

Invest

Engage

Transform





Summa Health System’s commitment to community benefit spans more than 120 years and is a critical part of our mission and culture. We work diligently to provide the highest quality, compassionate care to our patients and members. And we do so for one reason: to contribute to a healthier community.

That dedication – to the improvement of the collective health of those we serve – is a constant theme throughout Summa’s history. In 2013, Summa contributed more than \$93 million in community benefit. However, the reality is, community benefit is more than a number or an organizational practice. Community benefit is about engagement. It is about activating individuals in their health and wellness. It is about accountability – for patients and caregivers alike.

Granted, this is a far different approach compared to the classical model of healthcare delivery. Such change is more of a deliberate process than drastic overhaul. But Summa has made significant progress and is constantly striving to improve the health of the populations we serve.

An example of this effort is our most recent Community Health Needs Assessment (CHNA), which was conducted in conjunction with two other local health systems and a university. Together, we are developing a plan to target diabetes care at the community level. Although we have conducted joint CHNAs in the past, this is the first time we will be establishing goals, objectives and metrics to manage a chronic disease for the benefit of our entire community-wide population.

There are many more examples of how Summa is working to improve the care and the overall well-being of the people who call this community their home. Some are included on the following pages and feature organizations, events and individuals who share our commitment.

Community benefit extends beyond Summa Health System. Community benefit is about the community itself, the people who comprise it, and their improved health and well-being. Community benefit is and should be the manifestation of the Triple Aim – better care for individuals, better health for populations, and lower total healthcare costs. Though Summa only plays a part in the success of overall population health, our effort, dedication, passion and leadership will remain constant.

Our message – our goal – is clear. We look forward to many more years of collaboration with, investment in, and transformation of this wonderful community we have the privilege to call our own.

In good health,

**Tom Strauss**  
Summa Health System  
President  
Chief Executive Officer

**Roxia Boykin, MPA, RN**  
Summa Health System  
Vice President  
Community Benefit and  
Diversity

**Jon Pavloff**  
Chair  
Summa Health System  
Community Benefit  
Committee



# Prioritized Health Needs Established for Community

In 2013, Summa Health System, Akron Children's Hospital and Akron General Health System partnered with Kent State University College of Public Health to conduct a Community Health Needs Assessment (CHNA). The collaboration provided the opportunity for the partners to work together on the CHNA to more effectively use the resources of the agencies to reduce costs, share information and identify a program where all three hospital systems can work together on creating solutions and approaches to address the identified needs.

"I am excited to see this significant first step toward collaboration between these organizations," stated Jon Pavloff, chair, Summa Health System Community Benefit Committee. "This noteworthy partnership is critical to our area residents. Collectively, we strive to have a measureable impact on improving the health of our community. Collaborating not just in the assessment, but in developing programs that address the community's critical needs, bodes well for the future."

During the CHNA process, existing epidemiologic and hospital data for both adults and children in Medina, Portage, Wayne, Stark and Summit counties were reviewed and input was obtained from community leaders and residents. All of this information was used to develop a list of prioritized health needs in our community.

While the purpose of the CHNA is to identify the needs which must be met in order to improve the health of our community, the CHNA will also act as a resource for other community groups working toward improving the health of the community. In addition, this report fulfills the CHNA requirements established by the Patient Protection and Affordable Care Act (ACA) for the healthcare participants.

Working together with other area organizations allowed us to capitalize on our resources and strengthen the results. Some of the prioritized health needs for adults included:

- Chronic diseases, such as cancer, cardiovascular disease and diabetes
- Mental health
- Obesity
- Access to healthcare, such as access to primary care, dental and mental health providers
- Quality of healthcare, for instance preventable hospital stays and elder care support
- Access to healthy food

The CHNA process includes not only completing the assessment, but planning and implementing strategies to address the findings. These prioritized health needs are being used by Summa and other partnering hospitals to guide intervention and outreach efforts aimed at improving community health. In addition, Summa has developed a comprehensive implementation strategy covering each of its hospital facilities to address these prioritized health needs of the community.

"This noteworthy partnership is critical to our area residents."

– Jon Pavloff



# Summa's "Angels" Are Making a Difference in the Fight Against Breast Cancer

A woman is diagnosed with breast cancer every two minutes, and a woman dies from breast cancer every 13 minutes in the United States. Statistics show that, while the incidence of breast cancer is lower among African-American women, the mortality rate is much higher compared to women of other races.

