At CHRISTUS St. Vincent, virtual visits are always available to you, but if you want or need to see your providers in person, know that it’s very safe to do so. We are committed to addressing all your healthcare needs in a clean and COVID-free environment. We have worked to remove the worry that’s keeping you from getting the care you need.

We accept most health insurance plans.

For your safety, everyone is REQUIRED to wear a mask at ALL CHRISTUS St. Vincent facilities.

For more information visit www.stvin.org/safecare
The last year has certainly been challenging for our community, reshaping the way we live, work and play. At CHRISTUS St. Vincent, virtually every aspect of our operations has been impacted by COVID-19, from patient care, to our supply chain, to our workforce and more.

But for all its challenges, the last year has also revealed the extraordinary resilience, perseverance and clinical excellence of team CSV. From the beginning of the pandemic, CHRISTUS St. Vincent has been determined to do our best for our community, working hard to ensure our hospital remains the safest possible place to work and receive care, and that all of our patients receive the most advanced treatment available. This has been a year about the mobilization of resources to test for the virus, vaccinate against the virus, and care for all patients in spite of the virus.

Through it all, our 2,200 clinicians and associates have led the way. Their accomplishments are remarkable:

**TESTING**
More than 20,000 community members have been tested for COVID-19 through CHRISTUS St. Vincent hospital, clinics and drive-through respiratory collection sites.

**TREATMENT**
- CHRISTUS St. Vincent has cared for more than 500 patients from Santa Fe County and throughout New Mexico in an isolated COVID unit apart from the general patient population. To date, no caregivers on the unit have contracted COVID-19.
- In April of 2020, CHRISTUS St. Vincent became the first hospital in New Mexico to employ Convalescent Plasma Therapy in the treatment of COVID-19 and was an early adopter of other advanced therapies, including Remdesivir and Bamlanivimab (BAM).

**SAFETY & PREVENTION**
- Rapid implementation of virtual visits in April of 2020 enabled patients to be seen by their primary care, urgent care or specialty care providers from home without risk of exposure to COVID-19. Nearly 30,000 video and telephone visits have been conducted to date.
- On December 14, 2020, CHRISTUS St. Vincent became the first New Mexico hospital to begin vaccination of frontline caregivers and first responders.

While the pandemic has been a critical concern, our team has made many other noteworthy achievements.

Within the last year, CHRISTUS St. Vincent:
- Earned a five-star quality rating from the Centers for Medicare and Medicaid Services (CMS).
- Was recognized by U.S. News and World Report as one of only two “Best Hospitals” in New Mexico.
- Received U.S. News and World Report’s highest rating for orthopaedic care of all New Mexico hospitals.
- Opened the CHRISTUS St. Vincent Orthopaedics and Sports Institute – a complex of two facilities providing comprehensive orthopaedic care, including surgical and rehabilitation services.
- Welcomed new neurologic and geriatric care providers to further our development of a comprehensive stroke care program.
- Launched phase I clinical trials at CHRISTUS St. Vincent Regional Cancer Center as part of its experimental therapeutics program – the only phase I trial program within 200 miles of Santa Fe.
- Administered more than 8,000 free flu shots to local community members over the course of four free flu shot clinics.
- Continued our clinical collaboration with Mayo Clinic as part of the esteemed Mayo Clinic Care Network, ensuring our northern New Mexico community access to world leading medical expertise, close to home.
- Together with Anchorum St. Vincent and Santa Fe Community Foundation, awarded more than $1.8 million in funding in support of 44 community health organizations in northern New Mexico.
- Was named one of New Mexico’s “Best Places to Work” for the third consecutive year.
- Administered more than 8,000 free flu shots to local community members over the course of four free flu shot clinics.
- Continued our clinical collaboration with Mayo Clinic as part of the esteemed Mayo Clinic Care Network, ensuring our northern New Mexico community access to world leading medical expertise, close to home.
- Together with Anchorum St. Vincent and Santa Fe Community Foundation, awarded more than $1.8 million in funding in support of 44 community health organizations in northern New Mexico.
- Was named one of New Mexico’s “Best Places to Work” for the third consecutive year.
- Administered more than 8,000 free flu shots to local community members over the course of four free flu shot clinics.
- Continued our clinical collaboration with Mayo Clinic as part of the esteemed Mayo Clinic Care Network, ensuring our northern New Mexico community access to world leading medical expertise, close to home.
- Together with Anchorum St. Vincent and Santa Fe Community Foundation, awarded more than $1.8 million in funding in support of 44 community health organizations in northern New Mexico.
- Was named one of New Mexico’s “Best Places to Work” for the third consecutive year.
- Administered more than 8,000 free flu shots to local community members over the course of four free flu shot clinics.
- Continued our clinical collaboration with Mayo Clinic as part of the esteemed Mayo Clinic Care Network, ensuring our northern New Mexico community access to world leading medical expertise, close to home.
- Together with Anchorum St. Vincent and Santa Fe Community Foundation, awarded more than $1.8 million in funding in support of 44 community health organizations in northern New Mexico.
- Was named one of New Mexico’s “Best Places to Work” for the third consecutive year.
- Administered more than 8,000 free flu shots to local community members over the course of four free flu shot clinics.
- Continued our clinical collaboration with Mayo Clinic as part of the esteemed Mayo Clinic Care Network, ensuring our northern New Mexico community access to world leading medical expertise, close to home.
- Together with Anchorum St. Vincent and Santa Fe Community Foundation, awarded more than $1.8 million in funding in support of 44 community health organizations in northern New Mexico.
- Was named one of New Mexico’s “Best Places to Work” for the third consecutive year.

