

# 2022 Report to the Community



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# Froedtert & the Medical College of Wisconsin Health Network

## Vision

We will be the trusted leader by transforming health care and connecting communities to the best of academic medicine.

## Mission

We advance the health of the people of the diverse communities we serve through exceptional care enhanced by innovation and discovery.

## Values

**Value People.** We treat others with respect, knowing that their feelings, thoughts and experiences are as important as our own.

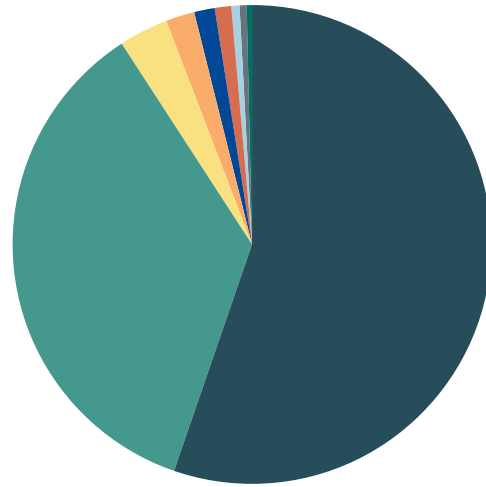
**Work Together.** We collaborate across the enterprise to put forward our best.

**Act Now.** We take action to solve problems and move forward quickly.

**Own It.** We take full accountability for our decisions, actions and results.

**Break Through.** We change the future of care with creativity and innovation.

**Deliver Excellence.** We set the standard that others aspire to by always asking what more can we do.



## 2022 Contributions to the Community

Category	Amount	Percent
Government-Sponsored Health Care	\$173,181,516	55.4
Health Professions Education	\$111,145,198	35.5
Financial Assistance	\$10,185,035	3.3
Community Health Improvement Services	\$6,396,463	2.0
Research	\$4,300,121	1.4
Financial and In-Kind Contributions	\$3,680,180	1.2
Subsidized Health Services	\$1,518,099	0.5
Community-Building Activities	\$1,275,318	0.4
Community Benefit Operations	\$990,554	0.3
<b>TOTAL</b>	<b>\$312,672,484</b>	<b>100</b>

Froedtert & MCW Community Physicians 2022 contributions to the community were \$15,339,055.

Financial data, while unique to the Froedtert & MCW health network, is based on reporting methodology similar to that used by Catholic Health Association of the United States for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care.

## By the Numbers

As of June 30, 2022

### Froedtert & MCW Health Network

Beds	<b>1,266</b>	Intensive Care Units:	
Patient Admissions	<b>58,056</b>	Number of Units	<b>10</b>
Patient Days of Care	<b>322,626</b>	Number of Beds	<b>162</b>
Outpatient Visits	<b>1,709,484</b>	Births	<b>5,431</b>
Physician Clinic Visits	<b>1,172,710</b>	Physicians	<b>1,739</b>
Emergency Visits	<b>194,671</b>	Nurses	<b>4,526</b>
Average Daily Census	<b>826</b>	Staff	<b>16,974</b>
		Volunteers	<b>391</b>



# Clinical Innovation

The Froedtert & the Medical College of Wisconsin health network is changing the future of health care with **Clinical Excellence** and **Innovation**.

## Digital Therapies: 45 Conditions, Thousands of Patients

While specific teams or groups within the Froedtert & MCW health network are responsible for specific pieces of our digital engagement, we all play a role. Digital engagement is not owned by a person, entity or team. Digital is a mindset. It's the present and the future for fulfilling our mission to our community.

To date, we have 45 integrated digital solutions for prescribing at the point of care, including: SilverCloud for mental health, Glooko® for diabetes, BabyScripts™ for expectant moms and GetWell Loop for patient education, digital check-ins and patient-reported outcomes around episodes of care such as a joint replacement.

We are providing tools to patients and families that will help them be effective in managing and treating medical conditions at home. When patients need additional support, we can be there to review data with them and provide assistance. For example, our SilverCloud digital behavioral health coaches support patients on different parts of the app that can be most effective for them, and they recommend new modules based on changing needs. When patients need additional clinical assistance, our clinicians have easy access to the home data.

Digital therapies can help get the right information to the patient on their terms — when they need it or when it is relevant.

## Bronchoscopic Lung Volume Reduction Offers New Hope to People With Emphysema

Bronchoscopic lung volume reduction (BLVR) gives physicians an innovative option for helping people with severe emphysema breathe easier and become more active. BLVR is a minimally invasive, FDA-approved treatment option that has been shown to greatly improve quality of life for people with emphysema and hyperinflation, or extra air in their lungs.



