



Covenant  
HEALTH®

—  
Report to the  
Community  
—

Fall 2019





From the President and CEO

As Covenant Health's President and CEO, my primary responsibility is to lead the organization in fulfilling our mission of improving the quality of life through better health and our vision of being the region's premier healthcare network through clinical and service excellence.



Jim VanderSteeg

For me and for all employees at Covenant Health, the cornerstone for achieving our goals is our Pledge of Excellence:

- **The patient always come first.**
- We are committed to **excellence**. Our patients and coworkers in all areas of the organization deserve nothing less.
- **First and best choice** - Covenant Health will strive to be the organization that our communities instinctively seek out when they need health care.

Our Pledge is also key to preparing for the future. Healthcare is evolving, and Covenant Health is becoming a true healthcare delivery system – not only providing episodic care when patients are sick, but also developing ongoing relationships to help people achieve their highest levels of health and wellness.

Throughout Covenant Health, we are implementing new strategies to make our services more accessible to local communities. For example:

- We're developing strategic partnerships with physicians to meet the needs of our region's growing population.
- We implemented eCare, an electronic health record that protects patient information, helps caregivers collaborate to deliver safe and effective care, and improves our operational efficiencies.
- We now offer cash pricing for imaging services at our Fort Sanders West Diagnostic Center, giving patients access to convenient CT, X-ray and MRI services and a payment option for their specific needs.
- We're expanding telehealth services, allowing patients at our hospitals outside Knoxville to access the virtual services of medical specialists without leaving their local facilities. Telehealth services are available at several Covenant Health locations in areas such as neurology, stroke care, nephrology and neonatal care.

In the pages of this report you'll learn more about Covenant Health's new and continuing initiatives from 2018-2019, and how we are living out our Pledge of Excellence. We are honored to serve our patients, families and communities, and we thank you for trusting us with your care.

  
Jim VanderSteeg

From the Chairman of the Board

As chairman of Covenant Health's Board of Directors, it is my pleasure to extend greetings on behalf of my fellow Board members. I have served on the Covenant Health Board since 2010 and have had the privilege of being the chairman for the last three years. During this time, I have visited each of our medical centers throughout East Tennessee to meet the leadership teams, physicians and support teams. I left each visit deeply impressed by their passion for excellence in all that they do, and their dedication to providing the highest quality of care to the over one million patients Covenant Health serves annually.



James J. Fitzsimmons

Our Board is made up of a talented group of community leaders and physicians who donate their time and expertise in service to Covenant Health. I know I speak for all Board members when I say that we have a profound dedication to the health system's not-for-profit mission: improving the quality of life in our communities through better health. We serve on the Board because we want to be part of an organization that truly makes a difference in the lives of people in our region.

The Board has a great deal of pride in Covenant Health – its leaders, employees, physicians and volunteers, and its Pledge of Excellence in all endeavors. Covenant Health is well recognized for achievements in quality and patient safety, for the integrity of our business operations, for our financial strength and for reinvesting in facilities and medical resources in local communities. These achievements have been recognized by Forbes Magazine, which has named Covenant Health to several of its "Best Employer" lists five times in the past four years. As Board members we proudly affirm the health system's commitment to continued excellence in patient care and to making Covenant Health the first and best choice. It is truly a privilege to serve our patients and communities.

  
James J. Fitzsimmons





*This Report to the Community includes numbers and data from the 2018 calendar year, the most recent full-year data available.*

**Our board members and administrative leaders serve our communities through strategic planning and successful operation of these Covenant Health member organizations:**

