

caring for the

CAREGIVERS

 **PRESBYTERIAN**
Healthcare Foundation

Presbyterian makes clinician well-being a top priority by supporting innovative programs

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**DONOR
IMPACT
REPORT
2020**



DONOR IMPACT REPORT 2020



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Weathering the **STORM**

A joint message from Presbyterian Healthcare Services



Kirby Jefferson

Board Chair
Presbyterian Healthcare Services



Dale Maxwell

President and CEO
Presbyterian Healthcare Services

Our 2020 Donor Impact Report reflects a year like no other. As a not-for-profit healthcare organization, as a community and as individuals, we have been asked to respond to the demands of COVID-19 throughout our state. Like many of you, we've done our best to weather the chaos, pivots, shortages and abundance with courage, resiliency and compassion.

We've also had to rely on each other – a LOT – to problem-solve and optimize our resources. And while the challenges of caring for our patients and members has been immense, it has also brought us closer together. We have seen firsthand the dedication and commitment of people in our community, our providers and staff, our donors and especially our frontline caregivers. These individual and collective efforts have been nothing short of amazing and we are deeply grateful.

Charitable support has never been more meaningful or more impactful than now, both in funding some of the challenges related to COVID-19 and addressing other critical health needs.

Thank you for your ongoing support as we continue to work to improve the health of our community.

Looking Back

LOOKING AHEAD

A joint message from Presbyterian Healthcare Foundation

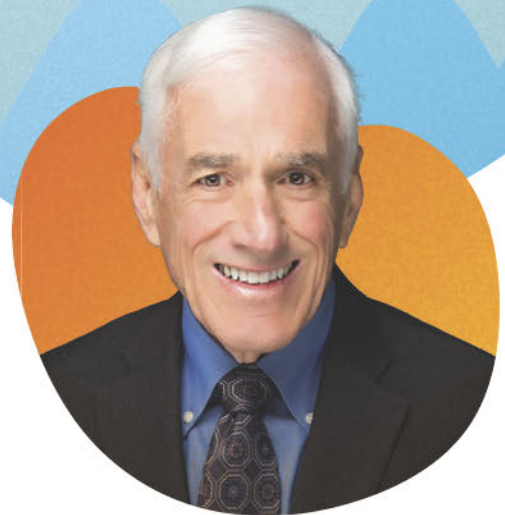


This Donor Impact Report gives us an opportunity both to reflect on Presbyterian Healthcare Foundation's response to COVID-19, and to look ahead as we prioritize current and future needs like hospice, breast care and the transformation of Presbyterian Hospital.

In 2015, the Ted and Margaret Jorgensen Cancer Center opened at Presbyterian Rust Medical Center, following the creation of a \$2.5-million endowment to support Presbyterian Cancer Care. Building on the impressive growth of the cancer program, a new Presbyterian Breast Care location is poised to open later this year at Rust. The project is a top fundraising priority for the Foundation this year.

Likewise, Elizabeth Wertheim's generous gift for Presbyterian Hospice, along with a large challenge grant from the Mabee Foundation and other generous gifts, are funding the only full-service hospice house in Central New Mexico, the Presbyterian Robert Wertheim Hospice House. It's just one more way donors are helping us reach more families with warm and compassionate care.

Through the years, we have received gifts of all sizes from generous donors and we are forever grateful. No matter how or why you choose to give, we extend our heartfelt thanks and appreciation to all of you.



Rob Lasater

Board Chair
Presbyterian Healthcare Foundation



Rick Scott, CFRE

President
Presbyterian Healthcare Foundation

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PLANNED GIVING

Endowment will Support
Child and Adolescent
Mental Health



erasing the
STIGMA

Donna believes in helping others in ways they can't help themselves. "I think my longevity with Presbyterian underscores my belief in our ability and our responsibility to make a difference for the entire state. It's important for us to look beyond our day-to-day work and think about how we can support our community," she says.