During the procedure, one-way endobronchial valves are placed into one or more lobes of the lung to allow the targeted lobes to slowly deflate over time, improving quality of life and exercise capacity. The Froedtert & MCW pulmonary team has completed the most BLVR procedures in Wisconsin and ranks in the top 10 in the country for the number of BLVR procedures performed.

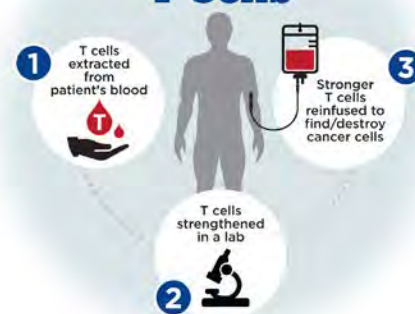
Learn more about this procedure at [froedtert.com/BLVR](http://froedtert.com/BLVR).

## Investing in the Future of the Health Care Workforce

Kurtis Froedtert was a brilliant businessman known for his strong interest in science and medicine and his commitment to sharing his success for the good of the community. His will included a charitable trust, the Froedtert Memorial Lutheran Hospital Trust, to establish and support Froedtert Hospital. This transformational gift has touched countless members of our community, saving and enhancing lives for more than three decades.

To increase the impact of this gift, Froedtert Memorial Lutheran Hospital Trust and Froedtert Hospital established a \$12 million Froedtert Memorial Hospital Scholarship Fund to support students in health-related fields at Milwaukee Area Technical College and the University of Wisconsin-Milwaukee. This scholarship aligns with our commitment to invest in educational opportunities that will support the representation of historically underprivileged and underrepresented racial and ethnic groups that reflect the communities we serve and address the workforce shortage. We believe the scholarships will continue to advance health care in Southeastern Wisconsin in fulfillment of Kurtis Froedtert's legacy.

## Boosting T Cells



## Expanding Cancer Treatment Frontiers With CAR T-Cell Immunotherapy

When standard treatment no longer works, people with some types of lymphoma, leukemia and myeloma may turn to immunotherapies — groundbreaking treatments that train the immune system to eliminate cancer cells.

Chimeric antigen receptor (CAR) T-cell therapy is one example. With CAR T-cell therapy, T cells from the immune system are extracted from the blood, re-engineered in a lab and returned to the patient's body to find and destroy cancer cells.

CAR T-cell therapy is the first cancer treatment made of cells and the first in a wave of developing cellular therapies. It can provide long-lasting immunity against certain types of cancer, and remission rates are good.

Renowned for our research in blood and marrow transplant and immunotherapy, we continue to study other cellular therapies like T-cell receptor, natural killer cells, donor lymphocytes and autologous tumor-infiltrating lymphocytes. We are also researching new targets so patients we can't treat today with CAR T cells can benefit in the future. One example is exploration of a CAR T-cell approach that targets three antigens on a cancer cell. Our research with a dual-targeted approach paved the way for a national clinical trial.

Today, CAR T is an option when standard therapies are exhausted. In the future, it may be offered earlier in treatment, and it could be an option for more cancers.



LAUNCH biomedical solutions classroom presentation given by Joshua Zaharias, director of hazardous waste.

## Partnering With Schools and Community Organizations on Workforce Development

Froedtert & MCW staff provide mentoring, job shadowing and presentations to high school students interested in health care careers through the LAUNCH program. Last year, 56 students were mentored by 19 staff members during weekly virtual meetings, and 24 students were matched with 18 staff members who had a career aligned with their interests for virtual job shadow sessions. Our staff also provided classroom presentations and speaker series about health care careers and mock interview practice and coaching for students.



2022 Froedtert Hospital Project SEARCH interns and support staff

We partner with TransCEN Inc./ Creative Employment Opportunities and The Threshold Inc. to offer Project SEARCH at Froedtert Hospital and Froedtert West Bend Hospital. The nine-month internship program provides on-the-job training and skill development to adults with intellectual and developmental disabilities. Last year, 10 interns graduated from the program, and three of the interns were hired by our health network after graduating.

## Anchor Institution

The Froedtert & the Medical College of Wisconsin health network is committed to being an **Anchor Institution** and making a positive impact on our community's health and safety.

### Froedtert Hospital Earns Two Awards for Environmental Sustainability Performance

Practice Greenhealth awarded Froedtert Hospital the 2022 Greenhealth Partner for Change Award and the Greening the Operating Room Recognition Award for our commitment to environmental stewardship and sustainability achievements. Practice Greenhealth's Environmental Excellence Awards are the nation's premier recognition program for environmental performance in the health care sector.

