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Like every organization, we look to numbers to give us a tangible picture of our progress and confirm we are on the right path to meeting and exceeding far-reaching health care needs. In the last 18 months, we’ve seen a substantial amount of growth. As we expanded domestically and internationally, we increased our assets by $1.7 billion and added 10,000 Associates for a total of 45,000 – 15,000 of whom are internationally based.

As exciting and promising as these figures are, we all know that CHRISTUS is about something far more important than numbers – and that is the people we are here to serve. Our growth is focused on each community touched by our ministry, so that more and more can be embraced by God’s healing presence and love.

We welcome you to review this publication to see that as we continue to lead CHRISTUS Health, our primary focus will always be on our human connection, no matter how large we get. We remain committed to the immeasurable importance of our patients and their high-quality care, and the need to reach them wherever they may be.

We will continue to ensure we are good stewards of our resources, keeping focus on the greater good of everyone we serve in both our deep-rooted and our brand-new communities. In all of these areas, we will continue to move forward in our three strategic directions of growth, population health, and operational excellence and quality.

Despite complex and ever-changing challenges in both U.S. and international health care, CHRISTUS is now stronger and more inspired than ever to take on these challenges. With God’s blessing, we will further develop our ministry and work towards extending the healing ministry of Jesus Christ to more people than ever before.

Sincerely,
Ernie Sadau
President and Chief Executive Officer
CHRISTUS Health

Sponsoring Congregations of CHRISTUS Health

CHRISTUS Health happily welcomed a third sponsoring congregation in 2016, the Sisters of the Holy Family of Nazareth. They are the perfect complement to our two founding sponsoring congregations: the Sisters of Charity of the Incarnate Word of Houston and the Sisters of Charity of the Incarnate Word of San Antonio.

Through this collaboration, we forge an even stronger Catholic health care system. We are able to help more communities than ever before, in new and exciting ways. Together, we have greater strength for our healing mission to do more for the “one-ness” of the faith-filled, human family worldwide.

Congregation of the Sisters of the Holy Family of Nazareth
AREAS OF MINISTRY: USA, Australia, Belarus, England, France, Ghana, Israel, Italy, Kazakhstan, Philippines, Poland, Russia, Ukraine

The spirituality of the Congregation is based on love, the self-giving spirit of communion which exists in the Blessed Trinity and the Holy Family. In mutual relationships, and with all God’s people, the Sisters are committed to creating communities of love and hope which foster and celebrate the oneness of the human family. The Congregation seeks to listen attentively and faithfully respond to God’s call, believing that God speaks in the daily, ordinary experiences of human life.

Congregation of the Sisters of Charity of the Incarnate Word of San Antonio
AREAS OF MINISTRY: USA, Mexico, Peru, Ireland, Zambia

The Congregation is called to make the love of God, as shown in the Incarnation, a real and tangible presence in the world today. The Sisters serve around the world in education, health care, pastoral and social services and elder care. In each ministry they use their energy, expertise and resources to respond to the needs of those they serve promoting human dignity, peace, justice and the integrity of creation.

Congregation of the Sisters of Charity of the Incarnate Word of Houston
AREAS OF MINISTRY: USA, Ireland, El Salvador, Guatemala, Kenya

The Congregation is called to serve as “Gospels of Love,” witnesses of the presence and power of God’s intimate and sacrificial love at work in the world. It is the Congregation’s deepest desire to promote the fundamental dignity of persons, thus demonstrating their Incarnational charism. The Sisters strive to embody the love of the Incarnate Word through adaptive service to meet the evolving needs of society.

For the history of our sponsoring congregations and other details, visit www.christushealth.org/threesponsors.
CHRISTUS Health Regions

Northeast Texas
South Texas
Southeast Texas
Louisiana
New Mexico
Chile
Colombia
Mexico
Bringing Health to Northeast Texas

Better Together: 2 World-Class Organizations Become 1

Trinity Mother Frances Hospitals and Clinics joined CHRISTUS Health System to create CHRISTUS Trinity Mother Frances Health System in early 2016. Combining our shared faith-based values and dedication to the highest quality of care benefits those we serve by giving us new opportunities to:

• Provide easier access to care through innovative delivery options
• Expand our world-class service offerings and resources for Northeast Texas and beyond
• Create deeper connections with the communities we serve Together, we are better than ever at meeting the growing need for high-quality, affordable and convenient health care in our East Texas communities.