Hospitals	Physician Services
<ul style="list-style-type: none"><li>Claiborne Medical Center</li><li>Cumberland Medical Center</li><li>Fort Loudoun Medical Center</li><li>Fort Sanders Regional Medical Center</li><li>LeConte Medical Center</li><li>Methodist Medical Center of Oak Ridge</li><li>Morristown-Hamblen Healthcare System</li><li>Parkwest Medical Center</li><li>Peninsula Hospital</li><li>Roane Medical Center</li></ul>	<ul style="list-style-type: none"><li>Covenant Medical Group, Inc.</li><li>Covenant Health also partners in joint ventures with physicians who perform surgeries and provide other medical services.</li></ul>
Outpatient and Specialty Care	Other Programs and Services
<ul style="list-style-type: none"><li>Covenant and Methodist Therapy Centers</li><li>Covenant Breast Centers</li><li>Covenant HomeCare and Hospice</li><li>Covenant Joint Centers</li><li>Covenant Sleep Centers</li><li>Claiborne Health and Rehabilitation Center</li><li>Fort Sanders Sevier Nursing Home</li><li>Fort Sanders West Diagnostic Center</li><li>Morristown Regional Diagnostic Center</li><li>Patricia Neal Rehabilitation Center</li><li>Peninsula Outpatient Centers</li><li>Thompson Cancer Survival Centers</li></ul>	<ul style="list-style-type: none"><li>Covenant Staffing Services</li><li>Fort Sanders Health and Fitness Center</li><li>Fortress Corporation</li><li>Nanny's</li><li>Tennessee Wesleyan University – Fort Sanders Nursing</li></ul>
Foundations	
<ul style="list-style-type: none"><li>Claiborne Healthcare Foundation</li><li>Dr. Robert F. Thomas Foundation</li><li>Fort Sanders Foundation</li><li>Methodist Medical Center Foundation</li><li>Morristown-Hamblen Hospital Foundation</li><li>Thompson Cancer Survival Center Foundation</li></ul>	



# Our Pledge of Excellence

I am Covenant Health. I pledge:  
The patient always comes first  
Excellence in everything I do  
We will be the first and best choice for our patients  
I proudly support this covenant of excellence.

## Putting Patients First Means a Commitment to Safe Care

Safety is the foundation of patient care at Covenant Health. Here are just a few of our safety strategies:

- Hand hygiene – the most basic safety step of all
- Identifying patients who may be susceptible to pressure injuries or falls, and taking extra measures to keep them safe
- Sharing best practices for infection control throughout Covenant Health; monitoring and reporting
- Proactively taking steps to eliminate or minimize medical risks, especially in complex cases
- Daily “safety huddles” to discuss questions or concerns, and to share strategies for better patient and facility safety
- Required employee education and training related to safety and infection control
- Using our electronic health record to help us deliver safer and more effective care

*Covenant Health hospitals consistently exceed national standards in the prevention of hospital-acquired infections. Our antibiotic stewardship program focuses on appropriate use of specific medications. We monitor our use of all antibiotics to lower the risk of antibiotic resistance, a growing worldwide concern.*



*“My patients count on me to ensure they receive the right medication and correct dose, every time. It is very rewarding to see patients improve and know that I made a difference in their lives.”*

Stephanie Welch, clinical pharmacist,  
Fort Loudoun Medical Center



# Covenant Health by the Numbers

Patient Care Summary	2018
Admissions (excludes nursing home)	69,664
Inpatient Surgeries	16,807
Outpatient Surgeries	29,607
ED Visits	317,745
Outpatient Visits	1,072,314
Physician Office Visits	573,667

Financial Summary – FY 2018 (in 000's)	2018
Total Operating Revenue	1,296,515
Total Assets	2,372,374
Total Liabilities	1,060,854
Net Assets	1,311,520

Covenant Health is proud to have earned an “A+” rating with stable outlook from Fitch and an “A” stable rating from Standard & Poors (S&P). The highest among the region’s healthcare organizations, these ratings reflect both agencies’ confidence in Covenant Health’s financial strength.





