



2024

COMMUNITY BENEFIT REPORT



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FISCAL YEAR 2024 INTEGRIS HEALTH BOARD OF DIRECTORS

OFFICERS		MEMBERS	
Mark Werner, M.D. Chairman		Chris Turner	Karla Marshall, PhD.
Neal Hogan Ph.D. Vice Chair		Georgianne Snowden, M.D.	Linda Vytlačil
Timothy Pehrson President and CEO		Jim Couch	Nico Gomez
		Cathy O'Connor	Pete Delaney
			Sam Combs
			Sherri Lance

A MESSAGE FROM OUR PRESIDENT AND CEO

INTEGRIS Health is Oklahoma's largest not-for-profit health system and has served Oklahoma communities for more than 115 years. Our mission is partnering with people to live healthier lives.

As a not-for-profit health system, our obligations are to the communities we serve, not shareholders. We exist to care for our fellow neighbors, which extends beyond our hospitals and clinics. By partnering with other organizations, we address the unique health care needs of the people in our community. We seek to bring more programs into our communities, such as free clinics, health screenings, wellness promotions, health education, health support groups, mentoring programs for at-risk youth, assistance for the elderly and serving as a health care thought leader in Oklahoma.

I hope you enjoy our 2024 Community Benefit Report, which highlights in greater detail the ways INTEGRIS Health positively impacted our communities last year. Thank you for trusting INTEGRIS Health to care for you and your family.

Warmly,



Timothy Pehrson, President and CEO



INTRODUCING OUR MISSION, VISION AND VALUES



MISSION

Partnering with people to live healthier lives.

VISION

The Most Trusted Partner for Health

VALUES

- iCare**
- Integrity
 - Compassion
 - Accountability
 - Respect
 - Excellence



"At INTEGRIS Health, our Mission, Vision and Values reflect our commitment to partnering to achieve healthier outcomes for our patients and communities."

SYSTEM OVERVIEW

934
Employed Physicians and Providers

190
Employed Primary Care Providers

64
Specialities Represented

Clinically Integrated Network

1,797
INTEGRIS Health Partners Providers

128,147
Covered Lives by Clinically Integrated Network

NUMBER OF TEACHING PROGRAMS

1
Fellowship Program

3
Residency Programs



LARGEST HEALTH SYSTEM IN OKLAHOMA

20
hospitals

19
Urgent Cares

21
Telehealth Sites

184
clinic locations

12,765
INTEGRIS Health Caregivers

\$3.2 billion
Net Revenue

\$33.8 million
FY23 CHARITY CARE (does not include bad debt)

Serving Oklahoma for more than

100
years

Approximately

6 out of 10
Oklahomans Live Within

30 miles
of an INTEGRIS Health Facility or Physician

INTEGRIS HEALTH GROVE HOSPITAL COMPLETES 100TH ROBOTIC SURGERY

In May 2024, INTEGRIS Health Grove Hospital introduced robot-assisted surgery using the da Vinci Xi Robotic Surgical System. Just four months later, the hospital successfully completed its 100th robotic procedure, marking a major milestone in surgical innovation.

Precision and Faster Recovery

The da Vinci Xi system enhances a surgeon's precision, allowing for minimally invasive procedures with shorter recovery times. Surgeons have used the technology for gynecological and general surgeries, such as hysterectomies, hernia repairs and gallbladder removals.

A Commitment to Innovation

"Our entire OR team has embraced this technology with a focus on efficiency and patient safety," says Dr. Haley Adams. Dr. Kyle Wooderson adds, "The continued growth of our robotic program shows our commitment to delivering the highest level of care to our community."