The ANGEL (African American Women Nurturing and Giving Each Other Life) Network, founded in 2001, is a culturally sensitive and tailored program for African-American women regarding breast health created to reduce the number of deaths within the African-American female population. More than 80 women have been trained by Summa Health System as part of the ANGEL Network.

The angels build awareness through massive outreach to churches, health fairs, hair salons, bible study groups and other gathering places. They educate about breast cancer and its risk, promote early detection and share screening access and resources available. All of these methods are known to reduce the incidence of breast cancer deaths and empower women to take better care of themselves.

The ANGEL Network also educates women about free or low cost services available to them, such as the Summa Screens program. Summa Screens is a cancer screening program that provides free mammograms and breast ultrasounds to low-income, uninsured

or underinsured women. Since 2010, Summa Screens has provided nearly 2,400 services to women of all races and backgrounds.

In 2013, to help continue its mission, Summa Screens received private funding from the Kent Area Chapter of The Links, Incorporated, an international, not-for-profit organization committed to enriching, sustaining and ensuring the culture and economic survival of African-Americans and other persons of African ancestry. Diane Stevens Robinson, immediate past president of the Kent Area Chapter of The Links, Incorporated and a member for nearly 19 years, became an angel in 2013.

"I became an angel because I have

friends and loved ones who have experienced breast cancer," shared Robinson. "When I became aware of the statistics that show, while the incidence of breast cancer is lower among African-American women, the mortality rate is much higher compared to women of other races, I knew the information was not in the African-American community as it should be," stated Robinson.

"The beauty of our training is that we can continue to go into the community and spread the word. We can make a difference in the lives of others. And

by working to make this difference we ultimately make a difference in our own lives."

"We are definitely seeing that our outreach efforts are working," said Marlo Schmidt, MS, MBA, coordinator for cancer outreach and education for the Jean and Milton Cooper Cancer Center on the campus of Summa Akron City Hospital.

"Our outreach efforts target areas of highest relative need, based on zip code," explained Schmidt. "We will look at where events have

been and oftentimes, can tell where angels have been because we see an increase in calls from specific zip codes. We are making a difference, but our work is not done."

In 2013, the ANGEL Network educated more than 2,000 individuals through more than 20 community outreach events in our target communities. Due to these outreach efforts, Summa Screens has seen an increase in screenings for African-American women, increasing from 25 percent to 75 percent of all screenings since Summa Screens started in 2010.







## Summa Advocates to Improve Healthcare Access

The Affordable Care Act (ACA) became law in 2010 and shortly thereafter, individuals and entities challenged the constitutionality of the new law and its provision to mandate that everyone have healthcare coverage. In July 2012, the United States Supreme Court upheld the ACA and with it the federal government's right to apply the individual mandate. The Court also ruled that the federal government could not force states to expand Medicaid.

In 2013, Ohio legislators greatly debated the Medicaid expansion issue. Expansion was not adopted by the General Assembly and thus was not included in the state's biennial budget.

Summa partnered with Mercy Medical Center to protect its interests relative to Medicaid expansion. Together, the health systems formed the Akron-Canton Medicaid Coalition. The coalition advocated for expansion by purchasing

billboards, submitting awareness letters to local newspapers, participating in rallies, and conducting meetings with legislators to articulate how expansion affects taxpayers, hospitals, the broader community and most importantly, patients.

In October 2013, the Ohio Controlling Board voted in favor of accepting federal dollars to expand Medicaid. Shortly thereafter, a lawsuit was filed with the Ohio Supreme Court challenging the constitutionality of the Controlling Board's decision. In late December 2013, the court announced that it would uphold the Controlling Board's decision, making Medicaid expansion effective on January 1, 2014.

As Akron's largest employer and healthcare provider, Summa Health System welcomed Medicaid expansion. Expansion served as a

vehicle to help 60,000 uninsured residents throughout the region gain access to healthcare coverage. Expansion also represented a significant health and economic opportunity for the state. Nearly 300,000 uninsured Ohioans received vital healthcare coverage. An estimated \$2.4 billion in taxpayer dollars would return to Ohio over a course of two years to help fund expansion. On a community level, tens of millions of dollars became available for mental health and addiction treatment services.