The Partner for Change Award recognizes superior performance in environmental sustainability, covering a range of programs and activities. The Greening the Operating Room Recognition Award honors facilities that have made substantial progress in improving environmental performance in the operating room.

Among Froedtert Hospital's achievements:

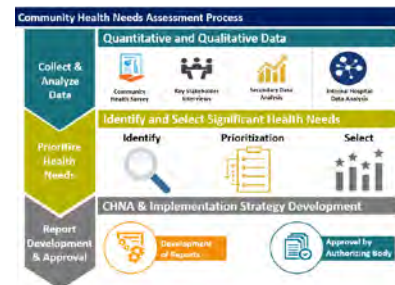
- Increasing recycling (percentage of total waste)
- Decreasing medical waste generation (percentage of total waste)
- Signing the Cool Food Pledge, an international effort to reduce greenhouse gas emissions by offering more plant-based food choices
- Increasing the percentage spent on sustainable procurement
- Decreasing energy use intensity and increasing our Energy Star rating from the previous year

A focus on more sustainable operations supports healthier patients, staff and communities. We continue to focus on reducing our impact on the environment at Froedtert Hospital and throughout the Froedtert & MCW health network.



### Assessments Identify Health Needs in Our Community

Every three years our hospitals conduct a Community Health Needs Assessment (CHNA) to identify significant community health needs and issues through a robust data collection and analysis process. Each hospital then adopts an implementation strategy to meet the community health needs identified through the CHNA.



Significant health needs are distinguished based on their significance, prevalence, alignment with Froedtert Health's strategic priorities, community partnerships and the feasibility to address based on current resources. Behavioral health, equitable access to health care and chronic disease prevention, violence prevention, workforce development, infectious disease and social determinants of health are some community health needs that have been identified through the CHNA.

### Million-Dollar Donation Made to Center for Health Care Excellence

The Froedtert & MCW health network, Froedtert Holy Family Memorial Hospital and Franciscan Sisters of Christian Charity donated \$1 million to Lakeshore Technical College for the development of a new Center for Health Care Excellence.



Check presentation to Lakeshore Technical College

The center, set to break ground in 2023, will be a 16,000-square-foot addition and remodel to the existing campus. It will benefit 1,500 health care and emergency services students and professionals who will train annually in the new facility. This will meet the growing demand for graduates from Lakeshore's nursing, emergency medical technician, radiology, medical assistant, paramedic, fire medic and other health care and public safety programs.

# Eradicating Racism

The Froedtert & the Medical College of Wisconsin health network is committed to helping **End Racism** and racial disparities in health care.



## Our Commitment to Help End Racism in Health Care

Racism continues to be a threat to the health of our community. As a health care organization, we often care for people who have been impacted by racism. In response to the rising focus on social justice and efforts to fight racism, we developed our Eradicating Racism and Enhancing Health Equity Strategic Plan. The plan addresses disparities in the workplace and disparities that impact the lives of our staff and patients. As an organization, we resolve to use our compassion, creative ideas and collective commitment to ensure we foster a culture that acknowledges everyone equally.

**We will help end racism and racial disparities in health care by:**

- Examining our own biases
- Measuring, tracking and reviewing our policies and practices to meet the needs of everyone we serve
- Treating people with dignity and respect
- Leading change in our communities and addressing health care disparities

As a leader for equity, we created our Equity, Diversity and Inclusion Dashboard for accountability. We share the dashboard

to be transparent about our efforts. It tracks progress in increasing workforce and board diversity, reducing health disparities and increasing diverse supply chain and construction spending.

More information, including our full Eradicating Racism and Enhancing Health Equity Strategic Plan and our Equity, Diversity and Inclusion Dashboard, are available at [froedtert.com/end-racism](https://froedtert.com/end-racism).

## Building Leaders' Capacity to Lead With an Equity Lens

Our health system remains focused on addressing social determinants of health and increasing cultural competence as outlined in our plan to eradicate racism in health care. As a result, racial equity education was created in partnership with the YWCA Southeast Wisconsin for executives to expand their knowledge of health disparities and increase their ability to address racial equity in everyday work situations, including hiring practices, performance expectations and career mobility.



## Froedtert Hospital Community Conversations Launched

Virtual Community Conversations were launched in 2021 as a way for Froedtert Hospital executive leadership and the Community Engagement and Diversity and Inclusion Departments to listen and gain insight on issues affecting the hospital's diverse patient populations, partners and community members. Feedback and ideas gained from these sessions are used to align and enhance our community engagement and equity, diversity and inclusion strategies.