“*The continued growth of our robotic program shows our commitment to delivering the highest level of care to our community.*”



Dr. John Ervin, Dr. Haley Adams, Amber Duncan PA-C, Dr. Kyle Wooderson



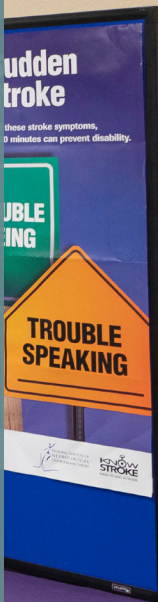
INTEGRIS HEALTH SERVING OUR COMMUNITY – GETTING YOU BACK TO YOU

At INTEGRIS Health, our mission is **partnering with people to live healthier lives**. As Oklahoma's **largest not-for-profit** community health system, we are committed to transformative programs that extend beyond hospital walls – because true care happens wherever people need it most.

Making a Lasting Impact

Our physicians, staff and volunteers bring their expertise into the community, offering **free clinical services, health screenings and educational programs**. We also improve access to **healthy food, tobacco cessation resources and overall wellness initiatives** – helping Oklahomans regain control of their health and well-being.

We recognize that **health goes beyond physical and mental well-being** – it includes economic stability, emotional support and spiritual care. That's why we provide programs addressing these critical areas, all with one goal in mind: **Getting You Back to You**.





INTEGRIS HEALTH EXPANDS ACCESS WITH ALLSET URGENT CARE CLINICS

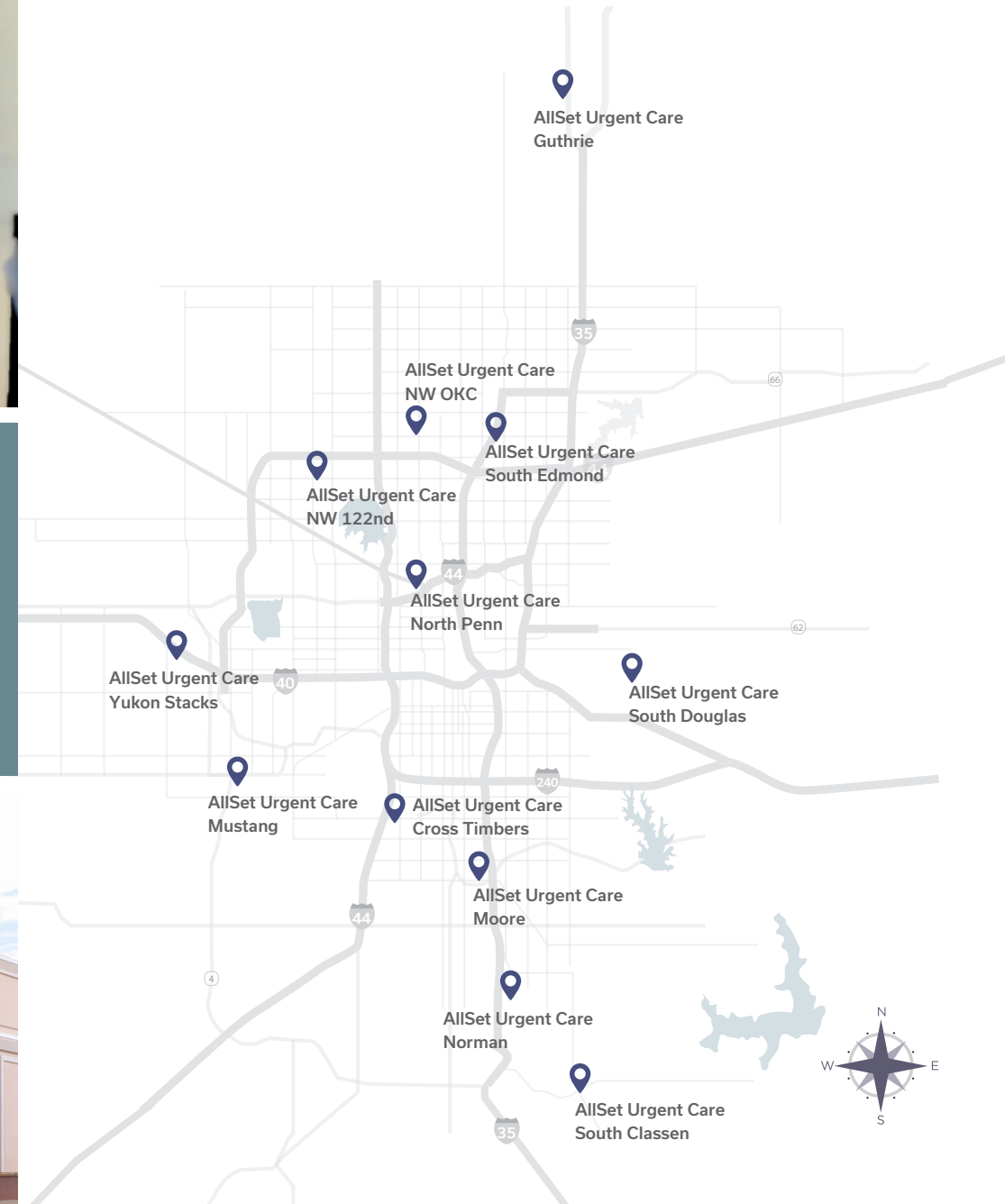
In 2024, INTEGRIS Health introduced the AllSet Urgent Care model, with 17 opening across Oklahoma. These clinics offer a streamlined, patient-centered experience with no wait times, transparent pricing and extended hours. Each clinic focuses on making care more accessible with online scheduling, walk-in appointments and automatic follow-ups with INTEGRIS Health providers.