Medicaid expansion greatly impacted Tina Miles, a hair salon owner and mental health caregiver. Miles said, "I work two jobs to take care of my family but could never afford health insurance. I am now eligible for healthcare coverage. It is a blessing. I stress less because I am covered."

Medicaid expansion also helps the mental health community. Karen Curlis, a licensed social

worker and mental health advocate, stated she is "grateful for the state's decision to help those struggling with mental health conditions. Expansion is a matter of life or death for many individuals. The coverage helps mental health consumers access vital therapy and medications to stay well."

On June 30, 2015, the funds utilized to support Medicaid expansion in Ohio will expire. "Expansion will continue to be an important issue for our health system," said Tracy Carter, system director of Summa's government affairs and health policy. "We are currently working with various stakeholders to advocate for Medicaid expansion to be maintained beyond July 1, 2015. The decision impacts nearly 300,000 uninsured Ohioans—many of whom are working in retail, nursing home, cosmetology, child daycare and other service professions."







## Planting the Seeds of Healthy Eating Habits

According to The Centers for Disease Control, more than one third of children and adolescents in America are overweight or obese. Overweight and obese children are more likely to develop prediabetes, a condition in which blood sugar levels indicate a high risk for the development of diabetes as they grow. In addition, overweight and obese children are at a higher risk for developing heart disease and stroke as they reach adulthood.

Although these numbers forecast a disturbing trend, Summa Health System has accepted the challenge

of trying to reverse this trend and change the future predictions for our community's health. As a partner in the Teaching Gardens initiative developed by The American Heart Association, Summa employees along with teachers, students and community members, invested their time, talents, energy and muscle to help build and plant a Teaching Garden at Schumacher Community Learning Center. Teaching Gardens assist in educating children in the principles of healthy eating with garden-based lessons in nutrition, math and science partnered with

student participation in a real life learning garden classroom.

During the first Saturday in May 2013, volunteers from Summa, American Heart Association and Schumacher Community Learning Center engaged with members of the surrounding community to participate in the building of a Teaching Garden. Gathered on the lawn next to the school, these volunteers built the raised garden beds, filled the beds with soil, and prepared the beds for planting. Later in the month, the beds were planted with a variety of vegetables,



fruits, herbs and flowers by the students. Throughout the summer, community volunteers, students, parents, teachers and staff worked one-week shifts to help maintain the beds. In early fall, the gardens were harvested and a celebratory meal from the garden made of vegetable salsa, salad and desserts was enjoyed by all the partners.

"The Teaching Garden initiative includes an accompanying curriculum for teachers and provides a wide variety of activities for discussion and investigation of nutritious fruits and vegetables choices. For the

students, the garden functions as a living laboratory for the lessons which are taught in their classroom," noted Roxia Boykin, MPA, RN, vice president of community benefit and diversity for Summa Health System.

And the program provides so much more than just the experience of how to plant and maintain a garden. "In addition to learning about where food comes from and how to make healthy food choices, this initiative, through the planning, planting, maintenance and harvesting of the garden, provides experience in patience, goal-setting, responsibility, accountability

and hope for the current and future growing seasons," added Sally Missimi, Ph.D., RN, Summa's director of community benefit.

Hope for the future health of our children and our community can be found in the seeds of these Teaching Gardens. By investing our resources and engaging our partners, Summa Health System continues to impact positively on the healthy transformation of our community.



## Singing Competition Brings Food to the Table

One of the largest internal fundraisers each year at Summa Health System is our support of the annual Harvest for Hunger campaign. One of the major components of the campaign is the Summa Idol contest, mirrored after the popular television show. Food collected and funds raised benefited the Akron-Canton Regional Foodbank.

The Akron-Canton Regional Foodbank was formed in 1982 by a group of community leaders who made a commitment to provide emergency food to neighbors in need. Today, the Foodbank provides food and other essential items to member agencies that operate more than 500 programs like food pantries, hot meal sites, shelters and other hunger-relief programs in the neighborhoods and communities where people struggle to have enough food to eat.

Each Summa Idol contestant had to develop and implement a fundraising plan. Contestants ask for donations from throughout the system and wider community. The winner of this phase moves on to the city-wide competition.

