healthcare services to the community. She has quickly gotten to work on creating and executing initiatives in annual giving focused on enabling the hospital to expand its programs and further enhance patient care.



Lisa Salameh

Vice President & Chief Nursing Officer

Joining the team initially as Senior Director of Nursing, Lisa seamlessly transitioned to the Chief Nursing Officer role, leveraging her rich healthcare experience. Since her arrival at Sturdy, Lisa has been deeply committed to investing significant time in listening to and learning from staff and patients alike, while actively engaging in enhancing various aspects of the hospital's clinical operations. Her focus has been on establishing a strong clinical leadership governance structure, ensuring patient and staff safety, and improving both the recruitment and retention of staff.

2023 By the Numbers



7,675

People Admitted to Sturdy Memorial Hospital



51,198

Treated in Our Emergency Department



\$16 M

Dedicated to Uncompensated Care



2,000+

Dedicated Physicians, Clinicians & Team Members



315,000

Served by Our Primary Care & Specialty Care Practices



\$216 M

Invested in Salaries & Benefits



5,591

Surgeries Performed



38,465 patient days

570 babies delivered

12,640 mammograms

23.461 CT scans

42,433 procedures completed by our respiratory services team

677,678 claims processed

418,823 meals served for patients, events, and our cafe



745,474

Laboratory Tests



44,317

Volunteer Hours



Sturdy Health recently celebrated the groundbreaking for the new Sturdy Health Cancer & Specialty Care **Medical Office Building.**

The construction is expected to take multiple years and the three-story building will span more than 60,000 square feet. The project represents a \$50 million investment and aligns with Sturdy Health's strategic master space plan initiative to expand care access, as well as transform its facilities and experience.

"For over 110 years, Sturdy Health has dedicated itself to providing exceptional care, exceptionally close to those we serve," said Aimee Brewer, CEO and president of Sturdy Health. "As we look to continue this legacy, we envisioned our next bold steps forward in fortifying a health system that would continue providing the quality of healthcare our community deserves in the years ahead."

Several specialty services will be housed at the new center, including cardiology, gastrointestinal, general and breast surgery, oncology, pain management, and urology. Also, the space will unite the infusion center currently located in Sturdy Memorial Hospital to offer a more comprehensive care experience for oncology patients.

"It's for our patients that we dreamt of a beautiful, hopefilled space where they could receive multidisciplinary, integrated, and seamless cancer care under one roof," said Dr. Asma Latif, director of breast oncology at Sturdy Health. "This new building will strengthen our cancer care in every way, uniting not only our outpatient practice and infusion program but a breadth of support services and specialties as well. While we're thrilled to offer this comprehensive care to our patients, we'll continue to pride ourselves in maintaining that personal touch."

Consigli Construction Co., based in Milford, Mass., is leading the project's construction. Boston-based Redgate will serve as the owner's representative and lead the planning, permitting, and overall project delivery strategy. Also collaborating on the project is NBBJ, an architecture firm also based in Boston.

"The significance of this transformative project for Sturdy Health, the city of Attleboro, and the community is one that we are extremely proud to be a part of," said Anthony Consigli, CEO of Consigli Construction. "Together, we are constructing more than a facility; we are creating a space that fosters compassionate care for a stronger, healthier community."

Sturdy Health looks forward to welcoming patients into this state-of-the-art space in 2025.



Scan the QR code to take a virtual tour of the future **Medical Office Building**

2023 Accreditations, Awards & Corporate Membership

ACCREDITATIONS & LICENSURE

Sturdy Memorial Hospital is licensed by the State of Massachusetts to provide acute care hospital services. Sturdy Memorial Hospital is proud to be accredited by the following: American Academy of Sleep Medicine Five Year Accreditation of the Sleep Lab

American Association of Blood Banks

American College of Radiology

American College of Surgeons, Commission on Cancer Three Year Program Accreditation (accreditation maintained since 1988)

American Diabetes Association – Education Recognition Certificate

Centers for Medicare & Medicaid Services – Clinical Laboratory Improvement Amendments (CLIA)

College of American Pathologists (CAP) – Accreditation of Laboratory Services

DNV-GL Healthcare, USA, Inc.