Increased Health Care Access to our Community

This expansion is designed to increase access to health care in local communities, helping ensure that Oklahomans receive timely, compassionate care when they need it most. By the end of 2025, all 17 AllSet Urgent Care locations will be open, further strengthening our commitment to supporting the health of our communities.



We aim to partner with Oklahomans to live healthier lives each and every day.





Denée Hacker and her mother, Pat Mays

A SHARED FIGHT: MOTHER AND DAUGHTER BATTLE BREAST CANCER TOGETHER

At 41, Denée Hacker discovered a lump near her armpit – just two months after a normal mammogram. On her birthday, she received devastating news: invasive ductal carcinoma. Under the care of Dr. Brian Geister at INTEGRIS Health Cancer Institute, she underwent chemotherapy, radiation, a double mastectomy and a full hysterectomy. Despite the grueling journey, she remained positive. “I reframed my thoughts to help me survive,” she says.

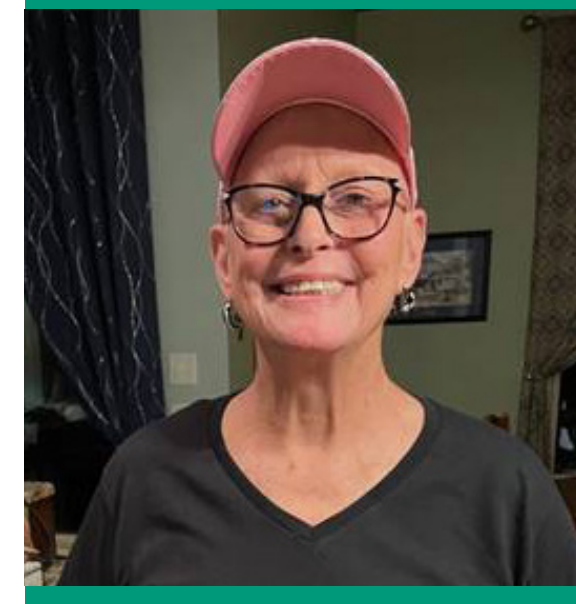
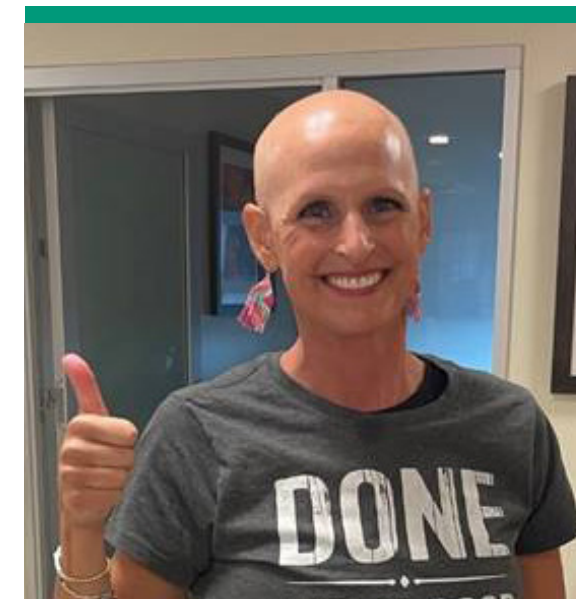
A Mother’s Unbelievable News