The production and success of Summa Idol is made possible due to the help and support

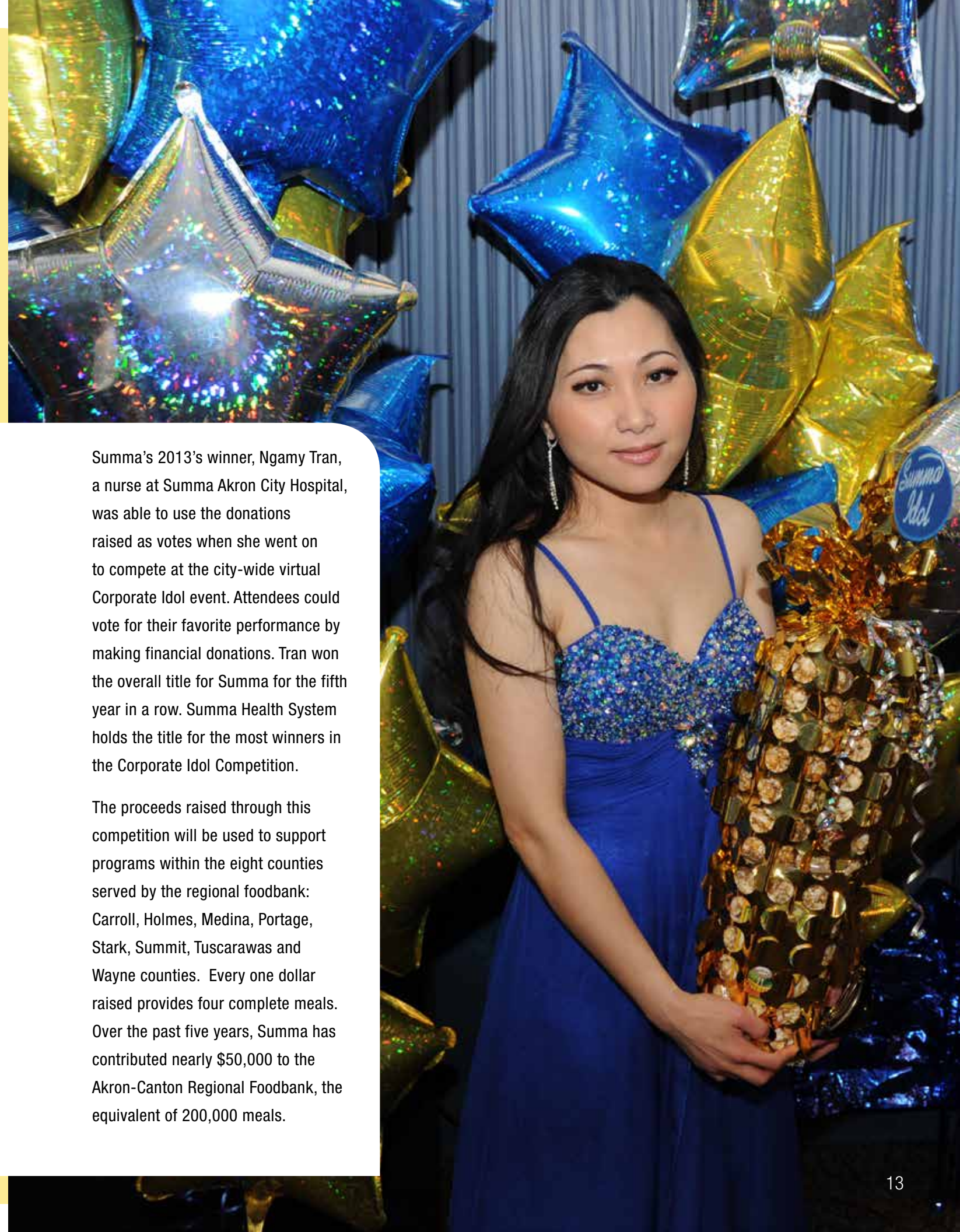
of more than 20 employee volunteers each year. Support comes from the top down, with executives serving as “celebrity” judges, and participation comes from all areas of the system.

“I feel the Harvest for Hunger campaign is one of the best employee participation campaigns we have at Summa,” stated Michele Massoli, a volunteer from the pharmacy department. “Raising money for an event that was going to feed many families was exciting and fun. When we can all come together to help someone, then our community will be stronger and families will be, too.”