Even before COVID-19, the state of our mental health as a nation was on the decline, especially among young people. According to Mental Health America's 2021 report, the proportion of youth between 11 and 17 who sought mental health screenings in 2020 was 9% higher than the 2019 average. Combine that with the fact that New Mexico's 2018 suicide rate ranks No. 1 in the nation¹ and access to behavioral health services is extremely limited, and you've got an epidemic on your hands.

¹ American Association of Suicidology

"Mental health is medical illness. Furthermore, it can hugely impact other physical aspects of one's health, including heart disease, diabetes, high blood pressure, etc.," says Shannon Stromberg, MD, Program Medical Director of Behavioral Health at Presbyterian Medical Group. "We need more opportunities to talk to the community about mental health, gain greater acceptance and get people healthy."

Donna Garcia, a Presbyterian employee for 32 years, knows this all too well. The parent of two young adult children with mental health conditions, Donna's journey as a caregiver has required strength, faith, courage, and sheer tenacity to navigate on her family's behalf. She emphasizes that most of us either know someone or are impacted by behavioral or mental health issues in some way, but the stigma associated with it paralyzes progress toward a solution.

Ripple Effect

"A lot of people are afraid to talk about mental health issues," she says. "But it's not something that's limited to people who abuse drugs or substances or people who are homeless. I tell my kids that mental illness is no different than if you were a diabetic. You have to go through a treatment plan. It's an illness and you have to accept managing it."

Through her estate plan, Donna has documented a pledge that will create the Donna

Garcia You Are Not Alone endowment, which will benefit the Presbyterian Child and Adolescent Behavioral Health Program. Funds will provide support and resources for both patients and their parents.

One of the most unique aspects of Donna's gift is that it will provide support for the caregivers of those suffering from mental health conditions, helping them manage their own well-being as they navigate the maze of care.

"I have a real passion and an understanding of the implications to society, including the overall cost of care related not just to behavioral health but also to systemic health. There is an incredible circle of connections of support that are needed," she says.

Dr. Stromberg envisions creating a behavioral health program that can quickly be replicated throughout the state.

"In the years to come, we're going to be dealing with the mental health aftermath of COVID, including higher

rates of depression, anxiety, substance use, the after effects of domestic violence and child abuse, and the impact of social isolation, especially among children," says Dr. Stromberg. "We need more private donors who are willing to attach their name and their gifts to behavioral health in the near term."

When funded, the Donna Garcia Endowment will help patients and their families by providing support for:

- Parents and legal guardians, to help them better understand their child's mental health needs and strengthen family engagement.
- Better continuity of care from inpatient stay to the community, including helping youth transition back to school from an inpatient psychiatric hospitalization.
- Direct financial patient assistance for children and adolescents in treatment with the program.

MAKE A BIG IMPACT WITH A FUTURE GIFT

The simple act of including a gift to Presbyterian Healthcare Foundation in your will or estate has more power than you might think. Your gift will help improve healthcare for future generations of New Mexicans. When you make an estate gift to support our work, you make an impact on the future.

A photograph of the Ted & Margaret Jorgensen Cancer Center building at dusk. The building is a multi-story structure with a modern design, featuring large windows and a prominent entrance. The sky is a mix of blue and orange, suggesting sunset or sunrise. The building's name is visible on the facade.

A LOOK BACK

Jorgensens' 2015 Gift Continues to Elevate Cancer Care in New Mexico

gifts that keep on

GIVING

Today, the Ted and Margaret Jorgensen Cancer Center is a multidisciplinary clinic that also includes gynecologic oncology, Presbyterian MD Anderson radiation oncology, breast surgery, surgical oncology, and supportive care services.

While it can be exciting to look to the future, it's also important to look back and remind ourselves how far we've come. Revisiting some of the major gifts Presbyterian Healthcare Foundation has received over the years gives us an opportunity to appreciate the positive impact those investments have had on our community.