As Denée completed treatment, her mother, Pat Mays, was diagnosed with breast cancer. Both women fought side by side, sometimes even sharing a treatment room. “I wanted to show my daughter I would be okay,” says Pat. Denée, in turn, hoped to inspire her mother’s strength.

A Gift of Resilience

Now **cancer-free**, the two cherish Mother’s Day even more. Their message to others: get regular mammograms and do self-exams – for yourself and for those you love.

“Cancer will show you what really matters in life. It has a way of bringing families even closer together.”





“ If I’m done competing, then I’ll teach the next generation. ”

A CHAMPION’S COMEBACK: TORY JOHNSON’S ROAD TO RECOVERY

Rodeo star Tory Johnson was competing in a championship round in Corpus Christi, Texas, when disaster struck. “I was steer wrestling when everything just went white,” he recalls. The accident left him with three skull fractures, a shattered ear and a spinal fluid leak – threatening both his career and way of life.

Grit and Determination

Determined to recover, Johnson sought treatment at INTEGRIS Health Jim Thorpe Rehabilitation, working with physical therapist Terry Tatarian. “She don’t let me cut no corners,” he says. His stubbornness, once a trait of a champion, has now become a tool for healing.

Looking Ahead

Though his goal is to return to rodeo, Johnson remains open to inspiring young cowboys. No matter what’s next, his resilience proves he’s still a champion.



To document his journey, Declan received over 15 feet of beads from the Beads of Courage program, each symbolizing a procedure he has endured. His mother cherishes the beads as a tangible reminder of his resilience.



A JOURNEY OF STRENGTH: DECLAN THOMAS’ STORY

At just three years old, Declan Thomas has undergone multiple surgeries, including open-heart surgery at six weeks old. The procedure led to a vocal cord injury, requiring a tracheostomy and g-tube. His family found hope with INTEGRIS Health and pediatric otolaryngologist Dr. German Digoy.

Compassionate Care at INTEGRIS Health

“Our first stay at INTEGRIS Health Baptist Medical Center was after a resuscitation episode from his trach,” says Declan’s mother, Annelyse. The ICU and Dr. Digoy adjusted his care, and the hospital became a trusted place for his treatments. “Every stay has been easy, welcoming and just an overall great experience,” she shares.

A Bright Future

In September, Declan had his tracheostomy removed. Now, he’s an active toddler, enjoying dance parties, outdoor adventures and hide-and-seek. His family looks forward to his continued growth and, one day, “graduating” from his beads of courage.

“ Every stay has been easy, welcoming and just an overall great experience ”

A LIFE TRANSFORMED: POLLY HALL'S WEIGHT LOSS JOURNEY

A Struggle for Change

At 495 pounds, Nancy "Polly" Hall felt trapped in her own body. Mobility issues kept her from driving and enjoying outings with her family. After years of diets with little success, she turned to the INTEGRIS Health Weight Loss Center for a life-changing solution.