“Harvest for Hunger is one of the many events that define who we are as individuals and what we can be as a society,” said Bob Nilsen, system analyst at Summa. Nilsen served as co-emcee at the event in 2013. “I really enjoyed the energy of the volunteer team, the participants and those who came, enjoyed and donated. While coming together to put on a great event, focus was never lost as to why we were doing this in the first place.”

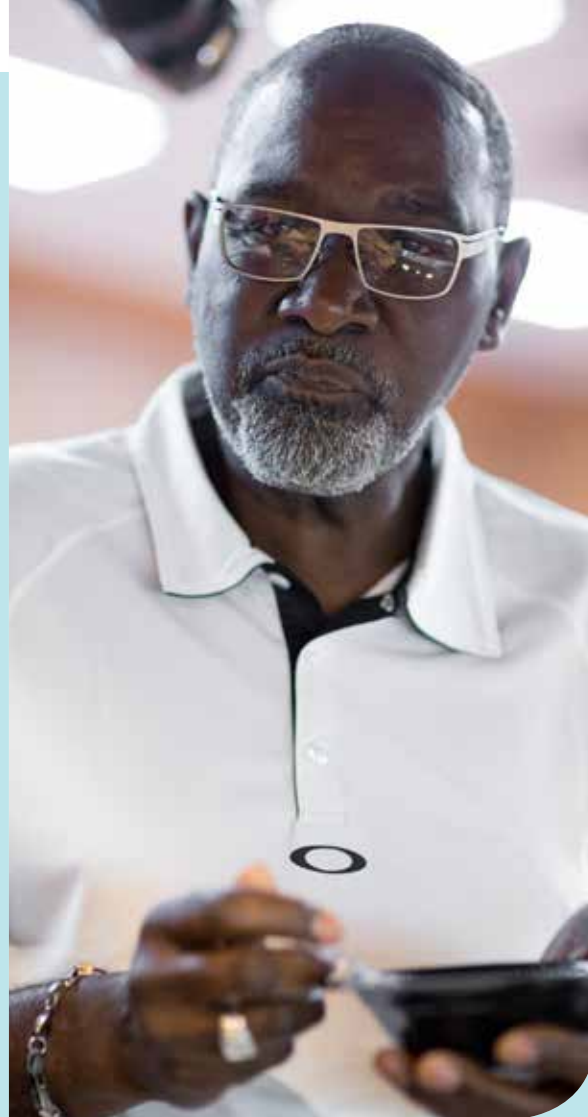
Summa’s 2013’s winner, Ngamy Tran, a nurse at Summa Akron City Hospital, was able to use the donations raised as votes when she went on to compete at the city-wide virtual Corporate Idol event. Attendees could vote for their favorite performance by making financial donations. Tran won the overall title for Summa for the fifth year in a row. Summa Health System holds the title for the most winners in the Corporate Idol Competition.

The proceeds raised through this competition will be used to support programs within the eight counties served by the regional foodbank: Carroll, Holmes, Medina, Portage, Stark, Summit, Tuscarawas and Wayne counties. Every one dollar raised provides four complete meals. Over the past five years, Summa has contributed nearly \$50,000 to the Akron-Canton Regional Foodbank, the equivalent of 200,000 meals.





# Taking Steps to a Healthy Life



Akron resident Vernay Shells knows a lot about diabetes. With several family members battling this disease, she understands and recognizes how important eating right and exercising are. However, through Summa Center at New Seasons Center for Health Equity's SWEET\* Life Program, she was going to learn how small lifestyle

changes can have a big impact on your health.

"I had so much information previously," explained Shells, a participant in the 15-week program. "I wasn't looking for more information; I needed to learn how to apply what I already knew, which I accomplished through the SWEET Life program."

Funded by a grant from the Ohio Commission on Minority Health, the program included:

- A FREE health assessment by a Summa Health System doctor
- Behavioral change sessions led by Minority Behavioral Health Group

- Cooking demonstrations and classes in nutrition by Summa Diabetes Center
- Exercise instruction by Summa Wellness Institute
- Weekly one-on-one phone calls with the Health Educator

The program was designed to help participants in a variety of ways. First, participants increased their knowledge of diabetes risk. Secondly, participants were empowered so they actually believed they could do something about their health status by taking personal control of those risks. Also, attendees participated in regular physical activity, an important component of good health, throughout the sessions. Finally, participants were encouraged to achieve or maintain a reduction in clinical indicators such as weight, body mass index, waist circumference and blood sugar levels. And the results from 2013 were promising.