ISO 9001:2015 Recertification

Intersocietal Commission for the Accreditation of Vascular Laboratories

Level 3 Geriatric Emergency Department Accreditation

Massachusetts Department of Public Health

Massachusetts Department of Public Health for Radioactive Materials

Primary Stroke Service – Department of Public Health

AWARDS, CERTIFICATIONS & RECOGNITIONS

AORN Center for Surgical Excellence in Surgical Safety - Smoke Evacuation

American Medical Association Joy in Medicine

Becker's Hospital Review - Great Community Hospitals

Center for Comprehensive MS Care

Get With The Guidelines® – Stroke Gold Plus with Target Stroke Honor Roll and Target Type 2 Diabetes Honor Roll

Harvard Pilgrim Health Care Honor Roll

Mission: Lifeline® STEMI Referring Center Bronze Plus

Nurses Improving Care of Hospitalized Elders (NICHE) Certified

Silver Designation from New England Donor Services

Successful Health Equity Survey by The Joint Commission

TeamBirth

CORPORATE MEMBER

Association of the Advancement of Wound Care (AAWC)

American Association of

Cardiovascular & Pulmonary Rehab (AACVPR)

American Hospital Association

Daisy Foundation

Emergency Preparedness Consortium

Massachusetts Association of Cardiovascular & Pulmonary Rehab (MACVPR)

Massachusetts Coalition for the Prevention of Medical Errors

Massachusetts Council of Community Hospitals

Massachusetts Department of Public Health – Southeastern Massachusetts (Region 5)

Massachusetts Health & Hospital Association

U.S. Department of Health and Human Services, FDA Certified Mammography Facility

















2023 Community Benefits, **Events & Sponsorships**

Serving Community Organizations

Membership in, collaboration with, and appointments to the boards of community organizations allows health system staff to share their expertise. Sturdy Health proudly contributes to more than 35 area boards, medical associations, and service organizations in our communities.



Community Benefit Program Participation

Sturdy Health's employees, medical staff, and volunteers are involved in a wide variety of activities that benefit our neighbors. Below is a list of some of the events and programs we participated in from October 1, 2022 to September 30, 2023.

Adult & Infant CPR Advanced & Basic Cardiac Life Support American Heart Association Go Red Day Attleboro Halloween Party for Children Attleboro High School **Athletics** Attleboro Movie Night Attleboro Norton YMCA - Attleboro Rotary Golf Tournament Attleboro Norton YMCA Rooftop Party Attleboro Spring Fling Attleboro Winter Night Festival **Breast Cancer Support Group** Breastfeeding Classes & Support Bristol County DA's Office -Teen Summit Cancer Care Coordination Services Cancer Information Line Cancer Support Group Cancer Survivor's Day

Connecting Our Community... Just for the Health of It! Health & Wellness Fair at Capron Park **Diabetes Education & Support** EMS Education/Medical Oversight **Emergency Preparedness Awareness Empty Bowls of Attleboro EMS North Conference** Financial Assistance Counseling Friends of Jack Foundation Flu Vaccination Clinics Habitat for Humanity Healthy Living | Healthy Aging Expo at Attleboro Norton YMCA Healthy Steps Dance Program for Cancer Patients **Hebron Food Pantry** Hickomock YMCA HopeHealth Community VNA Host for Washington Mandela Fellowship Scholars Infant Massage Joe Andruzzi Foundation **Lactation Consultations** Little League Sponsorships in Attleboro, N. Attleboro, Norfolk,