# Covenant Health's Community Contributions

CARING FOR THOSE IN NEED	
<b>Charity Care</b>	
2018	\$66,400,000
2014-2018 (5 years)	\$296,985,000
<b>Uncompensated Care</b>	
(Care which costs more to provide than reimbursements from state and national programs cover)	
2018	\$178,800,000
2014-2018 (5 years)	\$837,570,000
<b>Subsidized Care</b>	
(Clinical services provided to meet community needs despite financial loss)	
2018	\$45,054,041
2014-2018 (5 years)	\$178,990,912
INVESTING IN OUR PEOPLE AND OUR COMMUNITIES	
<b>Contributions to Community Organizations</b>	
Donations to health-related organizations; community needs and outreach programs; programs for children, youth and education; economic/community leadership development; and arts, recreation and quality of life	
2018 .....	\$438,475
2014-2018 (5 years).....	\$2,803,167
<b>Health Professionals' Education</b>	
2018 .....	\$2,113,222
2014-2018 (5 years).....	\$10,370,452
<b>Employees, Salaries and Benefits</b>	
Number of employees as of 12/2018.....	10,505
2014-2018 (5 years).....	\$3,086,618,082
<b>Real Property Taxes - Knox County, 2014-2018 (5 years)</b>	
County Taxes .....	\$12,151,957
City Taxes .....	\$6,241,776



*"I have always wanted to help people and I knew when I was a teenager that I wanted to work in healthcare. My patients count on me to ease their anxiety and make sure their procedures start on time. Our employees live the Covenant Health Pledge of Excellence every day."*

*Sam Kirk, RN  
Cardiac Cath Lab  
Methodist Medical Center*

# Growing to Meet Community Needs

Facility expansion is about more than buildings - it's about serving the healthcare needs of a growing population, bringing advanced medical services and technology to our community, improving the patient and family experience through convenient access and comfortable amenities, and giving employees and physicians the resources they need to provide excellent care.

In 2018 Fort Sanders Regional Medical Center launched a \$115 million expansion project to increase capacity of emergency and critical care areas at Knoxville's only downtown hospital. The project includes relocating the emergency department to the first floor of the hospital's Center for Advanced Medicine and opening two new critical care floors atop the Center for Advanced Medicine building. The hospital's continuing growth as a regional referral center is a fitting tribute to Fort Sanders Regional's legacy of service as the hospital celebrates its 100th anniversary in 2019-2020.

Parkwest Medical Center's \$99 million expansion and renovation project includes a new patient care tower, additional operating rooms, a dedicated entrance for surgical patients, a clinical observation unit for medical and surgical patients, and relocating the helipad closer to the emergency department. Several city streets also were configured to allow better traffic flow through the campus. These changes will provide easier access to hospital services and enhanced patient care.



When completed, the Fort Sanders Regional Medical Center construction project will include two new critical care floors atop the Center for Advanced Medicine (CAM), and an expanded emergency department on the CAM's first floor.



An architectural rendering shows how Parkwest Medical Center's construction project is altering the footprint of the campus with the addition of the new Dogwood Tower and expanded parking.



# Communication and Collaboration for Better Care

After months of collaborative planning, Covenant Health implemented eCare, a new electronic health record system that affected nearly every aspect of health system operations.

eCare represents a major investment in the health and safety of our patients. The system provides a single source of patient medical record information for providers and clinical staff throughout the system. eCare is accessible throughout Covenant Health hospitals, medical practices and ambulatory services and features instant two-way communications, such as secure texting, among providers.

With eCare’s patient portal, MyCovenantHealth, patients have instant, secure access to their medical records. They can view test results and request appointments and prescription refills from Covenant Medical Group and Thompson Oncology Group providers.

The impact of the eCare implementation creates more security for our electronic health records, better communications among healthcare providers and facilities across the system, and most importantly, better care for our patients.