In 2013, 170 people enrolled in the SWEET Life program. There was a

significant increase in the health status of participants. A majority of the participants saw an increase in diabetes risk knowledge. More than 70% of participants decreased their BMI (body mass index) and 61% decreased their blood pressure.

"I fought for my results," shared Shells. "I listened. I applied what I heard correctly to my life and I achieved results. I learned that no matter what age you are, it is OK to admit you have a weight issue. You are never too old to stop and listen and improve your life."

"Through the SWEET Life, I have improved my A1C levels and I am now at 50 percent of my weight loss goal. And I am not done yet."

Two interns were instrumental in the success of the SWEET Life program: Isabella Vitale, an intern from Kent State University, and Evan Merle from Wright State University. These interns learned how to deliver a community intervention and carry on one of the missions of the Center for Health

Equity, which is to train the next generation in how to solve health disparities.

Behavioral health sessions were quite popular with participants; the quantity of sessions was increased during the 15 weeks because they were so popular.

"The African-American community is typically skeptical of behavioral health intervention and the benefits that it may provide," explained Billi Copeland-King, JD, MPA, director for the Center for Health Equity.

"However, we included a behavioral health component and participants found out how much they actually loved it and needed it. Your mental health impacts your physical health and it was great to see participants making the mind-body connection. It helped our patients overcome barriers."

*\*Steps to Wellness through Education, Empowerment and Transformation*

*Supported by Summa Diabetes Center and Summa Wellness Institute.*





## Charity Care (at cost)

As one of the area's top safety net providers, in 2013 Summa Health System provided more than \$15.6 million in charity care. This amount represents the net costs, not charges, associated with providing care and does not include bad debt.

Patients with incomes up to 200% of the federal poverty income guidelines, or who have a hospital bill that exceeds 25% of their gross annual income are eligible to apply for charity care assistance. In addition, there is a sliding scale discount program for those who have income between 200% and 400% of the federal poverty income guidelines. In 2013, the charity care program (including HCAP) benefited nearly 40,000 patients.

## Un-reimbursed Cost of Medicaid

In 2013, Summa Health System's unpaid costs for Medicaid totaled more than \$23.3 million. Ohio Medicaid reimbursements historically have not

covered the cost of providing the care to the Medicaid beneficiaries.

## Community Health Improvement Services

An important part of Summa's mission is offering preventive and wellness programs to build a healthier community. Throughout 2013, Summa provided more than \$1.2 million to help fund vital health improvement activities such as free and low-cost health screenings, health education services and wellness programming.

## Health Professions Education

Summa Health System offers a strong medical education program and fosters a sought-after learning environment for the next generation of healthcare professionals. At three of Summa's hospitals, more than 270 graduates from U.S. and international medical schools train in 18 accredited residency and fellowship programs and more than 45 percent of program graduates remain in the

community to practice at Summa hospitals. Summa has also invested more than \$19.1 million of its resources to provide clinical learning experiences in medicine, nursing and allied health.

## Subsidized Health Services

Summa Health System is committed to providing subsidized health services – clinical services that meet an identified community need and are provided despite a financial loss. Vital services such as our Center for Senior Health, Center for the Treatment and Study of Traumatic Stress, the Summa Center for Dental Health and our diabetes education efforts are offered even though they operate at a loss. In 2013, the cost of our subsidized health services exceeded \$26.4 million.

## Research and Innovation

Over the past decade, Summa's integrated approach to scientific inquiry and research has earned high rankings and demonstrated our dedication to

the advancement of medical knowledge. Research and Innovation within Summa Health System is focused on providing the best care for our patients, helping to improve the health of our community, and doing so in the most effective and efficient way possible. In 2013, Summa contributed a net cost of \$5.1 million to the advancement of medical care and treatments through research.

Ongoing research is a cornerstone of our mission to constantly transform and improve patient care. Some areas of care we are exploring include older patients presenting in the emergency room with fainting and patients presenting with strokes.