Service Milestones in 2016

30 years:
Flight for Life
1,200+ patient care transports/year

15 years:
Mother Frances Hospital Jacksonville
1,670 patients/month treated at 24-hour Emergency Care Center
25-bed, full-service hospital with ever-expanding services

20 years:
Trinity Clinic
35 physicians in 1986 350+ advanced practice providers today
40 specialties
35 clinic locations

New Ways We’re Saving Lives – and Travel Time

CHRISTUS St. Michael Health System is helping patients stay near the comfort of home by making expert care and the latest technology available right in the community with these new advancements in 2016:

The Region’s First Hybrid Operating Room
• Combines diagnostic imaging and advanced surgical technology
• Expands capabilities and procedures in neurosurgery, vascular surgery and more
• Makes procedures less invasive and more precise, allowing more patients to go home the same day

The Region’s First Electrophysiology (EP) Lab
• Led by a cardiac electrophysiologist with expertise on the latest imaging technology
• Provides easy access to diagnosis and treatment for heart arrhythmias and more
• Offers fast resolution with ablation or other solutions

New CHRISTUS St. Michael Oncology Clinic
• Provides medical oncology and radiation oncology in one location, in association with W. Temple Webber Cancer Center
• Delivers cutting-edge technology with compassionate care
• Offers the expertise of oncology-certified nurses, certified radiation therapists, an oncology-certified social worker and board-certified physicians
• Recognized as the Texarkana Region’s only Accredited Comprehensive Cancer Program

Top 100 for 6 Years in a Row
CHRISTUS St. Michael Health System was again recognized as one of America’s 100 Best Hospitals for Patient Experience by the 2016 Women’s Choice Award®.

22,000 Students

5 Million Minutes OF PHYSICAL ACTIVITY
CHRISTUS St. Michael Health System’s sponsorship of GoNoodle, an online suite of interactive movement videos, provided vigorous exercises for area students to perform by their desks this school year.
Bringing Health to Southeast Texas

A Transformation
to Greatly Expand Access to Care

Existing CHRISTUS Health locations across Southeast Texas have been re-branded under CHRISTUS Southeast Texas Health System for a more integrated service delivery – promising to also expand access to high-quality care beyond traditional hospital or ER settings. Our transformation is in response to our communities’ needs for more convenient, lower-cost options through increased outpatient services, including:

- Urgent care centers
- Outpatient clinics
- Primary care practices
- State-of-the-art specialty care
- Wellness and prevention programs to keep our communities healthy

FROM 27 ➔ 40+ REGIONAL LOCATIONS BY 2018

FROM 8 ➔ 40 PRIMARY CARE PROVIDERS BY 2018

3D Technology Takes Care to a New Dimension

A Second da Vinci® Robot – Acquisition of another computer-enhanced surgical system further empowers CHRISTUS Southeast Texas Health System surgeons with superior 3D visualization and greater precision. This technology allows for even more high-quality, minimally invasive procedures – reducing hospital stays, costs and complications.

Genius 3D Mammography in Jasper – Now available at the Jasper Memorial Women’s Center, this breast cancer screening technology can detect many cancers before conventional mammography and logically lead to higher cure rates.

98%
The five-year survival rate if breast cancer is detected early

National Quality Recognition from Blue Cross Blue Shield

CHRISTUS Southeast Texas Health System was recognized for their expertise in delivering quality specialty care – safely, efficiently and cost-effectively – through these designations:

- Blue Distinction Center for orthopedics for knee and hip replacement surgery and spine surgery
- Blue Distinction Center+ for cardiac care and bariatric surgery

Success Story Southeast Texas
Healing Our Children

The Children’s Hospital of San Antonio became the city’s first free-standing children’s hospital solely dedicated to providing comprehensive, integrated services for area youth and their families. Owned by CHRISTUS Santa Rosa Health System, the hospital meaningfully stands on the very grounds where the Sisters of Charity of the Incarnate Word opened San Antonio’s first hospital in 1869.

The Region’s Only True Tertiary Care Center

Work continues downtown at CHRISTUS Spohn Hospital Corpus Christi-Shoreline, where an expanded campus is underway through the:
- Construction of a new 10-story Patient Care Tower
- Addition of a Level II Trauma Program
- Updates to the Emergency Department

These enhancements will ultimately complete the region’s only true Tertiary Care Center, bringing together trauma and critical care teams with the key specialties and advanced technologies available at Shoreline. The new care tower is slated to open in early 2019.

A New Program to Get Patients Back on Their Feet

Through the Joint Replacement Center at CHRISTUS Spohn Hospital-Shoreline, high-quality, minimally invasive joint replacement surgery and inpatient recovery is now available close to home. A newly designed program, based on the nationally acclaimed Marshall | Steele™ method, provides optimal outcomes through patient education and engagement, coaching and support.