*“eCare represents the largest, most complex information technology project Covenant Health has ever undertaken. It required strong collaboration and alignment among more than 150 physicians, over 400 staff members, and every member of our IT team to identify and incorporate evidence-based best practices into eCare that improve patient care throughout the system.”*

*Mandy Halford, MD  
Vice President and Chief Medical Informatics Officer*



# Our Physicians: Partners in Delivering Excellence

Covenant Health is proud to work with dedicated physicians who care for our patients in our hospitals and medical practices throughout the region. Covenant Medical Group, Inc., comprises the health system’s largest employed physician group, with primary care and medical specialties offered in more than 100 practice locations. In addition to CMG, Covenant Health also employs physicians at The Perinatal Center/Fort Sanders Women’s Specialists, Peninsula and Thompson Oncology Group. Covenant Health partners with physicians through joint ventures such as surgery centers. Physicians also serve in medical staff leadership roles at Covenant Health hospitals and on the health system’s board of directors.

By the Numbers:	
1,500	Physicians affiliated with Covenant Health
50+	Physician specialties
150	Physicians associated with Covenant Medical Group
90	Physician assistants and nurse practitioners

**Covenant Health welcomed 44 newly employed physicians in 2018-2019, expanding the availability of medical services in the counties we serve.**

Medical Specialties: 15	New Physicians: 44	Counties Served: 9
Cardiology	3	Anderson, Claiborne, Knox
Cardiovascular Surgery	4	Anderson, Knox
Gastroenterology	1	Anderson
General Surgery	4	Anderson, Cumberland, Roane
Gynecological Surgery	1	Cumberland
Hematology/Oncology	4	Anderson, Knox
Maternal/Fetal Medicine	1	Knox
Neurohospitalist	1	Knox
Neurology	6	Anderson, Knox
Obstetrics/Gynecology	1	Hamblen
Orthopedic Surgery	2	Cumberland, Sevier
Physiatry	2	Knox
Primary Care	10	Anderson, Cumberland, Loudon, Knox, Roane
Psychiatry	2	Blount, Knox
Urology	2	Hamblen, Knox



# The Area's Only Stroke Hospital Network

As the area's only stroke hospital network, Covenant Health hospitals work together to quickly identify strokes and to provide advanced treatment and rehabilitation services. Fort Sanders Regional Medical Center is home to the region's only comprehensive stroke and rehabilitation center, offering advanced stroke treatment and the stroke rehabilitation services of the Patricia Neal Rehabilitation Center. Other member hospitals are certified as advanced primary centers for stroke care or certified as "stroke ready" facilities.

Across our health system, we've improved emergency stroke care including fast assessment, interpretation of CT scans, and tPA administration. The Joint Commission has complimented Covenant Health on its integration of stroke care services across the region system and commitment to research that is not often found among community hospitals.

- 89% of acute stroke patients see an emergency physician within 15 minutes of arrival, ensuring prompt delivery of care for this time-sensitive illness.
- 78% of patients who have a neurological intervention for stroke at Fort Sanders Regional are able to walk unassisted when they leave the hospital.
- More than two million brain cells are lost per minute during a stroke, and fast delivery of the clot-busting drug tPA is critical. In 2018, Covenant Health met the American Heart Association's Target Stroke: Phase II goal of administering tPA within 60 minutes 75 percent of the time.
- The Covenant Health stroke team has worked diligently with member hospitals to evaluate the types of stroke patients they are equipped to keep in house, versus transferring to Fort Sanders Regional. Since implementing guidelines to standardize definitions of patients optimized to benefit the most from transfer, as well as developing and launching a telestroke service, our system has been able to reduce transfers from our primary stroke centers to Fort Sanders Regional by 38 percent compared to 2017.

*As an education and stroke coordinator for our emergency department and critical care unit, I enjoy keeping our staff up-to-date on best practices so that we give the best possible care to our patients. I always look for an opportunity to help patients find their way in the hospital or help our staff when they need an extra hand - sometimes it's those little things that matter the most.*

*Leslie Mabe,  
Education and Stroke Coordinator  
Morristown-Hamblen Healthcare System*



# Future Care, Present Tense with Telehealth

Covenant Health is implementing and expanding telehealth technology at several member hospitals, including LeConte Medical Center, Morristown-Hamblen Healthcare System, Fort Loudoun Medical Center and Roane Medical Center. Telehealth uses electronic information and telecommunications to support long-distance health care, including using video technology for remote clinical assessments and consultations for patient care.