Eric Conley, president, Froedtert Hospital, and executive vice president, Froedtert Health, leads the conversations. Focus is now placed on following up with past participants, such as Wauwatosa Common Council members and Black/African American, Hmong, Hispanic/Latino and LGBTQ+ community leaders, to continue these important discussions.

## Eradicating Racism Plan Featured on Connect MKE — Conversations on Race Series

As part of the CW18 and My24 Connect MKE Conversations on Race series, Froedtert & MCW executives were interviewed about racial and health disparities and what our health network is doing to address these issues.

Andres Gonzalez, vice president, Community Engagement, and chief diversity officer, Froedtert Health, kicked off the series with an overview of our health system's Eradicating Racism and Enhancing Health Equity Strategic Plan. The plan addresses disparities in the workplace and disparities that impact the lives of our patients and staff.



The Connect MKE — Conversations on Race series explores difficult discussions and topics and looks to enlighten and bridge the gaps within our community.





Healthy Community Fund grant recipient The Threshold, Inc.

## Charitable Giving and Sponsorships Support Our Mission

The Froedtert & MCW health network believes in giving cash and in-kind donations to organizations aligned with our mission. In FY22, our health network donated \$996,782 through:

- Charitable Giving and Sponsorship Program (\$338,240)
- Froedtert Holy Family Memorial Hospital Community Partnership and Sponsorship Committee (\$68,149)
- Froedtert Hospital Community Investment Fund (\$250,000)
- Froedtert Menomonee Falls Hospital Community Outreach Steering Committee (\$75,000)
- Froedtert West Bend Hospital Healthy Community Fund (\$265,393)



Women in Leadership Business Resource Group members attend the PEARLS for Teen Girls Inspired to Lead event, one community event sponsored by our health network.

# Froedtert in Action/Corporate Social Responsibility

The Froedtert & the Medical College of Wisconsin health network integrates **Corporate Social Responsibility** practices and programs and volunteer opportunities through **Froedtert in Action** into our culture.

## Froedtert Hospital Community Investment Fund Launched



Community Health Investment Fund check presentation at CORE El Centro.

The Froedtert Hospital Community Investment Fund was established in March 2022 to support efforts to enhance the health status of the diverse communities Froedtert Hospital serves in Milwaukee County.

The \$250,000 fund provides up to \$25,000 in support to qualifying nonprofit organizations working to support community health improvement priorities, such as behavioral health, chronic disease, violence and access to care. Applications are reviewed on a quarterly basis. For more information, visit [froedtert.com/community-investment-fund](https://froedtert.com/community-investment-fund).

## Supplier Diversity Program Supports Diverse Businesses

Our goal is to develop and maintain an equitable and competitive business environment that strengthens the women- and minority-owned business community. Our Supplier Diversity program is not an initiative – it is a belief that uniqueness among people and cultures drives innovation, empowers progress, strengthens the community and facilitates success.

In FY22, **\$40,774,222** was spent with diverse suppliers and construction companies.

## Summer Health and Wellness Series Offers Free Fitness Classes and Activities

The FIT in the Parks health and wellness series offered more than 40 free fitness classes, including yoga, balance and stability, boot camp and barre fitness mat, at various parks in Germantown and Menomonee Falls. Froedtert & MCW staff provided education about breast cancer, sharps disposal, trauma/injury prevention, nutrition and mental health awareness at the end of several classes.

The Wellness in Our Parks series offered free classes and activities, including reflexology, Zumba®, meditation, tai chi and nature hikes, in Washington County and Ozaukee County parks. Froedtert & MCW staff welcomed attendees to the classes and shared how spending time outdoors can reduce stress, boost moods and fight depression and anxiety.

The 2021 Community Health Improvement Plan and Process survey found that about 70% of adult residents in Waukesha County are overweight, and less than half of those surveyed met recommended nutritional and physical activity goals. One way we are addressing these issues is through programs like FIT in the Parks and Wellness in Our Parks.



A Workforce Health staff member teaches a Summer Strength fitness class.

## Drug Take Back Events Keep Our Community Healthy and Safe



RN care coordinators volunteer at the Moorland Reserve Health Center drug take back event.

Every year our health network hosts on-site drug collection events as part of National Prescription Drug Take Back Day. Last year, drug collections were held at Froedtert Menomonee Falls Hospital, Froedtert & MCW Moorland Reserve Health Center in New Berlin and Froedtert Holy Family Memorial Hospital in Manitowoc, in partnership with area police departments.

