



Southeast Wisconsin fact sheet

Wheaton Franciscan Healthcare (WFH) is a Catholic, not-for-profit organization with more than 100 health and shelter organizations in Wisconsin, Iowa, Colorado, and Illinois. In Southeast Wisconsin, WFH is co-sponsored by the Wheaton Franciscan and Felician Sisters and nearly 11,000 associates, making it the second largest private employer in the area. Hospitals include All Saints in Racine County; Wheaton Franciscan - St. Joseph and The Wisconsin Heart Hospital Campuses, St. Francis, Franklin Hospital, and Midwest Orthopedic Specialty Hospital in Milwaukee County; and Elmbrook Memorial in Waukesha County. The region also includes Wheaton Franciscan Medical Group with more than 300 primary care and specialty physicians in more than 50 locations, a network of outpatient centers, three transitional and extended care facilities, Home Health, and Hospice, a Family Medicine Residency program in collaboration with the Medical College of Wisconsin, retail pharmacies, and a full-service medical and pathology laboratory.

Wheaton Franciscan Healthcare is also affiliated with Affinity Healthcare in the Fox Valley and United Hospital System in Kenosha. Started by the Wheaton Franciscan Sisters more than 125 years ago and formally incorporated in 1983, WFH has corporate services offices in Wheaton, Illinois and Glendale, Wisconsin.

As a not-for-profit organization, WFH reinvests all of its net income into the communities it serves. In fact, WFH is dedicated to delivering quality to patients through advanced technology, highly-trained staff, and superior and compassionate service; caring for each person's body, mind and spirit with respect and dignity; working to improve the health of the communities it serves; and ensuring health care access for everyone.

Health Care Mission:

Wheaton Franciscan Healthcare is committed to living out the healing ministry of Jesus by providing exceptional and compassionate health care service that promotes the dignity and well being of the people we serve.

Housing Mission:

Franciscan Ministries, Inc. is committed to providing quality affordable housing in a compassionate environment that promotes wholeness of life within ourselves and the communities we serve.

Health Care Vision:

Our health ministries will be recognized in each community we serve for superior and compassionate patient service, clinical excellence, as the health care employer of choice and the preferred partner of physicians.

Housing Vision:

Our housing ministries will be recognized for excellence in property management and a well-integrated network of support services that provide hope, growth and opportunity.

Southeast Wisconsin Facts

Wheaton Franciscan Healthcare - Southeast Wisconsin
Co-sponsored by the Wheaton Franciscan Sisters and the Felician Sisters

- **Eight hospital campuses**
 - Wheaton Franciscan Healthcare–All Saints
 - Spring Street Campus
 - Wisconsin Avenue Campus
 - Wheaton Franciscan Healthcare–Elmbrook Memorial
 - Wheaton Franciscan Healthcare–Franklin
 - Wheaton Franciscan Healthcare–St. Francis
 - Wheaton Franciscan
 - St. Joseph Campus
 - The Wisconsin Heart Hospital Campus

- Midwest Orthopedic Specialty Hospital (joint venture)

- **Three Long-term Care Facilities**
 - Franciscan Woods, Brookfield
 - The Terrace at St. Francis, Milwaukee
 - Lake Shore Manor, Racine

- **One Home Health & Hospice Agency**
- **Wheaton Franciscan Medical Group**

Key Statistics

(for fiscal year 2009 (July 1, 2008 – June 30, 2009))

Associates	10,828
Staffed hospital beds	988
Hospital admissions	47,510
Emergency room visits	195,185
Hospital Outpatient Visits	1,038,295
Medical Group Physician Visits	824,202
Newborns	7,279
Affiliated Physicians	1,863
Employed Physicians	337

A Major Employer

Wheaton Franciscan Healthcare is the second largest private employer in Southeast Wisconsin.

2009 Financials

As of fiscal year ending June 30, 2009, Southeast Wisconsin has assets and net assets of \$990 and \$483 million, respectively. Southeast Wisconsin generated revenues in excess of \$1.3 billion.