A new \$4.5-million, 22,000-square-foot Presbyterian Breast Care space is being built on the second floor of the expanded Physician Office Building and is slated to open in mid-2021. Breast Care patients who require radiation and or chemotherapy will receive treatment at the adjacent Ted and Margaret Jorgensen Cancer Center.

Ted and Margaret Jorgensen's \$2.5-million endowment to Presbyterian Healthcare Foundation in 2015 is one of those gifts. They were honored for their generous gift with the naming of the Ted and Margaret Jorgensen Cancer Center at Presbyterian Rust Medical Center in Rio Rancho.

Today, the Ted and Margaret Jorgensen Cancer Center is a multidisciplinary clinic and a highly accredited cancer care center.



Since it opened, the center has benefited more than 5,000 patients and their families, who come from all over New Mexico to receive care. Annual income from the Ted and Margaret Jorgensen Endowment supports patient assistance (for transportation, lodging and other urgent needs), staff education, equipment and facility needs, and programs like Arts in Medicine and THRIVE cancer rehabilitation, among other things.

Inspired by gratitude

The Jorgensens' gift was inspired by friends and family who have been affected by cancer, including Ted, a cancer survivor himself. Through the years, Margaret and Ted have received many letters and expressions of gratitude from patients and families who received care at the cancer center that bears their name.

"It makes your eyes water to read some of those notes," Ted says. "It's a privilege to play this kind of role in the community, to

make life a little better for others in the community where I grew up. We want to inspire others to do the same."

"You want to give back to the community that gave so much to you," Margaret adds.

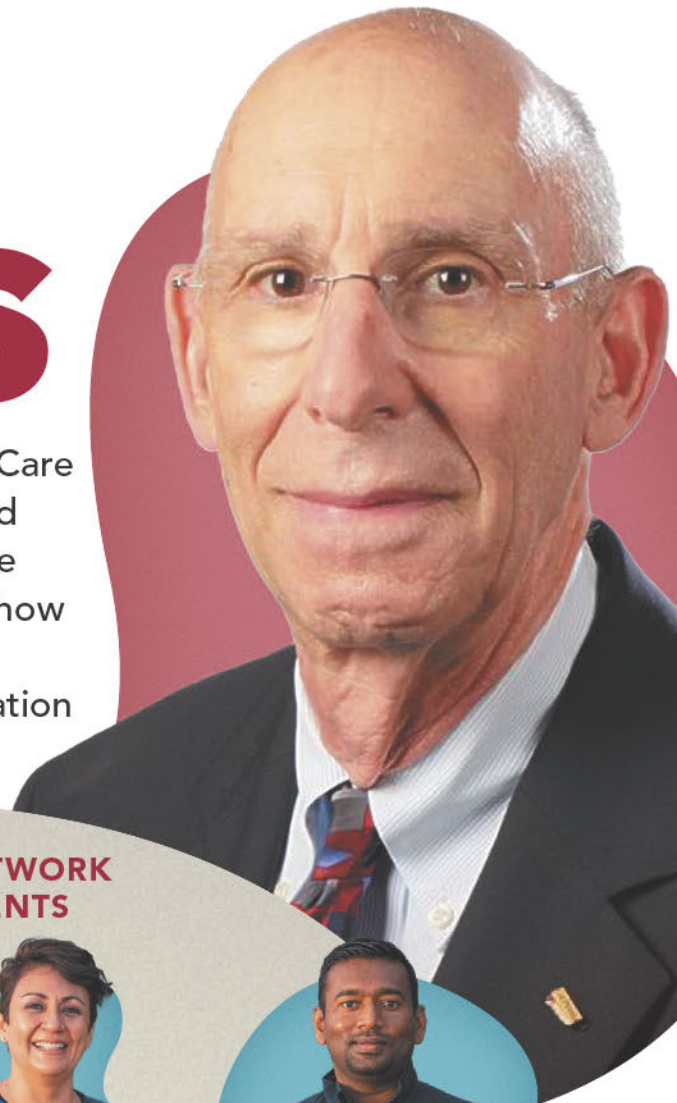
Longtime Albuquerque residents, the couple previously owned Sound & Signal Systems of New Mexico, which specialized in low-voltage alarm, intercom and security systems for commercial, education, government and healthcare clients. Margaret has also served on the Presbyterian Healthcare Foundation board of directors since 2001.