The Surgery That Gave Her Life Back

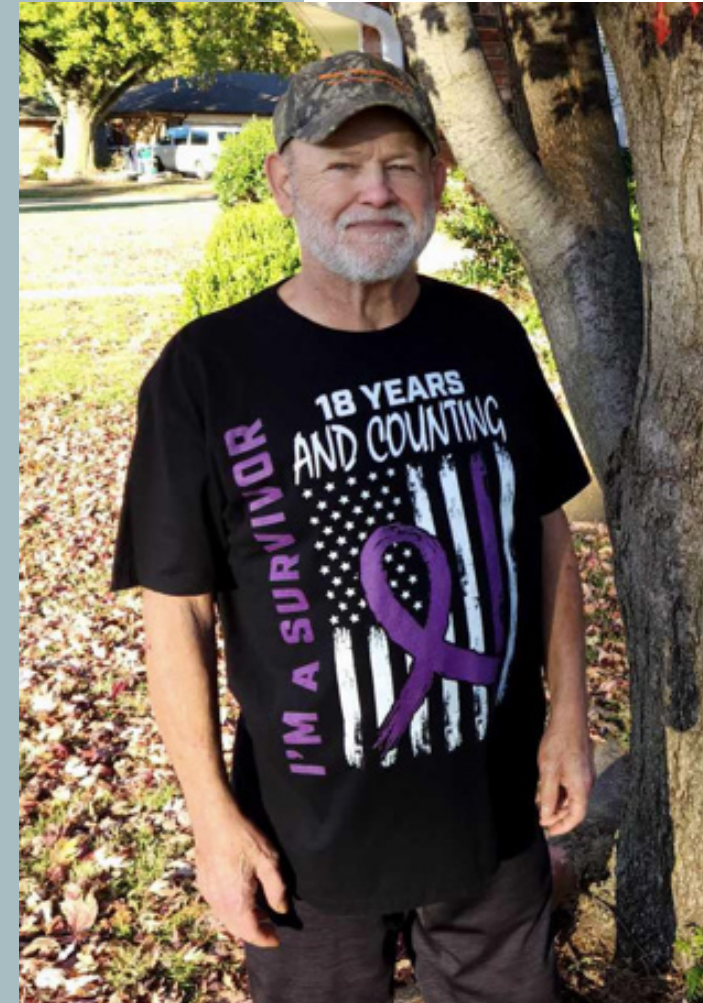
Polly underwent a laparoscopic sleeve gastrectomy, a procedure that removes 75-80% of the stomach to aid in weight loss. "Our patients really get a second lease on life," says Dr. Hamilton Le, who guided Polly through the process, ensuring she was both physically and mentally prepared.

Incredible Results and Renewed Health

Since her surgery, Polly has lost 250 pounds, no longer needs diabetes or blood pressure medication and has regained her confidence. "Most people don't recognize me now," she says. With ongoing support from physician assistant Ashley Sale, Polly remains committed to her new lifestyle, proving that transformation is possible with determination and the right care.



**“Our patients really get
a second lease on life.
- Dr. Hamilton Le”**



CHARLEY MAYNARD'S PANCREATIC CANCER JOURNEY

At 46, William "Charley" Maynard was diagnosed with pancreatic cancer – already metastasized to his liver. Given just two to seven months to live, he initially struggled to process the grim prognosis. "I thought to myself, 'I'm too young for this,'" he recalls.

A Mindset Shift

After weeks of despair, Charley resolved to keep living. He continued working while undergoing years of chemotherapy and now manages his condition with oral treatments. His oncologist, Dr. Bashar Alasad, believes Charley's remarkable 18-year survival is linked to his resilient mindset.

A Mission of Hope

Now 64, Charley dedicates his time to inspiring newly diagnosed patients. "I try to give them hope," he says. His story serves as proof that pancreatic cancer, while often deadly, doesn't always mean giving up.