"Our vision is that patients at any Covenant Health hospital will have access to the care they need, regardless of whether the hospital is one of our larger Knoxville-area facilities or whether it's a community hospital in another part of our region," said Jim VanderStee, president and CEO.

BlueCross BlueShield of Tennessee is a collaborator in the technology initiative, and in 2018 the company helped purchase telehealth equipment as part of a multi-year strategic partnership agreement between Covenant Health and BCBST.

How does Covenant Health use telehealth to optimize expand specialty medical services throughout the region?



- Telehealth technology brings "virtual" physician specialists such as neurohospitalists and critical care intensivists to the patient's bedside in Covenant Health's community hospitals. Telehealth improves the effectiveness and availability of specialists across the health system.
- Virtual technology often reduces the need to transfer patients to larger facilities for care. For example, "telestroke" services are now available at most Covenant Health hospitals, allowing more patients to receive fast stroke care at their local facilities. Telehealth makes care easier and more convenient for the patient and allows family members to be close to their loved one.
- If a transfer to a tertiary Covenant Health hospital is needed, telehealth communication assists by making the transfer quickly and smoothly.
- Telehealth helps physicians and staff at different facilities collaborate more efficiently and effectively in planning and delivering a patient's care.

The health system has already invested more than \$500,000 in telehealth and is expanding the technology to include additional hospitals and specialties.



# The Hearts of Covenant Health



Accurate diagnosis, fast treatment and access to advanced technology are essential when it comes to cardiac emergencies or treatment of heart disease and other complex heart conditions. Our health system consistently exceeds its goals for “first medical contact to balloon time” and EKG reading times for heart patients.

New technologies include a leadless pacemaker for patients who cannot have a traditional pacemaker placed, advances in transcatheter aortic valve replacement (TAVR) and the use of new valves which have greater durability for younger patients. The health system has performed more than 750 TAVR procedures and continues to explore and expand new technologies. Covenant Health also is participating in a national cardiogenic shock initiative to improve outcomes for patients who experience this life-threatening condition. Our heart specialists host conferences throughout the year to make sure clinical learnings and best practices are shared with cardiac surgeons and cardiologists throughout Covenant Health.

As a result of these achievements and technologies, both Fort Sanders Regional and Methodist Medical Center have been recognized among the top 50 U.S. hospitals for cardiovascular care by IBM Watson Health. Hospitals named to this national list see higher inpatient survival rates, fewer complications, shorter hospital stays, lower cost and lower readmission rates.

## Orthopedics on the Move

Covenant Health is known for success in joint replacements, and has an infection rate for hip and knee replacement that is significantly below the national benchmark. For 2019, the health system is assisting in the development of the American Joint Replacement Registry (AJRR), the national quality database for joint replacements. This will allow Covenant Health hospitals and physicians to significantly influence the design of quality measures for orthopedics across the country.

*“Most of my patients are scared and nervous before surgery, and they count on me to make them more comfortable through laughter, compassion, and an upbeat attitude. I love caring for and helping people. I love my job and Parkwest is a great place to work.”*

*Richard Talley, Registered Nurse,  
Parkwest Medical Center*

# Improving the Timeliness of Cancer Care

During the past year Covenant Health has significantly improved timeliness of treatment for cancer patients. From biopsy to surgery, from surgery to radiation and/or chemotherapy, our goal is to help relieve patients’ anxiety while treatment plans begin.

An important aspect of care is the expansion of patient navigator services. These professionals work directly with patients to help them understand their care plans and navigate their medical journeys and treatment schedules.

Early detection is a priority among our cancer services, with low-dose CT scanning for lung cancer available at most Covenant Health hospitals and 3D mammography offered at most Covenant Health breast centers.