Ted and Margaret are pleased about plans for the new Presbyterian Breast Care facility in the physician office building expansion at Rust Medical Center.

"It's great," says Margaret. "They need to keep expanding because there are so many types of cancer. It's very impressive."

do unto OTHERS

For Toby Simon, MD, the Presbyterian Cancer Care MD Anderson Cancer Network team who cared for him during his recent treatment for prostate cancer provided “the best possible care.” To show his appreciation, Dr. Simon has recognized the eight-person team with a Guardian Angel donation in their honor.



MD ANDERSON CANCER NETWORK GUARDIAN ANGEL RECIPIENTS



Dr. Amit Garg, MD*



Jayme Runyan, RN



Virginia Bernal, RTT



Roshan Cherian, RTT*



Brandon Held, RTT



Robert Hoppman, RTT



Janis Roybal, RTT



Ashleigh Smith, RTT

“Each member of this team understands what our patients are going through and we have a genuine desire to put them at ease during what is no doubt a life-changing event. We truly believe we can make a positive difference in their lives.”

– Roshan Cherian

**Dr. Garg is a two-time Guardian Angel recipient and Roshan Cherian has received the award three times.*

Receiving a prostate cancer diagnosis is a frightening experience that can cause anxiety not only about the outcome but also about the treatment procedure itself. Research shows that for men with localized prostate cancer, external-beam radiation therapy is a highly effective treatment.

"A typical radiation therapy treatment course can last anywhere from one week to two months, so seeing a patient progress through their treatment and being with them through highs and lows means you can't help but form a bond," says Roshan Cherian, one of the radiation therapists who cared for Dr. Simon. "The most enjoyable aspect of my work is getting to know the patient and sharing experiences and stories about our lives."

With locations at the Presbyterian Rust Medical Center Ted and Margaret Jorgensen Cancer Center and Presbyterian

Kaseman Hospital, Presbyterian Cancer Care is a certified and long-time member of the MD Anderson Cancer Center based in Houston. The radiation therapy team that cared for Dr. Simon is a close-knit group that has worked together for more than a decade at both locations. Led by radiation oncologist Dr. Garg, Virginia Bernal was one of the primary radiation therapists who administered Dr. Simon's treatments while Jayme Runyan, RN, monitored his health throughout.

Physician as patient

"We work together as professionals to ensure the patient receives the quality of care they deserve," Virginia says. "Each of our roles is important."

Dr. Simon is a hematologist who currently works for a biopharmaceutical company. He was first diagnosed by Dr. Stefan Gutow, MD, a urologist at Presbyterian Hospital. Dr. Gutow

involved Dr. Simon in the decision-making process for treatment and as a result, Dr. Simon was able to maintain his work schedule throughout his eight-week course of radiation.

"Everyone put my mind at ease. They were very attentive to providing good customer service and really good medical care," says Dr. Simon. "I think being a physician myself gave me an appreciation for their work and how they handled it. They were very respectful."

"The most rewarding part of what we do is witnessing the pure relief that accompanies a good result following treatment," says Dr. Garg. "Whether it's a scan that shows a tumor has shrunk considerably or a dramatic improvement in symptoms, tears of joy often lead to warm embraces, even in COVID world... we take all necessary precautions of course!"



Our approach to patient care is based on the simple tenet: 'Do unto others as you would have done unto you.' It applies to people of all backgrounds, faiths, and predispositions, and always means that we try as a team to deeply empathize with our patients. We do our best work that way."

– Amit Garg, MD



HONOR YOUR GUARDIAN ANGEL TODAY

If you received outstanding care or service and would like to express your gratitude, Presbyterian Healthcare Foundation's Guardian Angel program is a meaningful and personalized way to say thanks. Guardian Angel contributions to the Foundation can be directed to specific areas of interest or designated as an unrestricted contribution for use toward organizational priorities.