**“You just got to refuse
to surrender to it.”**

INTEGRIS HEALTH ECMO SAVES LIVES

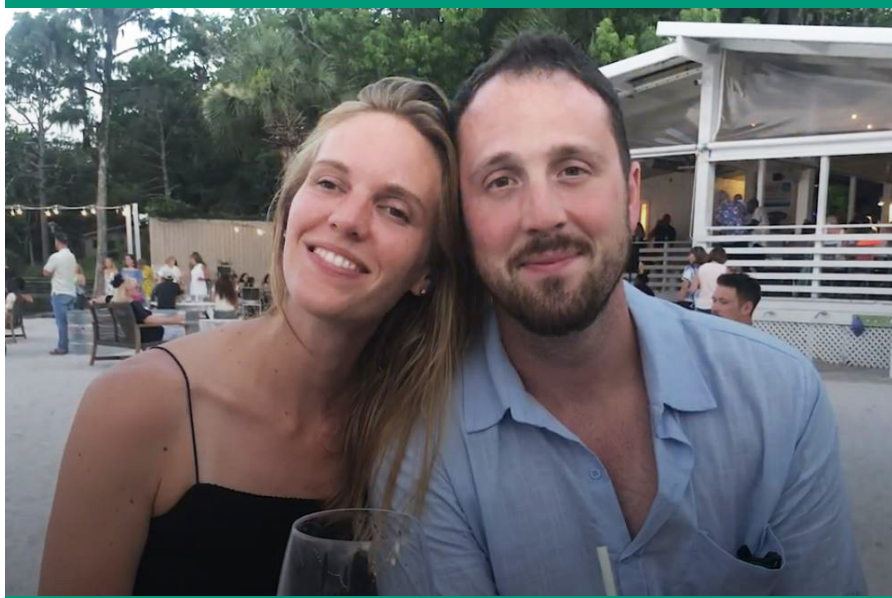
At just 33, Lloyd Vines was hospitalized with severe abdominal pain, leading to surgery for a bowel obstruction. But his condition quickly worsened. "He was crashing ... close to death," recalls his partner, Katrina. As septic shock set in, doctors called INTEGRIS Health's ECMO team for a last-resort intervention.

Lifesaving ECMO Treatment

ECMO, a specialized life-support therapy, was Lloyd's only hope. His heart was functioning at just 10%, and his lungs were failing. The INTEGRIS Health team transported him to the Nazih Zuhdi Transplant Institute, where he spent five weeks on ECMO, slowly regaining strength

A Grateful Return

Recently, Lloyd returned to INTEGRIS Health to thank the team who saved him. "Seeing how far patients come is incredibly special," says ECMO specialist Zac Reaves. Now, Lloyd cherishes life's simple moments, saying, "Today is a gift in itself."



“Today is a gift in itself.”



“I'm proof that miracles happen!”

A STROKE SURVIVOR'S MIRACLE

Mary Stack was working in her yard when she suddenly lost control of her arms. Moments later, she collapsed, unable to move or call for help. Fortunately, her husband, Stan, arrived just in time. Recognizing the signs of a stroke, he immediately called 911.

Emergency Stroke Treatment

Rushed to INTEGRIS Health, Mary received a clot-busting medication within an hour – critical for stroke recovery. Dr. Muhammad Fawad Ishfaq performed a mechanical thrombectomy, removing a five-inch clot in just 16 minutes. Incredibly, her symptoms vanished almost immediately

A Full Recovery and a Powerful Message

Days later, Mary returned to pilates with no lasting effects. She now shares her story to inspire others and raise awareness about BEFASTT, a lifesaving stroke recognition method. "I'm proof that miracles happen," she says.



2024 BENEFITS TO THE COMMUNITY BY THE NUMBERS

INTEGRIS Health provided **\$77,146,081**
in community benefits. This includes our total
community impact, community building efforts,
uncompensated services and Medicaid services.



Total Community Impact

Total community impact epitomizes our mission of partnering with people to live healthier lives. In alignment with IRS Form 990, Schedule H, INTEGRIS Health reports community benefit activities across key categories, including Community Health Improvement Services and Community Benefit Operations (health education, screenings, and public health initiatives); Health Professions Education for community members; Subsidized Health Services provided at below cost to improve access for uninsured and underinsured populations; Research that benefits community health; and Cash and In-Kind Contributions supporting health-related work of community organizations.

Our total community impact efforts equaled **\$4,241,733**.

Community Building

Community building is another vital way we give back. These efforts address the root causes of health problems. Some of our activities in community building are physical improvements in housing, economic development, community support, environmental enhancements and advocacy for advancements in community health.

Our community building efforts equaled **\$311,726**.