Expired or unused medications were collected for safe disposal, and pharmacists were on hand to accept sealed and nonexpired medications through our Drug Repository Program to repurpose to individuals with cancer or chronic disease who are uninsured or underinsured. More than 1,400 pounds of medications were collected from 640 vehicles at the three events.

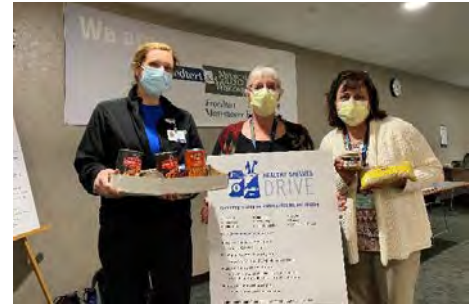
Our health network has held drug collection events for the past 14 years, resulting in the removal of more than 22,000 pounds of medications from our community.

## Healthy Shelves Drive Collects More Than 5,800 Items for Local Food Pantries

Our staff gives back to the community by donating nutritious food and personal hygiene items during our annual Healthy Shelves Drive.

### Last year, generous staff donated:

- 230 items in Manitowoc County
- 289 items in Washington County
- 2,513 items in Milwaukee County
- 2,664 items in Waukesha County
- 129 items in Ozaukee County



Staff collect nonperishable food at Froedtert Menomonee Falls Hospital.

## Gift-Giving Program Makes Holiday Wishes Come True

Each year, our staff brings holiday cheer to local families with our holiday gift-giving program.

### Last year, generous staff:

- Donated more than 200 toys in Manitowoc County
- Raised \$1,640 for the United Way Giving Tree and donated gifts for 263 children in Milwaukee County
- Adopted 30 families in Washington County
- Donated 1,100 gifts in Waukesha County



Staff sort donated gifts.

## FROEDTERT in Action

Froedtert in Action, a Community Engagement initiative, gives staff members and leaders opportunities to volunteer in the community, reaffirming our health system's mission and commitment to give back to the diverse communities we serve.



**A.** Staff filled 1,640 hygiene kits that were donated to local organizations as part of our annual United Way staff giving campaign. **B.** 110 staff volunteered more than 240 hours to provide spring clean-up tasks in 42 yards. **C.** More than 75 staff volunteered 150 hours to support 10 organizations that benefit women, children and families on Oct. 11, International Day of the Girl. **D.** Froedtert in Action volunteers provide support at community events, including health and education fairs and safety and wellness events.



# Population Health/Health Equity

The Froedtert & the Medical College of Wisconsin health network is transforming health care through **Population Health** management, which focuses on care coordination and targeted disease intervention, and aims to improve **Health Equity** in our community.

## Westside Academy Students Make Safety and Exercise Priorities

Westside Academy fourth and fifth grade students partnered with local organization Wisconsin Bike Fed and the city of Milwaukee to create safer roads around their school. The program began after students, staff and community residents shared safety concerns that prevented families from walking to school during community conversation sessions with our community school coordinator based at Westside Academy.



Westside Academy students rode their bikes to a nearby park to practice bike safety. Eight students learned to ride a bike for the first time during the program.

Stakeholders identified areas of improvement for traffic flow around the school and re-created the infrastructure to include four speed bumps, two curb extensions and one traffic circle, with the goal of creating safer roads so students and families can walk and bike to school. Students also learned bike safety and used mapping and budgeting tools while designing the new infrastructure.

## Community Outreach Nurses Offer Free Flu Shots at Community Sites

Each fall, community outreach nurses Amalie Hansen and Tierra Hoard coordinate free flu shot clinics throughout the Milwaukee area. Their goal is to build connections and trust within the community, specifically in areas with health disparities. The flu clinics are one way our nurses are meeting community members where they live, work and play to address their health needs.



Community outreach nurses Amalie Hansen, RN, and Tierra Hoard, RN, at the United Methodist Children's Services free flu shot clinic.

## New Mental Health Emergency Center Opened in Fall 2022

Milwaukee's new Mental Health Emergency Center — an effort more than 10 years in the making — opened at 1525 N. 12th St. in Milwaukee to serve residents of Milwaukee County.

The center offers 24/7 crisis mental health assessment, stabilization, treatment and transition care management for children, teens and adults. Patients are connected to inpatient, residential, community-based, peer support and outpatient services as needed.

A collaboration between all Milwaukee health care systems and Milwaukee County, the center is expected to help ease the pressure on local hospitals and emergency rooms, while addressing crisis mental health needs in a more central location.