DONOR IMPACT REPORT 2020

Presbyterian Healthcare Foundation

IMPACT SNAPSHOT

Presbyterian Healthcare Foundation invested

\$4.9 MILLION

in Presbyterian buildings, programs, equipment, patients and staff.

Over \$1.8 million

invested in COVID-19 response efforts at Presbyterian facilities throughout the state

Albuquerque Ambulance was able to purchase five electrostatic spray systems to sanitize their ambulances and equipment, providing a safer environment for patients and staff.



More than \$300,000

to help patients and their families with urgent needs like bills, transportation, lodging and meals, as well as items to make their care experience more comfortable.

In 2020, Cancer Care provided bells to more than 250 patients receiving their final treatment. Jonathan received his final treatment for stage 4 Hodgkin's Lymphoma on August 4, and was able to celebrate the traditional bell ringing with his family at home.



Over \$280,000

invested in staff education and training, including ongoing certifications, scholarships for further education, and COVID-19 updates and resources

Andrea graduated from Grand Canyon University after receiving a scholarship to pay for her RN-to-BSN degree.



Every gift to Presbyterian Healthcare Foundation makes a difference by helping to support new care programs, technical innovations, advanced education, and patient assistance. The Foundation works with the Presbyterian community to identify the areas of greatest need and to elevate healthcare for the people of New Mexico. Contributions to the Foundation can be directed to specific areas of interest or designated as unrestricted funds, which is increasingly important in addressing critical and often unexpected needs.

Every dollar goes toward funding Presbyterian programs and services.

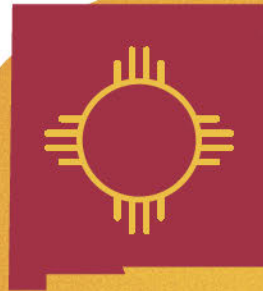
Nearly \$400,000

in support of our regional hospitals in Clovis, Espanola, Ruidoso, Santa Fe, Socorro, and Tucumcari

Santa Fe Medical Center was able to purchase a Solo-Step overhead track and harness system, a device used to help stroke patients like Peter regain their ability to walk.



\$7,947,009 raised,
thanks to the generosity of
7,216 Total Donors



914,535 patients and members

served by Presbyterian

That's one in every 2.5 New Mexicans!

152 physicians, nurses and staff members

honored with the Presbyterian
Healthcare Guardian Angel award

William "Tad" Berlin, MD, received three
awards in 2020, bringing his lifetime total
to nine!



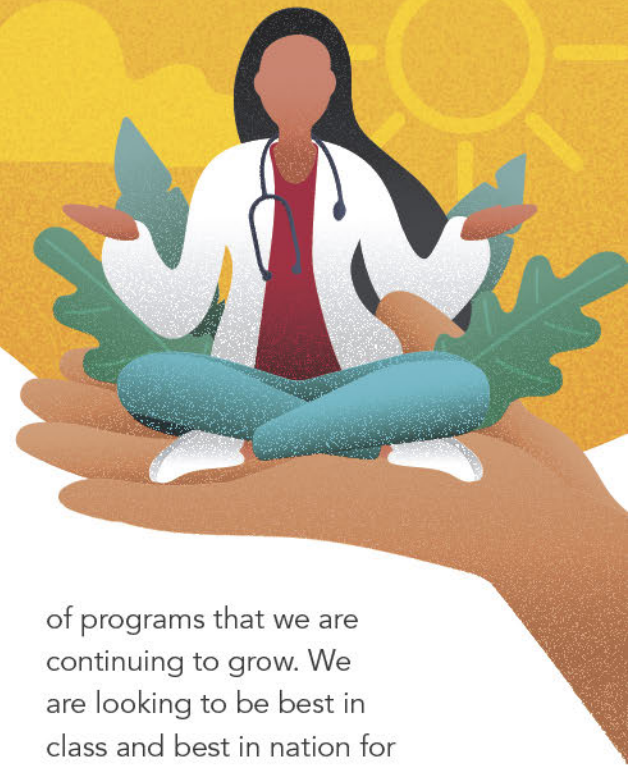
Presbyterian
Healthcare
Foundation is a
501(c)3 not-for-
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No portion of
your gift supports
fundraising or
administrative
expenses.