Norton, Plainville, Sharon,

Walpole, and Wrentham

LiveStrong Program with **YMCAs** Lymphedema Support Group Mansfield Arts in the Park Mansfield Halloween Parade Mansfield Movies Under the Stars Multiple Sclerosis Living Well Group Multiple Sclerosis Support Group New Moms Group Nutrition Education & Outreach **ONS Annual Conference** Ostomy Support Group Palliative Care Education Passport to Survivorship Expo Pastoral Care Program Perinatal Bereavement Services Poison Control & Prevention **Prostate Cancer Support** Group Region 5 Health & Medical **Coordinating Coalitions** Rehoboth Youth Soccer Opening Day

Reverend Larson Senior

Center Golf Tournament

Rhode Island Blood Center **Blood Drives** Seekonk Summer Concert Sharps Disposal Program with **Area Fire Departments** Sleep Apnea & CPAP **Education Sessions Stroke Support Group** Student Intern/Extern Programs* Support of Local Food Pantries United Regional Chamber of Commerce 36th Annual Golf **Tournament** Weight Management Education Wheaton College Practicum Wound Management **Education Sessions** Youth Mentoring Programs **Youth Sports Team Sponsorships**

*We serve medical and nursing students as well as student interns from more than 50 schools and colleges.

Childbirth Education Programs

Community Conversations

with various Sturdy Health

Physicians and Clinicians

^{**}Serving all of our community

Hello, Sturdy Health!

A New Name. The Same Great Care.

In April of 2023, Sturdy Memorial Hospital celebrated 110 years of caring for the people of Southeastern Massachusetts and Rhode Island. We marked this momentous milestone by beginning an exciting new chapter in the life of our health system. We also took a significant first step in a multi-year transformative journey that will make our brand easier to identify, expand, and enhance the services we offer, upgrade our facilities, and greatly improve the experience we provide to our patients and our physicians, providers, and team members.

To mark this milestone, we announced that we were formally evolving our name from Sturdy Memorial Hospital to Sturdy Health.

Evolving Our Brand to Better Reflect Who We Are Today & Our Bright Future

Throughout the remainder of 2023, we united Sturdy Memorial Hospital, our Sturdy Memorial Foundation. and Sturdy Memorial Associates under one unifying Sturdy Health brand umbrella. By making this change, we can make it clear that we are an integrated healthcare system that offers hospital-based care, emergency and urgent care, primary care, and a wide range of specialty care at 26 locations across the region.





Our Communities: Our Catalyst for Change

Our leadership team spent more than a year exploring these improvements and investments as part of the development process for our new Strategic Plan and Master Space Plan. We also engaged in a robust listening process that resulted in invaluable feedback from nearly 1,000 members of our community and workforce.

This feedback revealed that our name reinforced a misconception that we only offer hospitalbased care. It also guided the development our new Mission, Vision, and Values.



Investing in Our Facilities & Region

In addition to our new name, we are excited to announce that we will break ground on a new, stateof-the-art medical office building that will be located on our hospital campus.

In 2023, we completed a major renovation of our hospital's Same Day Surgery Center, and we look forward to announcing the completion of renovations to our operating room and central sterilization suite later this same year. These renovations and our new medical office building will greatly improve the experience we provide to our patients, team members, providers, and physicians.

The Foundation on Which Sturdy Health Is Built

OUR MISSION

We improve the health and well-being of the people in our communities through kindness, compassion, and convenient access to the highest quality care.

OUR VISION

We will be a trusted partner to our patients. communities and each other-inspiring hope and enabling better health and quality of life.

OUR SIX STURDY HEALTH VALUES

Courage & Caution

We push the boundaries of what is possible, while keeping the safety of our patients and colleagues at the forefront of everything we do.

Connection & Community

We build trusting and enduring relationships with our patients, communities, and each other, deepening our roots and growing our reach to meet the evolving needs of our region.

Improvement & Excellence

We continuously learn, develop, and improve as we passionately pursue excellence each and every day.

Listening & Communication

We listen with empathy and communicate with clarity and kindness-creating a safer, more inclusive, and equitable environment in which to deliver and receive care.

Partnership & Independence

We partner with people on their path to health and healing, and we honor their independence by respecting their privacy, perspectives, and preferences.