## Albrecht Free Clinic Helps Patient With Extensive Dental Treatment

In March 2022, the Albrecht Free Clinic received a new patient application for dental care with a handwritten note that said, "Before I can start my chemotherapy/radiation treatment, I am in desperate need of help because I do not have dental insurance."

After speaking with Mike, 54, the dental team learned that he had stage II squamous cell carcinoma, a form of skin cancer that is slow growing but can be aggressive. Mike indicated that he needed a cleaning and multiple teeth extracted before his oncologist would move forward with his cancer treatment. Mike is unable to work because he has agoraphobia, an anxiety disorder that prevents him from leaving the house and being in public spaces.

Four days after his application was received, Mike had 10 teeth removed. After two additional appointments for extractions, his dental work was completed in early April, and Mike's oncologist was able to proceed with his cancer treatment.

Mike is extremely thankful for the Albrecht Free Clinic and is happy to share his story if it helps others in need. Despite his agoraphobia, Mike did extremely well during his extractions and developed a friendly rapport with our volunteer dentists. Once Mike's cancer treatment is complete, the Albrecht Free Clinic will restore Mike's smile as part of its partials and dentures program.

The Albrecht Free Clinic is proud to help Mike improve his overall health and confidence.



## Community Health Navigators Provide Support for Healthy Lifestyles

Community health navigators provide advocacy, education and support to individuals who need help accessing services such as housing and job search assistance, transportation, education, government programs, food pantries and health care, including medical, dental, behavioral health and health care, including medical, dental, behavioral health and substance abuse services. Our four community health navigators are based at United Methodist Children's Services (UMCS) in Milwaukee and Albrecht Free Clinic and Casa Guadalupe Education Center in West Bend.

*Zoe Whorrall, UMCS community health navigator, with kids getting ready to plant gardens in the community.*



### FY22 Community Health Navigator Outcomes

Total number of patients: **2,545**

Screenings conducted: **680**

Referrals to community resources: **413**

Total number of encounters: **5,590**

## Patients Praise Community Outreach Health Clinic

Doug McConeghy is a single dad to two teenagers and works long hours as a machinist for a Lannon company. Medical insurance is not offered through his company and Doug's budget is tight. Purchasing medical insurance from a private insurance company would be costly.

"I was talking to my neighbor one day and he told me to try out the Community Outreach Health Clinic," Doug said.

From the moment he entered the clinic, he found a friendly team of medical professionals ready to work with him on leading a healthier lifestyle.

"They make me feel so special," he said. "I can't imagine this place without them."



*Doug McConeghy and children*

Doug is treated for Type 2 diabetes, hypertension and depression. He visits the clinic every three months for checkups and medication refills.

"Our community is so lucky to have this clinic nearby," Doug said. "The nurses and volunteers are amazing and knowledgeable, and they work hard to keep so many people healthy."

Mahpara and Anwar Fazeel visit the clinic for routine checkups and to pick up prescriptions for their chronic conditions, including diabetes, hypertension and thyroid issues. The couple drives to the clinic from their home in Butler where they are raising three kids.

"They take good care of us," said Mahpara, who homeschools her children while her husband is a delivery driver. "They always greet us with a happy face."

Mahpara learned about the clinic through a friend and has been a patient since 2019. She appreciates how she can be seen by the nurses and volunteer doctors and medical professionals and pick up medications in one place.



*Mahpara and Anwar Fazeel*

"It's such a relief that we found the clinic, and we are so satisfied with every visit," she said.

## Tool Connects Community Members With Local Resources

The Unite Us NowPow tool allows providers, including social workers and community outreach nurses, to connect patients with resources that address social determinants of health, such as food insecurity. The resource directory is maintained by Impact 211, a local organization that curates resources for community members in the Milwaukee area. Last year, 194,634 Froedtert & MCW health network patients were screened with the tool.

We recognize that patients may need additional resources outside our walls to improve their condition. The Unite Us NowPow tool strengthens our relationships with local community organizations, providing an opportunity to collaborate to improve the health of people throughout Milwaukee.

## Community Hospital Locations Open in Oak Creek and Mequon

The Froedtert & MCW health network opened a Community Hospital location in Oak Creek in January 2022 and in Mequon in May 2022 — providing high-quality care in an inviting, streamlined setting. They join our other Community Hospital locations in New Berlin and Pewaukee.

These locations offer easy, 24/7 access to emergency and inpatient care in a highly efficient setting, near where people live and work. At approximately 17,000 square feet, each location has a seven-bed emergency department with eight inpatient beds for patients requiring additional care, observation and tests. The hospital locations, which also have laboratory, inpatient pharmacy and imaging services, are designed to treat medical emergencies that require attention beyond an urgent care clinic's capability.