The background features a large, stylized hand in shades of brown and orange reaching down from the top right. In the bottom left, a person in a teal shirt is crouching with their head in their hands, appearing distressed. The background is filled with various yellow line-art icons: a pencil, a hand holding a pen, a bomb, raindrops, a face mask, a speech bubble, a pill bottle, a smartphone, a computer monitor, a clipboard, a calendar, a person sitting at a desk, a person with a lightning bolt above their head, a clock, and a person with their arms raised. A dark red banner is at the top left.

**THE POWER OF
UNRESTRICTED FUNDS**

caring for the **CAREGIVERS**

Burnout among health professionals has become a national crisis. With approximately 50% of caregivers reporting some degree of burnout even before the pandemic, Presbyterian Healthcare Services (PHS) and Presbyterian Healthcare Foundation (PHF) have made caregiver well-being a top priority.



Through its allocations process, PHF awards unrestricted donor funds to programs that address areas of greatest need. This year, the PHF board of directors approved an additional investment of nearly \$280,000 to expand support for the well-being of physicians, advanced practice clinicians (APCs) and nurses. While some of the funding is directed at new programs, other monies will go toward the expansion

of existing programs that have demonstrated their ability to help caregivers care for themselves in order to better meet the needs of their patients.

“The impact of all these programs has already been enormous and none of it would be possible without the support of the Foundation. We have really been able to build this amazing portfolio

of programs that we are continuing to grow. We are looking to be best in class and best in nation for provider and nurse well-being,” says Jill Slominski, MD, Medical Director, Clinical Experience, PHS.

Here are just some of the ways unrestricted funds are helping Presbyterian care for its caregivers.

Inspiration for Nurses

Funds raised at last year’s virtual Laughter is the Best Medicine event will support tools and resources that provide nurses, physicians and APCs with opportunities to reduce stress, relax, rejuvenate and rediscover joy in medicine. The August event raised more than \$450,000 to support Presbyterian Healthcare Foundation’s Heroes Campaign.

The Everyday Courage video series for nurses is one of the first programs to receive funding. These short videos are designed to inspire and motivate clinical teams by focusing on courage, perseverance, resilience and hope to help them navigate the challenges of working on the front lines of healthcare. The videos can be viewed individually at home, on Zoom calls or in team huddles.

If you would like to support Presbyterian Healthcare Foundation’s efforts on behalf of caregivers, please visit www.phs.org/give.

Combating physician burnout

Presbyterian's Provider Well-being and Burnout ECHO (Extension for Community Healthcare Outcomes) program offers a curriculum of weekly clinics targeted at decreasing burnout among providers and APCs. Used all over the world, the Project ECHO teleconferencing format engages participants in conversation and creates a safe community to share their own personal experiences related to burnout and provider wellness. Since its launch at Presbyterian in July 2020, 77 unique providers from around the state have participated. Participants report meaningful outcomes including a significantly increased sense of community, better ability to identify and address burnout, decrease

in emotional exhaustion, increased job satisfaction and a strengthened commitment to Presbyterian.

The program was initially created with the help of a generous gift from Scottie Pierce, PhD, whose Joy in Medicine Fund serves as a catalyst for developing elements that support a formal focus on joy in medicine, personal wellness and enrichment, education and professional mentoring for Presbyterian physicians. The Foundation's latest allocation expands the Provider Workforce Well-Being and Burnout ECHO Clinic by offering additional sessions and supports a new pilot program for non-clinical staff.