Uncompensated Services

Uncompensated services are the costs of providing free and reduced-cost care. As a system of not-for-profit hospitals, INTEGRIS Health provides services to everyone, regardless of the ability to pay. Thus, we provide a much-needed safety net for members of our community who would otherwise have no access to medical care. INTEGRIS Health is committed to providing medically necessary care by offering financial assistance to qualifying patients.

INTEGRIS Health provided charity care at an estimated cost of **\$29,609,721**.

Bad Debt

In addition, INTEGRIS Health incurred bad debt with an estimated cost of \$76,296,258 based on the overall hospital cost-to-charge ratio.

Medicaid Services

INTEGRIS Health also provides care to patients who qualify for Medicaid programs. This includes the actual unpaid cost of providing care to Medicaid patients and represents a shortfall between cost of care and payments received by Medicaid.

INTEGRIS Health provided Medicaid services at an estimated cost of **\$42,982,901**.



INTEGRIS HEALTH OUTREACH EVENTS AND PROGRAMS

- Alcohol and Drug Coalition Meeting
- American Cancer Society Cattle Baron Tournament
- American Cancer Society 's Golf Classic Sponsorship
- Antacid Tablets Donated for the United Way Chili Cook-Off
- August Tobacco Education Provided by Respiratory Therapists
- Baby Basic Prenatal Education Class
- Bearskin Health and Wellness Center Health Fair
- Breast Cancer Survivors OK Organization Sponsorship
- CancerCheck Hispanic Health Fair
- Celebration of Life, National Cancer Survivors Day
- Chamber of Commerce Membership
- Children's Ibuprofen and Acetaminophen Donated to Free Clinic
- Central Oklahoma Health Impact Team Meetings
- Colon Cancer Walk Sponsorship
- Community Benefit Budget FY 2024
- Community Benefit Discussion with Avem Health Partners
- Community Clinic at Stanley Hupfeld Academy
- Community Clinics Budget FY 2024
- Community Hours for Tim Pehrson, CEO, FY 2024
- Community Stroke Education (IHBMCM)
- Community Stroke Education (IHCVMH)
- Community Stroke Education (IHSMCM)
- Cowley County Health & Safety Fair
- Cristo Rey Student Internship
- DA Elder Abuse Task Force
- Dearing House Child Advocacy Center's Fundraiser
- DEEP (Diabetes Empowerment Education Program)
- Delivered meals on wheels
- Diabetes Education at ICC
- Economic Development for Tim Pehrson, CEO, FY 2024
- Enid Area Non-Profit Meeting
- Enid Area Non-Profits Meeting (Ambulatory)
- Enid CHNA Kick-Off Meeting
- Enid Senior Social Center BP Checks
- Facebook live information sessions in Spanish
- Fight for Air Climb Committee Meeting
- FY24 Q2 Tobacco Education Provided by Respiratory Therapists (IHEH)
- FY24 Q3 Tobacco Education Provided by Respiratory Therapists (IHEH)
- FY24 Student, Resident, and Fellow Education Hours (IHBMCM)
- FY24 Student, Resident, and Fellow Education Hours with Physicians (IHCVMH)
- FY24 Student, Resident, and Fellow Education Hours with Physicians (IHEH)
- FY24 Student, Resident, and Fellow Education Hours with Physicians (IHGH)
- FY24 Student, Resident, and Fellow Education Hours with Physicians (IHMH)
- FY24 Student, Resident, and Fellow Education Hours with Physicians (IHSMCM)
- Grace Outreach- Community Kitchen Meals for food challenged
- Grove Public Library Community Health and Wellness Fair
- Health Planning Committee Meeting
- Health Planning Committee Meeting (Ambulatory)
- Heritage Hall Pink Out Sponsorship
- Hispanic Health Fair
- Hispanic Radio, Television and Newspaper
- Human Services Alliance of Greater Enid Board Meeting



