



# FORWARD TOGETHER 2019





# THIS IS THE GOOD SAMARITAN SOCIETY

The Good Samaritan Society has a heart for people of all faiths, beliefs and backgrounds. From our founding to today, our mission has always been to share God's unconditional love by providing shelter and support services to those in the community with the fewest options.

In the Bible, Jesus tells the story of the Samaritan, and it is from this story we get our name. Despite cultural and societal differences, the Samaritan stopped along the road to help a stranger. Everyone else had walked past, but this one individual offered comfort and care to someone completely unlike him in every way.



In 1922, our founder Reverend August "Dad" Hoeger similarly helped create a house for the mentally and physically disabled when he saw a need within his community of Arthur, North Dakota. Shortly after its opening, an elderly man came to the door, pretending to use crutches in order to secure a place to stay. Seeing another community need to fill, the Good Samaritan Society soon expanded its scope of services to include the elderly. It is in this spirit of "love thy neighbor as yourself," that we care for the oldest generations.

What began in a small town now encompasses an entire continent. Over the last century, the Good Samaritan Society has grown into the largest not-for-profit provider of senior housing and services. Still, our Christian organization remains rooted in our origins. Every day, we work to emulate the life of service demonstrated by Jesus Christ.

# OUR MISSION:

Dedicated to sharing God's love through the work of health, healing and comfort.

# OUR VISION:

Improving the human condition at every stage of life through exceptional care, spiritual enrichment, innovation and discovery.

# OUR VALUES:

**Calling**—Demonstrating enthusiasm for those we serve, our vocation and the organization's mission.

**Courage**—Having strength to persevere, innovate, use our voices and take action.

**Family**—Celebrating the connection and commitment we have to each other through it all.

**Community**—Providing care in a diverse range of settings and environments with a focus on the wellness of individuals.

**Service**—Sharing God's love through actions that reflect compassion, acceptance, love, humility and sincerity in keeping with the common Lutheran heritage of both organizations.

**Resolve**—Adhering to systems that align actions to excellence, efficiency and purpose.

**Advancement**—The pursuit of individual and organizational growth and development.







## CARE ACROSS A LIFETIME

Through forged friendships and an opportunity seized, the Good Samaritan Society and Sanford Health have expanded the horizon of care delivery like never before. A simple hope for the future is inspiring a new vision of health care.

When the two organizations became one unified system, we transformed the trajectory of human life and health. From the beginning to the very end, we are a constant presence and beacon of hope to those we serve.

# GOOD SAMARITAN SOCIETY

Merging in 2019, Sanford Health and The Evangelical Lutheran Good Samaritan Society now serve people in over half the United States. Bringing these two companies together creates a national model on how to deliver exceptional care through the full spectrum of life.