Stewardship & Sustainability

As stewards of our patients' and communities' healthcare resources, we never stop working to improve health, increase value, and forge a more sustainable future.

Reimagining Our Logo

As part of the brand refresh process, we considered numerous alternatives to our current logo. Ultimately, we made the decision to "reimagine" our logo using a new color palette and font. Our reimagined logo honors our past and reflects the bright future we are working to create. Three of our Sturdy Health Values are represented in our reimagined logo:



The shield shape symbolizes our value "Courage & Caution."

We push the boundaries of what is possible, while keeping the safety of our patients and colleagues at the forefront of everything we do. Simply put, we are both protectors and trailblazers.

The S-shaped path symbolizes Sturdy and our value

"Partnership & Independence." We partner with people on their path to health and healing, and we honor their independence by respecting their privacy, perspectives, and preferences.

The colors we use symbolize our value

"Connection & Community." We build trusting and enduring relationships with our patients, communities and each other, deepening our roots and growing our reach to meet the evolving needs of our region. The green portion symbolizes the grass or earth beneath us: We are rooted in our mission, legacy, and the enduring relationships we build with patients, their families, and each other. The light blue portion symbolizes both water and sky: As an organization we are always changing (like water in a river) and reaching (toward the sky) in order to meet the evolving needs of our region.



Our Deepest Gratitude to Our Generous Supporters.

The Sturdy Health Foundation is honored to recognize the generous gifts made by our Fiscal Year 2023 donors and supporters.

This Honor Roll includes new gifts made from October 1, 2022 - September 30, 2023. Every donation, no matter the size, will benefit patients and our communities.

CHAIRMAN'S CIRCLE \$25.000+

Curt & Mary Ellen Fauth Judith A. Forget Muriel R. Jones Trust in memory of Phillip R. Jones & Muriel R. Jones

PRESIDENT'S CIRCLE \$10,000-\$24,999

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Coverys
FBinsure
Donna N. Kimmel
M.S. Company, Inc.
Reardon Foundation Trust
John J. Reardon
Kurt & Lynn Schweinshaut

INNOVATOR \$5,000-\$9,999

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Brewster Ambulance Service
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Arden Engineering
Constructors, LLC
Attleboro Falls Family Dentistry
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Steven Bensson, MD & Jean
Siddall-Bensson, MD
Aimee & Craig Brewer

Bristol County Savings Bank Joseph & Elizabeth Casey Walter & Lynda Cekala Columbia Construction Company Kevin & Kimberly Cryan Cryan Landscape Contractors, Inc. Delta Dental of Massachusetts **Demoulas Foundation** EMCOR Services Northeast, Inc. Estate of Richard D. Correia Diana Franchitto Wayne Gietz HopeHealth Income Research + Management Kone Inc. Marathon Company North Easton Savings Bank Donald A. Pierce, DDS Plainridge Park Casino Point32Health Rockland Federal Credit Union Ralph & Betty Schlenker Shields Health Care Group Starkweather & Shepley Insurance Brokerage, Inc. **Bob & Leslie Thresher** Michaele Whelan Willow Tree Farm Winslow Technology Group, LLC

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Bristol County Savings
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Agawam Hunt Connection
Alexander's Uniforms
Marco & Ines Arismendi
Haley Arsenault
Andy & Judy Beise
Bluestone Bank
Richard Boucher
Antony & Kimberly Canova
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Zimmer Biomet

Kat Wright



To Our Incredible Sturdy Team,

Together we honor our collective ability to overcome challenges while continually improving the quality of care and experience we provide to our patients and each other. Because of your dedication and commitment to those we are privileged to serve, Sturdy Health will continue its 110 year legacy of caring for our community for many years to come!

EXCEPTIONAL TEAM. EXCEPTIONAL DEDICATION. EXCEPTIONALLY STURDY.







Exceptional Care. Exceptionally Close. **Exceptionally Sturdy.**

sturdyhealth.org