500+ attendees at the Transformation Celebration on May 25, 2016, commemorating the hospital’s new lobby, chapel, café, teaching kitchen, child life center, family waiting and play area, children’s surgery center and more.

South Texas

4 years of transformation

$150 million in renovations and construction

150 pediatric specialists affiliated with Baylor College, a top medical school in the nation

An Important New PATH for CHRISTUS Health System

In 2015, CHRISTUS Spohn Health System embarked on a new master facility plan, called People and Actions Transforming Healthcare (PATH). This plan is more than just updating infrastructure and building new facilities. It is about elevating the level of patient-centered care in the Coastal Bend community by using the most appropriate and efficient resources.

$325 Million

- The amount that CHRISTUS Health, along with generous support from the community, is investing to bring state-of-the-art, personalized medicine to South Texas
- The largest single investment in CHRISTUS Health’s history
- The key to expanding CHRISTUS Health’s primary care network and ambulatory facilities as well as transforming services to provide an exceptional experience for patients and their families

New Family Health Center for Easy Access to Care

The new Dr. Hector P. Garcia Memorial Family Health Center, located on the grounds of CHRISTUS Spohn Hospital Corpus Christi-Memorial, serves as a medical home for Nueces County residents – honoring the legacy of one of South Texas’ most beloved physicians and community leaders. The new 42,000-square-foot, state-of-the-art health center offers:
- Access to care on nights and weekends
- Specialty clinics
- Lab and imaging services
- Pharmacy with interior and drive-through access
- Quick Care Clinic with 24-hour access Thursdays through Sundays
Bringing Health to Louisiana

And the Award Goes to...

CHRISTUS Health Shreveport-Bossier
• #4 in the state in Best Hospital rankings by U.S. News & World Report (highest ranked hospital in Northwest LA)
• 2016 Women’s Choice Award® for patient experience, obstetrics, cancer care and bariatric surgery

CHRISTUS St. Frances Cabrini Hospital
• Recognized by U.S. News & World Report for excellence in heart failure procedures.
• 2016 Women’s Choice Award® for bariatric services and patient safety.
• Best Hospital, Best Place to Work, Best Hospice and Best Athletic Club (Cenla Magazine)
• Get with the Guidelines award for excellence in stroke response (American Heart Association)
• Well-spot designation (Louisiana’s Well-Ahead program)

CHRISTUS St. Patrick Hospital
• American College of Cardiology’s NCDR Action Registry – GWTG Platinum Performance Achievement Award 2015 (one of just 319 nationwide hospitals)
• “A” Grade for patient safety in Leapfrog’s Fall 2015 Hospital Safety Score
• Lifeline® Heart Attack Receiving Center Accreditation (American Heart Association)
• Get with the Guidelines Resuscitation Gold Quality Achievement Award (American Heart Association)

150 / Month

The average number of transfers through the CHRISTUS Transfer Center, offering patients a smooth, seamless transition to any CHRISTUS facility throughout LA via a call center operated by local RNs.

Gold-Standard Technology... Here at Home
CHRISTUS St. Patrick Hospital’s “Healthcare and Hope...Here at Home” Campaign raised nearly $14 million to offer patients the latest technology and equipment right in their community for oncology, cardiology and neuroscience, allowing:
• More comprehensive services
• Faster, more accurate detection
• Greater surgical and treatment precision and ease

Redesign Improves Patient Experience at CHRISTUS Highland Medical Center
The opening of a new West Wing addition at the Highland campus nearly completes the $60 million redesign and expansion initiated in 2013 to enhance patients’ experience, safety and family-centered care. New and improved areas include:
• Cancer Treatment Center
• The Birth Place/Neonatal Intensive Care Unit
• Acute Comprehensive Inpatient Rehab
• Refurbished patient rooms
• Enhancements to entrances and public areas
• On the way: renovations to lobby, critical and progressive care units, dialysis and day surgery

Corbin Colvin, a CHRISTUS Health Shreveport-Bossier patient battling cerebral palsy, is the 2016-17 Children’s Miracle Network Hospitals’ Champion ambassador for Louisiana. Corbin and family will serve as spokespeople advocating for the charitable need at children’s hospitals across North America.
This year, CHRISTUS Health, SVHsupport and St. Vincent Hospital Foundation dedicated $42 million to significant improvements in patient experience and care. Central to improving the healing environment at CHRISTUS St. Vincent was the conversion to all private rooms, offering:

- Increased space – from 240 square feet to 280 square feet
- Reduced risk of infection
- Enhanced patient privacy and more family involvement in the healing process
- Improved communication between providers and patients

New Mexico Success Story

100+ Registered Nurses Hired
Despite a nationwide nursing shortage

100+ Applications Received
8 new providers moved forward through the CHRISTUS St. Vincent Medical Residency Program

A new Siemens Magnetom Aero 1.5T magnetic imaging machine at CHRISTUS St. Vincent provides easier, faster exams for patients and providers.