I-CREW Volunteering at Regional Food Bank of Oklahoma	Nurses, AUA, Surgical Tech, Paramedic/EMT Clinical Students (IHBMC)
In Kind Donation Basket Project Woman	Nurses, AUA, Surgical Techs, Paramedic/EMT (IHEH)
In-Kind Donations for Space for MDA Clinic	Nurses, AUA, Surgical Techs, Paramedic/EMT Clinical Students (IHCVH)
In-Kind Donation of Staff for MDA Clinic	Nurses, AUA, Surgical Techs, Paramedic/EMT Clinical Students (IHE)
INTEGRIS Health Community Clinic	Nurses, AUA, Surgical Techs, Paramedic/EMT Clinical Students (IHSMC)
INTEGRIS Health Golf Classic Sponsorship	Nursing Education Room Reservations
INTEGRIS Health Turkey Toss Donations (System) FY 24	OBI Blood Drive at IHEH
INTEGRIS Mobile Care Clinic	OK Project Woman Sponsorship
John Rex Elementary School – Spring 2024 Educational Cluster	OKC Light the Night Executive Committee Breakfast
July Tobacco Education Provided by Respiratory Therapists	OT and OTA 100 Student Internships Jan 1 to June 30 (IHBMC)
Junior Welfare League of Enid Charity Gala	OT and OTA 100 Student Internships July 1 to Dec 31 2023 (IHBMC)
Kay County Athletic Physicals	OT and OTA 200 Student Internships Jan 1 to June 30 (IHSMC)
Kingfisher Dental Day & Health Resource Fair	OT and OTA 200 Student Internships July 1 to December 31 2023 (IHSMC)
Kurt DeVaney-South Chamber monthly board meeting	Paint Enid Pink Color Run
Leukemia & Lymphoma Society - Light the Night meeting & event	Palomar Event “Self Care Saturday”
Lopez-Dorada Employee Health & Wellness Fair	Physician Hours Medical Students FY 24 (IHE)
MAPS 4/EMBARK BRT Stakeholder Meeting	Physician Hours Medical Students FY 24 (IHPCH)
Meals Donated to Local Church	Physician Hours Medical Students FY 24 (IHOW)
Meals on Wheels (IHOW)	Pre/Post Conference Rooms Reserved for Clinical Students
Meals on Wheels FY 2024 (IHBMC)	Pre/Post Conference Rooms Reserved for Clinical Students
Mental Health Coalition Meeting	PT and PTA 100 Student Internships Jan 1 to June 30 (IHBMC)
Miami High School Back to School Health and Resource Fair	PT and PTA 100 Student Internships July 1 to Dec 31 2023 (IHBMC)
Milk Bar Support Group for Breastfeeding Mothers	PT and PTA 200 Student Internships Jan 1 to June 30 (IHSMC)
Mini Health Fairs	PT and PTA 200 Student Internships July 1 to December 31 2023 (IHSMC)
Mobile Meals	Race meeting for Lion Heart Half marathon
Monthly Lectures / Conferencias Mensuales	Referrals to Oklahoma Tobacco Helpline
MT 200 Student Internships Jan 1 to June 30 (IHSMC)	Resource Room
Newkirk Senior Center Community Health Fair	Sharps Containers Purchased and Donated to Free Clinic



- SLP 100 Student Internships Jan 1 to June 30 (IHBMC)
- SLP 100 Student Internships Jul 1 to Dec 31 2023 (IHBMC)
- SLP 200 Student Internships Jan 1 to June 30 (IHSMC)
- SLP 200 Student Internships July 1 to Dec 31 2023 (IHSMC)
- Social Work Internship
- Souperbowl Health Fair
- Spanish Cancer Support Group / Grupo de Apoyo de Cancer
- Stanley Hupfeld Academy Budget FY 2024
- Stitching For Sanity
- Successful Breastfeeding Prenatal Class
- Tenaciously Teal Sponsorship
- Tri CHIO Quarterly Meeting
- United Way Chili Cook Off
- Woodward Coalition Meeting
- YWCA Board Meeting (Ambulatory)
- YWCA Board Meeting
- YWCA Outreach Committee Meeting



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