*“Working as an oncology nurse navigator is tremendously rewarding. My goal is to always put my patients first while helping them address any concerns during their treatment. I enjoy making close connections with my patients and work collaboratively with their healthcare team to offer the best possible options for care.”*

*Shila Newman, RN, OCN, ONN-CG  
Nurse Navigator,  
Thompson Cancer Survival Center*

## Peninsula Transitional Care: Bridging the Gap

Peninsula, a division of Parkwest Medical Center, provides Covenant Health’s inpatient behavioral health services at its hospital in Blount County and outpatient services through four clinics in Knox, Blount, Loudon, and Sevier counties.

Peninsula implemented a new transitional care program to help patients successfully bridge the gap between inpatient and outpatient care. After identifying medication access and transportation as two critical factors during the transition process, the program provided patients a 30-day supply of their medication upon leaving the hospital and gas cards if transportation to outpatient appointments was an issue. By addressing these two needs, the transitional care program improved both adherence to medication and attendance for aftercare appointments—two factors that greatly affect patient recovery and hospital readmission rates.

In 2018, 4,917 patients were admitted to Peninsula hospital and as a result of the initiative, the hospital experienced fewer patient readmissions within 30 days of leaving the hospital (9.45 %) compared to previous years.





# Educating Tomorrow's Healthcare Professionals

With an eye to the future, Covenant Health is committed to supporting the education of tomorrow's healthcare professionals and leaders.

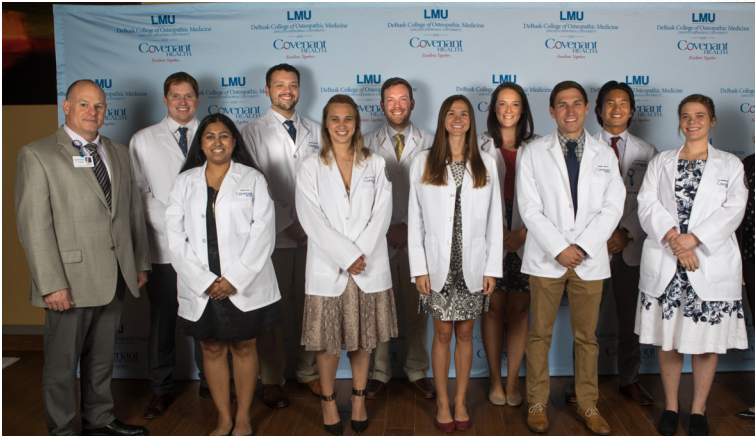
Each year the health system welcomes a new group of medical students as part of the health system's partnership with DeBusk College of Osteopathic Medicine at Lincoln Memorial University. The medical student program provides clinical experiences at Covenant Health hospitals for aspiring physicians and mid-level providers.

More than 1000 students participated in clinical experiences at Covenant Health in Fall 2018, representing 10 colleges and medical specialty programs offering training in nursing, pharmacy, rehabilitation and other areas. Sixteen universities routinely place students at Covenant Health locations for clinical training.

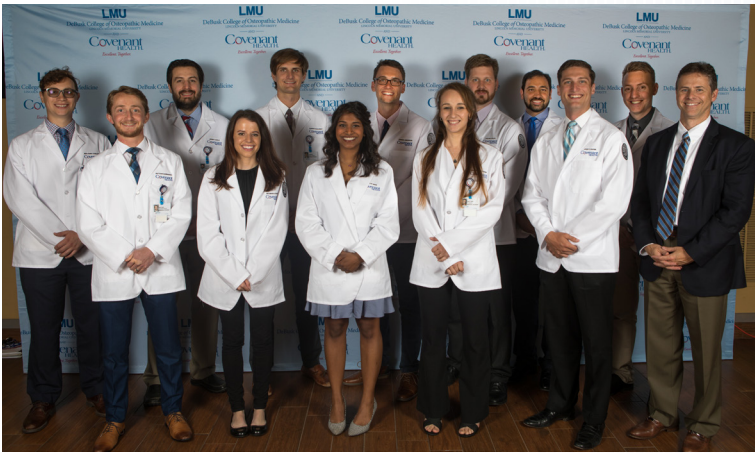
Covenant Health partners with Tennessee Wesleyan University – Fort Sanders Nursing Department to offer a bachelor of science in nursing degree and RN-to-BSN program. The health system also has a new nursing affiliation with Maryville College.