Scottie Pierce, PhD

"There is a direct correlation between the health of the workforce and the health of patients," says Scottie. "ECHO gives that idea legitimacy and creates a free and safe environment where physicians' experiences and feelings are given credence as they feel supported by their peers."



ECHO has helped me to feel more organized and empowered to take on something new and make a change. I'm so grateful to have connected with the network. It is one of the only rejuvenating things that gets me through my long days and provides me with the social interaction I've been missing for three years."

– ECHO Burnout program participant

The power of positive conversation

More listening. More asking questions. More mindfulness. Many physicians, APCs, nurses and ancillary staff are using new skills they've learned during a groundbreaking program called RELATIONS, a clinician-led training that improves patient and employee satisfaction through better communication skills. Research shows that effective communication between patients and caregivers is one of the strongest predictors of quality care and a positive patient experience, as well as having a positive impact on providers and staffs.

"It really teaches us how to communicate in a way that connects us as humans. That helps our patients and helps us with our own resiliency because we get more satisfaction from the work we do," says Dr. Slominski.

First launched with PHF support in 2019, nearly 500 physicians/APCs and 242 nurses and ancillary staff have received RELATIONS training and newly hired physicians are automatically enrolled when they join the organization. Thanks to a generous 2021 Foundation allocation, the

program will be expanded to offer "Train-the-Trainer" curriculum and high-impact videos to keep the skills front of mind and broaden the program's reach.



Jill Slominski, MD

"I appreciated learning new skills, as well as the ability to reflect on my communication strengths and weaknesses."

– RELATIONS program participant

Transformation and renewal for nurses

Modeled after an approach developed by OneTeam Leadership, a new pilot program led by Dr. Slominski addresses clinician burnout by focusing on intensive personal growth and enrichment. The multi-day, immersive off-site retreat for small groups is a highly interactive, experiential approach devoted entirely to

personal connections, self-reflection and creating a more joyful life. Approximately 20 ICU and COVID-unit nurses will be the first invited to attend, acknowledging the enormous burden they have shouldered during the pandemic.

"If we want to change the trajectory of caregiver burnout,

we must support the well-being of our clinicians in innovative ways," says Dr. Slominski. "This pilot program will help bend the burnout curve and put us in the company of elite institutions across the country who are also committed to combating this healthcare crisis."

ACEQUIA MADRE SOCIETY

We are honored to celebrate and thank our dedicated Acequia Madre Society supporters whose commitments support superior healthcare for future generations. The Acequia Madre Society includes people who have made planned, deferred or estate gifts to Presbyterian Healthcare Foundation.

New Acequia Madre Members for 2020

Donna & Stuart Agnew
Lee & Elizabeth Allbright

The Reverend Lisa Lani Easterling

Ronald George & Dena George

Diana & Warren Hunt

Charrissa Lin & Derek Surka

Carol Ann Love

Helen H. Saylor

Ray & Marion Woodham*

LUMINARY CIRCLE

We are extremely grateful to our Presbyterian Healthcare Foundation Luminary Circle donors, whose lifetime gifts, pledges or qualifying estate gifts reach \$50,000. Luminary Circle is a gratitude program that provides donors with assistance as they navigate their own healthcare journeys.

New Luminary Circle Members for 2020

William A. Brown, MD

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V. Sue Cleveland, EdD

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Michael Gaffney

Ronald George & Dena George

Keith & Jeannie Harris

Paula Lenane

Joyce & Robert Paulsen

Rick Scott

Elizabeth Wertheim

HERITAGE CIRCLE

We are honored to acknowledge and thank the many donors who have chosen to support Presbyterian Healthcare Foundation's mission to improve the health and lives of New Mexicans. Heritage Circle donors include individuals, corporations and foundations that have made cumulative gifts or qualifying pledges of \$25,000 or more.

\$10,000,000+

Jack* & Donna Rust  

\$5,000,000+

Presbyterian Volunteer Services

\$1,000,000+ Individuals

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