100% Percent Committed to QUALITY
CHRISTUS St. Vincent launched the Clinician Directed Performance Improvement program, which allocates paid time for physicians and nurses to initiate and direct high-impact, highly-focused quality improvement projects.

$42 MILLION INVESTED IN NEW FACILITIES AND TECHNOLOGIES

Truly Invested in Our Patients’ Well-Being

More Areas with Upgrades

- Magnetic imaging
- Patient monitoring system
- Nurse call lights and bed locators
- Image-guided cardiovascular procedure system
- Digital radiography
- Laparoscopic and arthroscopic surgical system
- Spine surgery imaging and surgical system
Bringing Health to Chile

Opening Doors to Address More Needs

New Intermediate Coronary Care Unit

- Opened October 4, 2016
- 8th floor of Clinical Hospital
- 16 beds with top-notch technology for cardiovascular pathologies

With this valuable addition to the Intensive Coronary Care Unit and the Cardiovascular Surgery Recovery Unit, Red de Salud UC CHRISTUS ranks as one of Chile’s best centers for the treatment of heart disease.

New Neurodevelopment Unit

Along with offering treatment for pediatric neurorehabilitation and pediatric neuromuscular diseases, this unit will also address early childhood intervention and autism spectrum disorders as well as learning disorders and cognitive stimulation for acquired injuries.

New Melanoma and Skin Cancer Unit

A multidisciplinary team is now available to offer specialized skin cancer treatment.

Big Commitment to Our Smallest Patients

New Neonatology Service Facilities

The intensive care unit (ICU) of the Neonatology Service moved to new facilities on Clinical Hospital’s first floor, offering improved technology, capacity and standards of care as well as increased comfort for infants’ parents.

Acompañar-es Program Honored for Defending Life

ChileSiempre Foundation awarded the Acompañar-es Program, created by Red de Salud, for its defense of life from conception to death. This program provides support to families expecting children with congenital malformations.

Bringing Health to Colombia

A Partnership for Hope and Healing Across Latin America

In 2016, CHRISTUS Health joined with the highly respected Coomeva Cooperative Medica (Coomeva) to extend the healing ministry of Jesus Christ into Colombia, forming CHRISTUS Sinergia Salud.

One Company, One Culture

CHRISTUS Health and Coomeva have added leadership positions to integrate the systems, and they continue to work together to fully unite services and offer more easily accessible care through hospitals, clinics, ambulatory centers and home care organizations. CHRISTUS Sinergia Salud includes CHRISTUS Sinergia Palma Real, CHRISTUS Sinergia Clinica Farallonès and CHRISTUS Sinergia Hospital en Casa. Together, they create a strengthened health organization at the service of all Colombians – promising quality, experience, excellence and compassion.

Coomeva

- 2.6 billion in assets
- 16 companies
- 4 divisions
  - Financial Division – including one of Colombia’s largest banks (Bancoomeva)
  - Non-Health Insurance Division – including property insurance
  - Wellness/Leisure Division – including wellness centers and country clubs
  - Health Division – including private health insurance, governmental health insurance, hospitals, a national network of ambulatory centers and other health care provider companies

Teamwork Puts Challenges to Rest

While CHRISTUS Health and Coomeva were engaged in teamwork, so too were the staff members at CHRISTUS Sinergia Clinica Farallonès. All different units worked around the clock to not only reopen 20 beds that had been closed for regulatory purposes, but also add nine more to better serve patients’ needs.

WE PUT OUR PATIENTS 1ST

- 1st Place for “Clinic” in First RepTrack Chile Study
- 1st Percutaneous Valve Implant Outside Europe
- 1st GES* Allocation for Cleft Lip and Palate
- 1st Place in Corporate Reputation Award

*Regime of Explicit Health Guarantees, a program guaranteeing access to quality care.
Better Every Day

New Oncology Center – CHRISTUS Muguerza Hospital Del Parque
The new Outpatient Chemotherapy area at the Integrative Cancer Care Center offers advanced oncology treatment through a multidisciplinary team of specialists providing:
• Radiation therapy with a brand new linear accelerator Elekta Compact – first in its class in Mexico
• The integration of services during and after treatment to improve quality of life for patients and families
• More tools to address breast cancer, which takes the lives of 6,000 women per year in Mexico

New Outpatient Care
• “Casa Grande” Outpatient Primary Care Center (Saltillo) offers primary care and clinical laboratory services and more.
• The Sendero Outpatient Medical Center (Escobedo, Nuevo Leon) offers a 24-hour Emergency Room, as well as medical consultation, lab and X-ray services, pharmacy and specialty consultations (orthopedics, pediatrics and gynecology).