Covenant Health offers a nurse residency program for recent nursing graduates, and supports advanced certification and continuing education for nurses and other healthcare professionals.

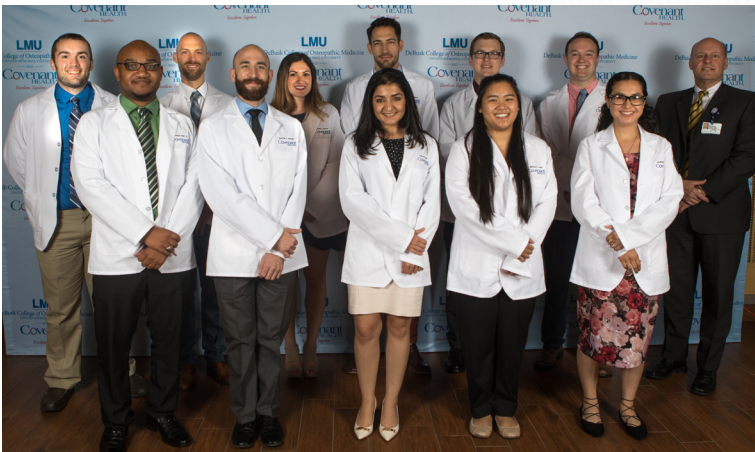
Students received their lab coats during LMU's white coat ceremony from Covenant Health's chief medical officer, Mark Browne, MD. The ceremony signals the official start of clinical rotations through Covenant Health hospitals.



Students beginning rotations at Cumberland Medical Center in Crossville stand with David Bunch, the hospital's chief administrative officer.



Jeremy Biggs, chief administrative officer at Methodist Medical Center welcomes students beginning their clinical rotations at the hospital in Oak Ridge.



Gordon Lintz, chief administrative officer at Morristown-Hamblen Healthcare System, with students beginning rotations in Morristown.

# Connecting with Our Communities

As Knoxville's largest employer and an organization with a significant presence in East Tennessee, Covenant Health supports many charitable causes, including health-related organizations, programs that provide education for children and youth, programs promoting economic development, and other quality of life initiatives that meet community needs.

The Covenant Health Knoxville Marathon celebrated its 15th year in 2019. Named the Best Marathon in Tennessee by USA Today, the two-day event attracted nearly 8,000 runners and included a Kids Run and 5K race on Saturday evening, and a half-marathon, four-person relay and full marathon on Sunday. A highlight of the 2019 marathon was a Covenant Health team made up of military veterans who shared personal stories and team experiences through local media appearances.

Covenant Health is proud to be a major corporate sponsor of HonorAir Knoxville, which takes veterans from East Tennessee (at no charge to them) to Washington, D.C., to visit the memorials built to honor their sacrifice.

Covenant Health also has sponsored and helped coordinate the Freddie J. Owens Women Veterans Summit, which brings veterans together to learn about veterans' benefits, community resources and other topics of interest for women (and men) who have served in the military and their families.



The Covenant Health Knoxville Marathon, named the Best Marathon in Tennessee, encourages healthy lifestyles and physical activity for people of all ages. Runners start the course in downtown Knoxville.



Seventy-six community leaders have participated in the annual Covenant Health Leadership Academy over the last seven years, learning more about the health system and how we serve our communities. Recent class members toured Fort Sanders Regional's interventional radiology lab with Keith Woodward, MD (front row, third from right).

Covenant Health has been the 2018 and 2019 presenting sponsor of the Shoes for Schools initiative, working in conjunction with Knoxville Area

Urban League and other community organizations to provide shoes and school supplies for children and families with limited resources.