**\$1 billion** in annual revenue



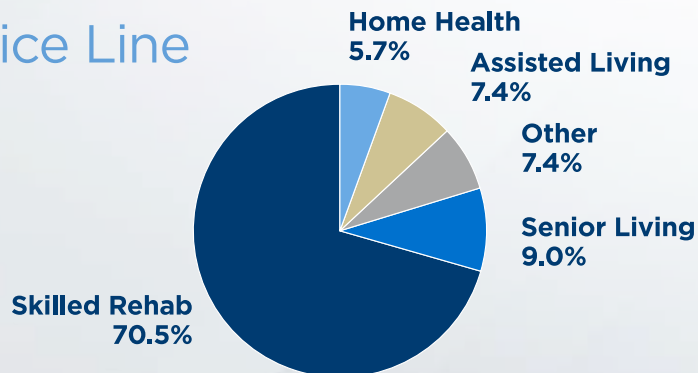
**19,000+** employees



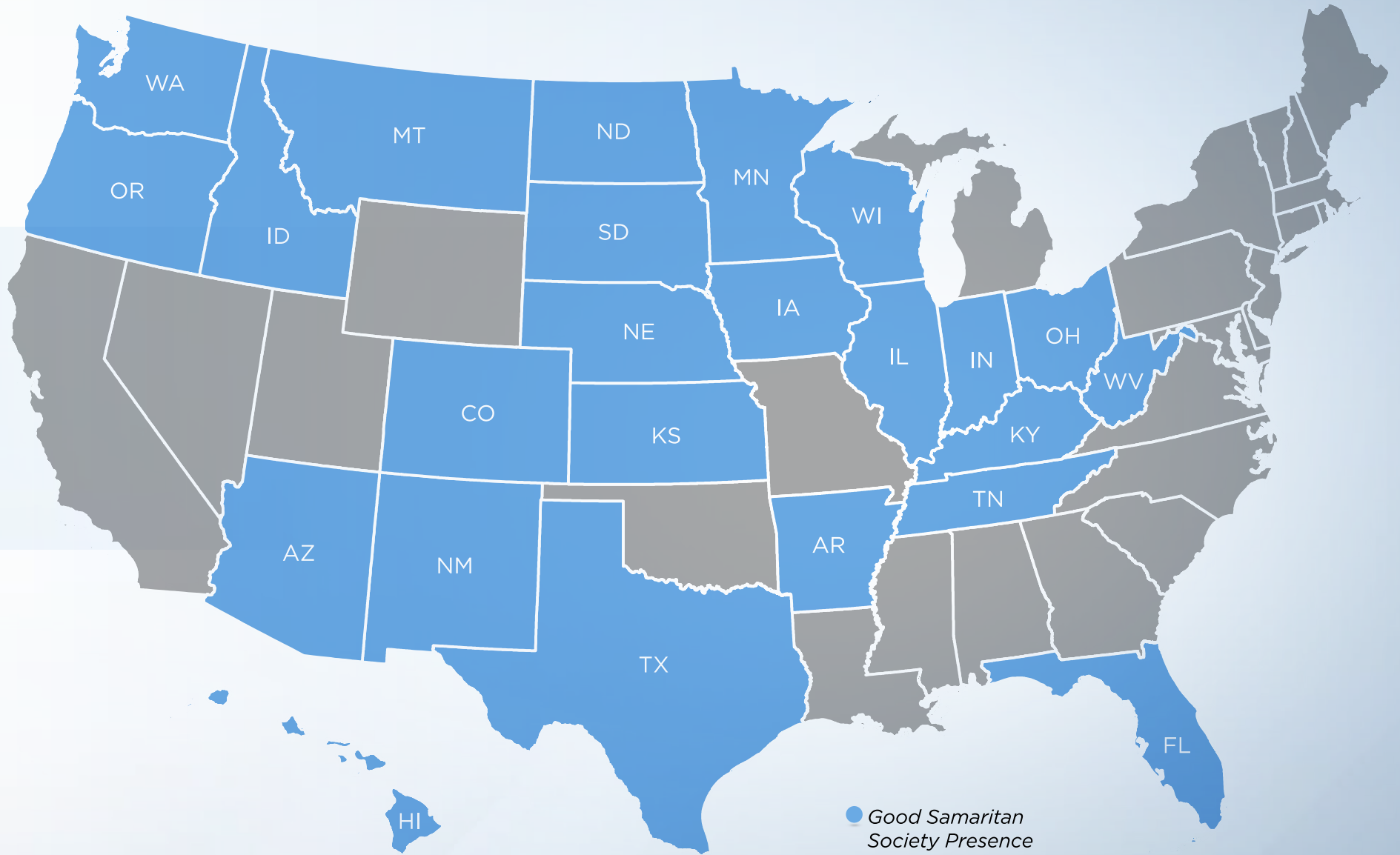
**381** locations in **174** communities across **24** states

- **269** senior living centers
- **55** home health agencies
- **40** affordable housing locations
- **17** hospice agencies

## Service Line









# A COMMITMENT TO QUALITY

Relationships, collaboration and human connection remain crucial in providing compassionate care. Our integrated approach means we are not only improving our residents' quality of life and well-being, we are also developing better standards for their care.



- **Reduced** avoidable hospitalizations
- Enhanced **care transition** tracking
- Better **integrated care** delivery

# MORE THAN JUST NUMBERS

While we can count the processes implemented, service expanded, data collected and growth achieved, we can't begin to calculate the ways that lives have been changed because of the dedication and passion of our employees.



# POST-ACUTE/SKILLED NURSING

Recovering from a hospitalization, surgery, illness and injury can be a challenge for anyone, but more so as a person ages. Our post-acute and skilled nursing programs help restore individuals to the highest level of function as possible. An assortment of staff partners with the patient to overcome challenges, accomplish milestones and encourage living life to the fullest.

- Rehabilitation and skilled care
- Long-term care
- Post-acute rehabilitation
- Outpatient therapy
- Memory care/special care units
- Respite care
- Adult day services



# HOME- AND COMMUNITY-BASED SERVICES

We know people do better emotionally, physically and spiritually the longer they can stay at home while receiving care. Our in-home options mean we can assist with more than just medical services, helping lift some of the everyday burdens experienced.

## Home Health and Home Care

From general to specialized care, our licensed and certified staff complete medical services in the home seven days a week.