New Outpatient Care
CHRISTUS Muguerza Saltillo
New 22-Room Hospitalization Area

CHRISTUS Muguerza Conchita
New 9-Office Medical Office Building
CHRISTUS Muguerza Vidriera
New Physical Rehabilitation Center
CHRISTUS Muguerza Hospital UPAEP

1 of just 5 OEC 9900 Elite Mobile C-arms in Mexico (for high-quality cardiac imaging)
CHRISTUS Muguerza Hospital Vidriera

Quality Care at the Forefront

CHRISTUS Muguerza
One of “The 500 most important companies in Mexico”
- Expansion Magazine, 2016
One of “The 50 most innovative companies”
- InnovationWeek Magazine, 2016
Silver Level Extracorporeal Life Support Organization (ELSO) Award*
- CHRISTUS Muguerza Alta Especialidad

*Achieved by less than 5% of the 100+ centers worldwide that apply for this search hanging novel therapies for support of failing organ systems.

Health Services for Those Who Need Them Most
CHRISTUS Muguerza demonstrates an ongoing effort to reach the most vulnerable communities with high-quality health care, joining in alliances to transform lives through:

Strabismus Correction Surgeries
CHRISTUS Muguerza Hospital Vidriera has collaborated with Destellos de Luz A.B.P since mid-2015 to provide reconstructive eye surgery to patients under age 16.

Global Spine Outreach
CHRISTUS Muguerza Hospital Del Parque and Global Spine Outreach Foundation improved quality of life for young scoliosis patients from Chihuahua, Tabasco, Durango, Tijuana and Mexico City.

Congenital Heart Disease Surgeries
“Pumping Miracles” restored life expectancy to children from Nuevo Leon, Chihuahua, San Luis Potosi, Zacatecas and Tamaulipas with diagnostic and interventional cardiac procedures through an alliance among CHRISTUS Muguerza, CardioChavitos Association, the International Children’s Heart Foundation and DIF Nuevo Leon.

Happy Smiles
Patients with cleft lip and palate and various dental needs received evaluation, surgery and follow-up for proper recovery through:
• CHRISTUS Muguerza Hospital Del Parque in collaboration with CHRISTUS Foundation for Healthcare and Operation San Jose
• CHRISTUS Muguerza Hospital Sur, in collaboration with Operation Smile, DIF Nuevo Leon and the State Health Secretariat in Monterrey, Nuevo Leon
• CHRISTUS Muguerza Hospital Betania, in collaboration with Operation Smile Foundation, Mexico

Success Story Mexico
HOW OUR RESOURCES ARE CREATED:
We expected to be paid for services to patients 3,585,511
We had other operating revenue 894,534
Our total operating revenue 4,480,044

However, we did not receive full payment
To allow for those patients who are unwilling or unable to pay (bad debts) (267,631)
Therefore, our net resources were 4,212,413

HOW OUR RESOURCES ARE USED:
To pay for our Associates’ salaries and benefits 1,680,930
To pay for purchased services and fees 703,190
To purchase supplies 654,272
To allow for wear and deterioration on buildings and equipment 196,986
To pay interest on our outstanding debt 20,990
To pay for other operating expenses 656,115
Our total expenses were 3,912,483

Our operating income 299,930
We had other non-operating income and losses (72,388)
We had income that belongs to non-controlling interests 6,192
Excess funds to invest in CHRISTUS Health’s future 220,630

We provided 327,163 of unreimbursed services to the poor and underserved and other community benefits.
Our Mission, Values, and Vision

OUR MISSION
Why we exist: To extend the healing ministry of Jesus Christ.

OUR CORE VALUES
What we believe in:

DIGNITY
Respect for the worth of every person, recognition and commitment to the value of diverse individuals and perspectives, and special concern for the poor and underserved.

INTEGRITY
Honesty, justice, and consistency in all relationships.

EXCELLENCE
High standards of service and performance.

COMPASSION
Service in a spirit of empathy, love, and concern.

STEWARDSHIP
Wise and just use of talents and resources in a collaborative manner.

OUR VISION
What we are striving to do: CHRISTUS HEALTH, a Catholic health ministry, will be a leader, a partner and an advocate in the creation of innovative health and wellness solutions that improve the lives of individuals and communities so that all may experience God’s healing presence and love.