# Foundations Support Patients and Programs

Covenant Health’s Office of Philanthropy coordinates fund-raising efforts at six foundations:

- Fort Sanders Foundation (serving the needs of Fort Sanders Regional, Fort Loudoun, Parkwest, Roane, and Cumberland Medical Centers, Peninsula, and the Patricia Neal Rehabilitation Center)
- Methodist Medical Center Foundation
- Morristown-Hamblen Hospital Foundation
- Thompson Cancer Survival Center Foundation
- Claiborne Healthcare Foundation (serving Claiborne Medical Center and Claiborne County’s health needs)
- Dr. Robert F. Thomas Foundation (serving LeConte Medical Center and Sevier County’s health needs)

More than 4,500 donors gave \$2.35 million to Covenant Health foundations in 2018. In turn, the foundations distributed \$3.93 million in donations to support the health system’s hospitals, programs and patients, including:

- 746 outpatients and family members were provided 6,067 nights free lodging at the Fellowship Center near Fort Sanders Regional Medical Center and the Hospitality Houses at Methodist Medical Center. Said one guest, “This is a life-changing service. I have wounds that are slow to heal. By being a guest here, I can get the treatments that I need to save my legs from amputation. Thank you for your help and may God bless you all.”

- 3,148 Peninsula Hospital patients received a 30-day supply of medications at the point of discharge to ease their transition home at no additional charge to them.
- In the last 35 years, more than \$6 million has been raised through the Patricia Neal Golf Classic to support patient scholarships, equipment, recreation therapy programs, staff education and more at the Patricia Neal Rehabilitation Center.
- In the 2019 WeCare Employee Giving Campaign, 3,050 employees donated \$623,225. Annually, nearly 3,500 patients and employees in crisis are helped by WeCare funds.



Since the inception of Katerpillar Kids Camp, more than 1,700 children have found support and coping skills for dealing with grief and loss. The annual event is coordinated by Covenant Hospice and is free to participants, thanks to the generous support of Variety of East Tennessee and other donors.

## COVENANT HEALTH BOARD OF DIRECTORS

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Executive Vice President and  
Chief Financial Officer

**Luke Johnson**  
Executive Vice President,  
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**M. Douglas Campbell**  
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Roane Medical Center

**Mary Dillon, M.D.**  
Physical Rehabilitation  
Patricia Neal Rehabilitation Center  
Fort Sanders Regional Medical Center

**Nicole Shields, M.D.**  
Family Practice  
Claiborne Medical Center

**Jeffrey Fuqua, M.D.**  
Anesthesiologist  
Parkwest Medical Center

**Rick Gibbs, M.D.**  
General Surgeon  
Cumberland Medical Center

**Erik Geibig, M.D.**  
Emergency Medicine  
Fort Loudoun Medical Center

**Todd Justice, M.D.**  
Cardiologist  
Parkway Cardiology  
Methodist Medical Center

**Jeffrey Nix, M.D.**  
General Surgeon  
Morristown-Hamblen  
Healthcare System

**Robert Santee, M.D.**  
Radiologist  
LeConte Medical Center



## Our Mission

We serve the community by improving the quality of life through better health.

## Our Vision

Covenant Health is committed to being the region's premier healthcare network by providing patient-centered care that inspires clinical and service excellence, making us the first and best choice for our patients, employees, physicians, employers, volunteers and community.

## Our Values

In service to God and community, we value:

- Integrity
- Quality
- Service
- Caring
- Developing People
- Using Resources Wisely

# Covenant HEALTH

[www.covenanthealth.com](http://www.covenanthealth.com)

[www.covenantcareers.com](http://www.covenantcareers.com)

Covenant Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Covenant Health cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Covenant Health تتوافق مع القوانين الفيدرالية للحقوق المدنية المعمول بها و لا تميز على أساس العرق، اللون، الأصل القومي، السن، الإعاقة أو الجنس.