2009 Community Benefits

Total benefits provided to the community by Wheaton Franciscan Healthcare in Southeast Wisconsin was more than \$97 million in 2009. This included:

Charity care, which accounts for uncollected charges for services provided to those who could not afford to pay, of more than \$21.6 million.

The *unreimbursed cost of public programs*, which is the shortfall experienced when payments received are below the cost of treating public beneficiaries through Medicaid, of more than \$51.6 million.

Community health services, including Clinical and non-clinical services designed to improve community health, which are provided to the community for free or for fees that did not cover costs, of more than \$1.7 million.

Financial contributions, including cash, non-cash items such as furniture, equipment, supplies, etc., and loaned staff for volunteer and charitable purposes, that were made to individuals or non-profit organizations for charitable purposes, of more than \$1.2 million.

Education and training of health professionals (not including on-going training of staff) of more than \$1 million.

Accolades

- **Wheaton Franciscan Healthcare – Elmbrook Memorial** has been recognized by **HealthGrades**, the nation's leading health care ratings company, as a recipient of the 2009 Specialty Excellence Awards for General Surgery and Joint Replacement Surgery. The hospital is ranked #1 in Wisconsin for General Surgery, among the top 5% in the nation for General Surgery and the top 10% for Joint Replacements.
- HealthGrades, the leading independent healthcare ratings company, also announced that **Wheaton Franciscan Healthcare - All Saints** has achieved a five-star rating for joint replacement surgery. This marks the 8th year that All Saints received this outstanding recognition.
- **Wheaton Franciscan Medical Group** received recognition from the National Committee for Quality Assurance (NCQA) for **high quality, physician-involved diabetes care**. The NCQA recognizes physicians for delivering the highest level of quality ambulatory care to persons with diabetes. Through our partnership and intensive work with the International Diabetes Center, we have successfully implemented evidence-based improvements in diabetes care across Southeast Wisconsin to support patients and physicians.
- **Wheaton Franciscan – St. Joseph Campus** has been selected for two national awards from **Thomson Reuters 100 Top Hospitals**. Winners were selected based on performance in five critical areas: clinical process and outcomes, patient safety, patient perceptions of care, operational efficiency, and financial stability.
- **Wheaton Franciscan - The Wisconsin Heart Hospital Campus ranked third in the state of Wisconsin for percentage of patients who are most likely to recommend the hospital.** This distinction is the result of patient feedback collected last year by the Hospital Consumer Assessment of Healthcare Providers and Systems known as **HCAHPS**. The federal government's new standardized patient perception survey is designed to provide apples-to-apples comparisons between all hospitals across the country.

In addition, the hospital has also consistently ranked in the **top 1% nationwide for Inpatient and Emergency Department care according to Press Ganey**. Patients have also consistently ranked The Wisconsin Heart Hospital campus very high in the same day surgery category. These results are significant since Press Ganey surveys patients at over 40% of U.S. hospitals.

- **Wheaton Franciscan Medical Group Non-Invasive Vascular Laboratory has been recognized by the Intersocietal Commission for the Accreditation of Vascular**

Laboratories, making it the only lab in Wisconsin to be accredited for four vascular testing areas in addition to Vascular Disease Screening.

- **Wheaton Franciscan Healthcare—All Saints and Wheaton Franciscan— St. Joseph Campus** were awarded medals of honor from the U.S. Department of Health and Human Services for increasing organ donation rates. All Saints and St. Joseph were two of only 412 hospitals throughout the country and 15 hospitals in Wisconsin to achieve this honor.
- **Wheaton Franciscan Healthcare—Lakeshore Manor in Racine** was among 12% of the nation's 16,000 nursing homes to receive a full five-star rating from the Centers for Medicare & Medicaid Services.
- **Wheaton Franciscan Healthcare** was named a Top Milwaukee Workplace by *The Business Journal's* Top Milwaukee Workplaces Awards Program.
- **Wheaton Franciscan Healthcare** was presented a Family Friendly Employer Award by *Metroparent* magazine. The award recognizes the organization's efforts to achieve work-life balance through a variety of programs and benefits for associates.

For more information go to www.mywheaton.org.