Our battle against COVID-19 has been personal, and the tremendous support of our community has meant so much. Your donations of meals, care packages, PPE, cleaning supplies, hand-sewn masks and gowns, and your continued thoughts and prayers have lifted and sustained us. We thank you dearly.

Though COVID-19 is still a part of our daily lives, we can now see the promise of brighter days. From all of us at CHRISTUS St. Vincent, we thank you for the privilege of caring for you and your loved ones, and we wish you a joy-filled and prosperous 2021. Please keep in touch with us via stvin.org and follow us on Facebook for the latest news and information from CHRISTUS St. Vincent.

Stay safe, be well, and take care of you.

Lillian Montoya
President & CEO, CHRISTUS St. Vincent
CHRISTUS St. Vincent Associates

2,281 Associates

588 Nurses*

997 Staff (non-clinical)

127 Physicians

79 Advanced Practice Clinicians (including CRNAs)

471 All Medical Staff

CHRISTUS St. Vincent Salaries

$86,424
Average CSV Nurse Salary

$81,256*
Average CSV Workforce Salary

$47,040
Average NM Workforce Salary

*Does not include physician or nurse salaries

In One Year

422,099 Outpatient Visits

904 Babies Delivered

9,747 Inpatient Stays

8,692 Surgeries

38,676 Emergency Department Visits

CHRISTUS St. Vincent Voluntary Turnover Rates vs. National Hospital Average

<table>
<thead>
<tr>
<th></th>
<th>National Average</th>
<th>CHRISTUS St. Vincent</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Associates</td>
<td>16.1% National</td>
<td>10.6% CSV</td>
</tr>
<tr>
<td>Bedside Nurses</td>
<td>14.7% National</td>
<td>10.7% CSV</td>
</tr>
</tbody>
</table>

*National Hospital Average, full- and part-time associates 2019
**CSV full- and part-time associates, 2019

CHRISTUS St. Vincent Salaries

$86,424
Average CSV Nurse Salary

$81,256*
Average CSV Workforce Salary

$47,040
Average NM Workforce Salary

*Does not include physician or nurse salaries

Economic Impact FY20

$214 Million
Annual Wages and Benefits

$15.6 Million
Community Health Support*

$77 Million
State and Local Vendors

$38 Million
Uncompensated Care

*Donations to local nonprofit safety net organizations and the administration and/or funding of local community health programs and services.

CHRISTUS St. Vincent is a not-for-profit entity. To that end, zero funds have left New Mexico from its operations and funds are 100% re-invested to provide excellent healthcare delivery in Santa Fe and Northern New Mexico.

In 2020, the founding members of the Community Health Funder Alliance (Anchorum St. Vincent, CHRISTUS St. Vincent, and the Santa Fe Community Foundation) invested more than $1.8 million in community health programs in northern New Mexico.

GRANT RECIPIENTS:

Adelante
Alzheimer’s Association
Bienvenidos Outreach, Inc.
Big Brothers Big Sisters Mountain Region
Boys & Girls Clubs of Santa Fe/Del Norte
Breaking the Silence New Mexico
Cancer Foundation for New Mexico
CASA
Casa Milagro
Catholic Charities
Coming Home Connection
Communities in Schools New Mexico
Community Against Violence
Cooking with Kids
Dream Tree Project
Española Pathways Shelter
Esperanza Shelter
Friendship Club
Gerard’s House
Holy Cross Medical Center
Interfaith Community Shelter
Kitchen Angels
La Familia Medical Center
Las Cumbres Community Services
Las Alamos Family Council
Many Matters
McCurdy Ministries Community Center
Mesa to Mesa
Mountain Home Health Care
New Mexico Center on Law and Poverty
New Mexico Health Equity Partnership
New Mexico Immigrant Law Center
New Mexico Legal Aid
Presbyterian Medical Services
Samaritan House
Santa Fe Dreamers Project
Santa Fe Farmers Market Institute
Sky Center
Solace Crisis Treatment Center
Southwestern College
St. Elizabeth Shelters
The Mountain Center
The YMCA
Youth Shelters & Family Services
At CHRISTUS St. Vincent, our dedicated team of more than 2,200 Associates work together to provide safe and exceptional care for our community. During this pandemic, and always, this skilled team of compassionate doctors, nurses, respiratory therapists, technologists, radiologists, housekeepers, nutritionists and all other team members remain committed to the overall health and well-being of every patient, every day, including those with a COVID-19 diagnosis.

Team CSV, we are so proud of the inspiring and heartfelt work you do –
Thank You, You Make Us Even Better!