Community Advisory Committees with members from the local community were formed at Community Hospital locations to facilitate, listen and support community, business and health care partnerships.

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## Froedtert & MCW Health Network Proudly Sponsors Community Events

The Froedtert & MCW Diversity and Inclusion and Community Engagement Departments led efforts to sponsor the annual Milwaukee Hmong New Year Celebration Dec. 11-12, 2021. Staff members and Hmong interpreters volunteered at the event, providing blood glucose and blood pressure screenings and education to help address the disproportionate rates of high blood pressure and blood glucose in the Hmong community. In addition, Mark Lodes, MD, chief medical officer for Population Health and Medical Education, spoke about our health network's efforts to increase health screenings and vaccination rates in the Hmong community.



The Froedtert & MCW Diversity and Inclusion Department organized 24 staff members to volunteer at Milwaukee PridetoFest Oct. 8-9, 2021. Our staff connected with about 800 attendees during the two-day event, allowing us to build and strengthen relationships with the LGBTQ+ community.

Froedtert & MCW volunteers, including LGBTQA Business Resource Group members and Inclusion Health Clinic staff, celebrated Milwaukee PrideFest June 4-5, 2022. Staff volunteers shared information about our Inclusion Health Clinic, Cancer Center and reproductive medicine with more than 2,000 event attendees.

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## Partnership Connects Men to Community Resources

The Froedtert & MCW health network, Anthem Blue Cross & Blue Shield and Gee's Clippers Barber and Beauty Salon have partnered to create Gee's MKE Wellness Clinic on Milwaukee's north side. The clinic is an initiative that builds on the trust and strength of the barbershop comradery among African American men to connect them to community resources and primary care, behavioral health and social services in Milwaukee. It is staffed by Froedtert & MCW community outreach nurses.





## Racial Disparities in Maternal and Infant Health Addressed at Black Birth Symposium

In partnership with Milwaukee Film, our health network presented *Black Birth: A Symposium on Black Maternal Health* on March 26, 2022. The free event featured film screenings; panel discussions with health care providers and community advocates; breakout sessions; and keynote speaker Christina Elmore, Black maternal health advocate.

In the United States, Black women are three to four times more likely than white women to experience pregnancy-related death. Our partnership with Milwaukee Film is part of our commitment to addressing the social, cultural and economic factors that contribute to health disparities.



Seema Menon, MD, Obstetrics and Gynecology (second from right), speaking during a panel discussion.

## The Froedtert & MCW Health Network Teams Up With the Milwaukee Bucks

Our health network partnered with the Milwaukee Bucks to sponsor Pride Night at the Jan. 22, 2022, Milwaukee Bucks game. During the game, our partnership with Pathfinders, a local nonprofit organization that provides clothing, shelter and housing support for youth in crisis, including those who identify as LGBTQ+, was highlighted. Our LGBTQA Business Resource Group participated in a volunteer day at Pathfinders to support the work this group does for LGBTQ+ youth, who face two times the risk of homelessness than other young people.



Staff and Cathy Jacobson, president and chief executive officer, Froedtert Health (middle right), celebrate Pride Night.



Staff from our LGBTQA BRG volunteer at Pathfinders.

We also partnered with the Milwaukee Bucks to sponsor Los Bucks Noche Latina, a celebration of the local Latino community, at the March 9, 2022, Milwaukee Bucks game. Our partnership with the United Community Center (UCC) was highlighted before and during the game. The UCC provides education, health, community development and cultural arts services to the Hispanic community. Members of our Latinx Business Resource Group volunteered to help celebrate El Carnaval at the UCC.



Diversity and Inclusion Department staff members attend Los Bucks Noche Latina.



Staff from our Latinx BRG celebrate El Carnaval at the United Community Center.



# Honors and Recognition

Froedtert & the Medical College of Wisconsin hospitals, physicians and medical programs are recognized regularly through national and local awards. These awards confirm our commitment to world-class care and are a tribute to our dedicated doctors, nurses and staff.

- Froedtert Hospital was recognized as a top performer in the 2022 Bernard A. Birnbaum, MD, Quality Leadership Ranking by Vizient, Inc. Achieving a rank of 10 out of 107 for Comprehensive Academic Medical Center Vizient members, we were recognized for demonstrating excellence in delivering high-quality care based on the Vizient Quality and Accountability Study. This represents our highest rank since 2017. The ranking measured performance on the quality of patient care in six domains: safety, mortality, effectiveness, efficiency, patient centeredness and equity. The ranking factors in measures from the Vizient Clinical Data Base and includes performance data from the HCAHPS survey and the CDC's National Healthcare Safety Network.