## Services@Home

Whether it's a helping hand around the house, assistance shopping or with personal care, or companionship, Services@Home provides a range of non-medical in-home services.

## Hospice

When families choose us for hospice care, we bring caregivers to wherever they call home, easing pain and offering comfort in the final moments of life.







# AFFORDABLE HOUSING

Affordable housing is one of the ways we meet the needs of the whole person. By providing affordable, quality housing for seniors with low to moderate income, we ensure that they too can have all the comforts of one of our maintenance-free residences for a rent that fits their budget. Our housing development spans across communities both urban and rural.

Many residents find that our properties provide the connections, friendship and well-being that their life circumstances previously limited. Each resident can be linked with services according to their needs and can be as active as they choose.

Our housing options also allow the families of our residents to enjoy the security of knowing their loved ones are a part of a continuum of care that spans a lifetime.





# SENIOR LIVING

Feeling at home is about more than a maintenance-free space and the comfort of amenities. Life is about being surrounded by loved ones and having the freedom to make personal choices. It's about pursuing passions, discovering new interests and living a fulfilling lifestyle. Our senior communities can offer all of this, and more.

Assisted living or basic care is when we bring together a combination of housing, personal care and other supportive services for people who want to remain in a residential environment but do not require around-the-clock support.

Housing with services includes communities that are designed for people who want a lifestyle filled with recreational, educational and social activities. These communities often provide a range of services including housekeeping, laundry, meals and transportation.

Memory care assisted living combines the services of assisted living with the safety features and extra support needed for those with memory loss. These communities are ideal for people with Alzheimer's disease and other related dementias.



# GREAT PLAINS MEDICARE ADVANTAGE

Through our own institutional special needs plan, the Good Samaritan Society can ensure the health care needs of the most vulnerable seniors are covered. In partnership with our affiliated health care providers, the Great Plains Medicare Advantage I-SNP offers a unique level of customized clinical care and services to residents in our skilled nursing facilities.

# FAR BETTER COVERAGE AHEAD


While the program currently only enrolls residents in skilled nursing facilities, steps are being made to transition to an institutional equivalent special needs plan. With this exciting change, we will be able to reach more seniors, with plans to expand to assisted living.





 **44** medical centers

 **\$6.1 billion** in annual revenue

 **482** clinics

 **269** senior living facilities

 **190,000** Sanford Health Plan members

 **1,453** physicians, **1,001** advanced practice providers and **8,179** registered nurses delivering care in more than **80** specialty areas

 **49,086** employees

## Sanford Health annual statistics:

- **5.4 million** outpatient and clinic visits
- **86,305** admissions
- **138,881** surgeries and procedures
- **9,436** births
- **212,332** emergency department visits
- **2.8 million** post-acute/skilled census
- **687,228** assisted living census
- **1.3 million** senior living census







# PROJECT OUTREACH



LAMB Hospital in **Bangladesh**  
El Buen Samaritano in **Colombia**  
Karanda Mission Hospital in **Zimbabwe**

While we touch so many lives in the neighborhoods we call home, our desire to help those in need isn't limited to the communities we serve. Project Outreach began as an avenue for anyone in the Good Samaritan Society to help people in need no matter where in the world they might live.

Now, people in Zimbabwe and Bangladesh who otherwise had nowhere to turn can receive the medical treatments and services they need in hospital settings grounded in the compassionate care of Christ. Some of the poorest seniors in Columbia know they have a roof over their heads, food for every meal and basic medical care, along with social and spiritual support. And this is only the beginning of what we can do for people across the world, together.



# GOOD SAMARITAN FOUNDATION

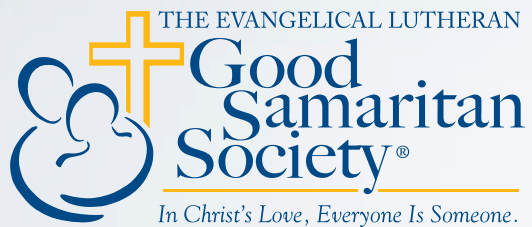
By 2060, people over age 65 will number 98.2 million.

## AN OLD IDEA NEW AGAIN

A tidal wave of change is happening in America. Thousands of people are turning 65 every single day, redefining what it means to be older in America.

And so, we ask: How do we want to age? At the Good Samaritan Society, we envision an aging experience that leaves residents feeling loved, valued and at peace. Included and visible. We imagine an experience that puts the wisdom and talents of seniors at the center of communities.

The Good Samaritan Foundation provides direct financial support for the vision of the Good Samaritan Society, uplifting our benevolent care, innovative work and transformational communities.



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HEALTH

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