- For regional rankings, Froedtert Hospital ranks No. 1 in the Milwaukee Metro area and ranks as the No. 2 hospital in Wisconsin in the *U.S. News & World Report's* 2022-23 Best Hospitals rankings. Froedtert Hospital is recognized by *U.S. News & World Report* for receiving top 50 rankings in three specialties: #33 in Ear, Nose and Throat; #44 in Urology and #46 in Rehabilitation. Froedtert Hospital is recognized as High Performing in several adult specialties — Gastroenterology and Gastrointestinal Surgery, Orthopaedics, Pulmonology and Lung Surgery, and Diabetes and Endocrinology. Froedtert Hospital is rated as High Performing in 15 procedures and conditions. Froedtert Menomonee Falls Hospital is rated as High Performing in five procedures and conditions. Froedtert West Bend Hospital is rated as High Performing in three procedures and conditions.

- Froedtert Hospital was recognized by the 2020 Becker's Hospital Review 100 Great Hospitals in America list. Hospitals included on the list have been recognized nationally for excellence in clinical care, patient outcomes and staff and physician satisfaction, and they are industry leaders that have achieved advanced accreditation and certification in several specialties.

- Froedtert Menomonee Falls Hospital received an "A" rating in the Leapfrog Group's Hospital Safety Grade Spring 2022 results. Hospital Safety Scores are assigned biannually to nearly 3,000 hospitals across the nation and are based on a variety of process, structural and outcome measures.

- Froedtert Hospital achieved its fourth Magnet designation for excellence in nursing services by the American Nurses Credentialing Center's (ANCC) Magnet Recognition Program® in 2021. The Magnet Recognition Program recognizes health care organizations that demonstrate excellence in nursing practice and quality patient care. Organizations with this prestigious outcomes-driven credential demonstrate improved patient outcomes, nurse satisfaction and retention, and reduced costs. Magnet recognition is the gold standard for nursing care delivery, new nursing knowledge (research) and evidence-based clinical quality in health care organizations around the world.

- The Froedtert & MCW Cancer Network is a recipient of Press Ganey's 2021 Guardian of Excellence Award® for the Medical Practice setting. Press Ganey, a national company measuring health care organization performance, honors organizations that have achieved the 95th percentile or above for patient experience. The award is based on responses from cancer patients who were surveyed on a variety of factors describing their treatment experience with the Froedtert & MCW Cancer Network. The Froedtert & MCW Cancer Network has sustained excellence in patient experience, ranking in the top 5% of nearly 950 other U.S. health facilities. In addition, more than 93% of patients say they would recommend the Froedtert & MCW Cancer Network to family and friends.

- The Human Rights Campaign Foundation recognized all three Froedtert & MCW hospitals as "Leaders in LGBTQ+ Healthcare Equality" for protecting our LGBTQ+ patients and employees from discrimination, ensuring equal visitation for LGBTQ+ people and providing staff training in LGBTQ+ patient-centered care. As a designated organization, we ensure exceptional experiences for staff and patients based on policy, process and practices.



- Froedtert Health was named a Best Place to Work for Disability Inclusion, earning a top score on the 2022 Disability Equality Index® (DEI) for outstanding commitment to disability and inclusion practices for the third year in a row. The DEI assessment measures an organization's culture and leadership, accessibility, employment practices (benefits, recruitment, employment, education, retention and advancement, and accommodations), community engagement and supplier diversity.



- America's Best 100 Hospitals by Healthgrades recognizes Froedtert Hospital as having been in the top 100 for three consecutive years since 2020. Froedtert Menomonee Falls Hospital was in the top 250 in 2020 and 2021. In 2022, it earned a spot in the top 100. The 2022 America's Best Hospitals list encompasses three awards:

- America's 250 Best Hospitals, which represent the top 5% of hospitals in the United States
- America's 100 Best Hospitals, which represent the top 2% of hospitals in the United States
- America's 50 Best Hospitals, which represent the top 1% of hospitals in the United States

- Froedtert Health earned a 2022 Diversity Impact Awards™ Top 10 Diversity Action Award from the Global ERG Network. The network recognized our Diversity Council for its leading role in the organization's robust supplier diversity strategy. Supporting businesses that represent all dimensions of diversity helps to lift more people out of poverty, revitalize neighborhoods and create greater community and economic vitality. The Global ERG Network also named Froedtert Health a top 10 organization for diversity, equity and inclusion in 2020 and 2021.