Innovation through the testing of new devices and surgical procedures offers Summa patients improved care. For example, Summa is testing a new device to offer better monitoring of the baby during delivery and developing an innovative surgical method of removing tumors from bone that preserve functionality of the bone.

Improving the health of our community is a central focus for Summa Research

and Innovation. Researchers at Summa recognize that the health of our population is dependent on preventing disease, not just treating disease.

## Financial and In-kind donations

Every year, Summa participates in numerous community programs and contributes financial assistance and in-kind services to support community organizations and events that provide care and promote health and wellness. Examples include neighborhood health facilities such as OPEN M and Faithful Servants Care Center. Summa also provides support to the Austen Biolnnovation Institute in Akron's (ABIA) Center for Clinical and Community Health Improvement to help develop care delivery models. In total, Summa contributed more than \$2.3 million to community organizations in 2013.

## Community Building Activities

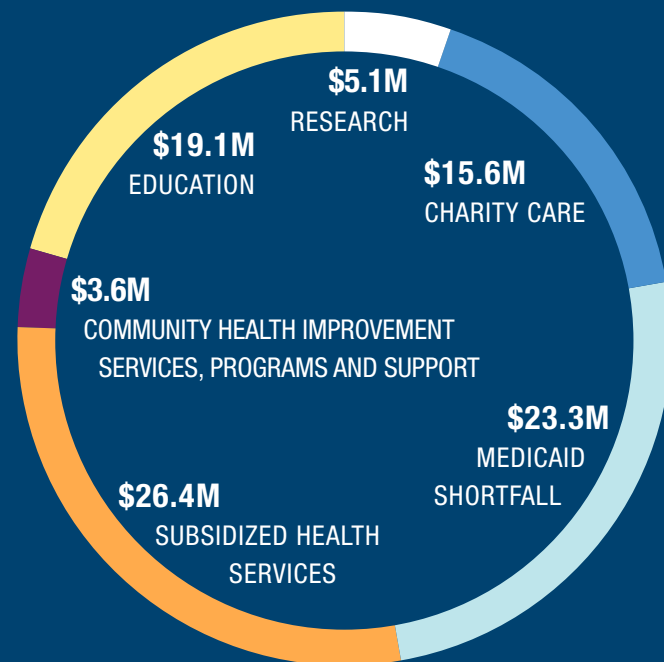
Summa Health System provided strong leadership and support in various regional

alliances and initiatives designed to revitalize our community. Summa is working to address workforce shortages through numerous partnerships, including Northeast Ohio Health Science and Innovation Coalition (NOHSIC). Summa also has a strong alliance with Akron Public Schools to help students explore healthcare careers. Summa's financial contributions to community building activities in 2013 totaled more than \$100,000.

## Bad Debt Expenses

An important part of Summa Health System's commitment to providing quality and accessible healthcare includes covering the expenses of payments that were expected but not received. While Summa Health System recognizes that the cost of bad debt is part of the cost of doing business, Summa believes that it is important to report these costs to show the total picture of how much care Summa Health System provides to the community without full reimbursement. In 2013, the cost for bad debt exceeded \$22.3 million.

# Community Benefit Summary 2013



## 2013 COMMUNITY BENEFIT COSTS AND INVESTMENTS

\$93.1M

THIS CHART TOTALS \$93.1M AND IS NET OF HOSPITAL CARE ASSURANCE PROGRAM (HCAP) BENEFIT OF \$15.3M.

## SUMMA HEALTH SYSTEM AND AFFILIATE\*

\$15.6M	CHARITY CARE
\$23.3M	MEDICAID SHORTFALL
\$26.4M	SUBSIDIZED HEALTH SERVICES
\$3.6M	COMMUNITY HEALTH IMPROVEMENT SERVICES, PROGRAMS AND SUPPORT
\$19.1M	EDUCATION
\$5.1M	RESEARCH

\*To measure and report community benefit, Summa Health System, which includes Summa Akron City and St. Thomas Hospitals, Summa Barberton Hospital, Summa Wadsworth-Rittman Hospital, Crystal Clinic Orthopaedic Center, Summa Western Reserve Hospital, Summa Physicians Inc. and Summa Rehab Hospital, a joint venture between Summa and Vibra Healthcare, follows Internal Revenue Service and Catholic Health Association guidelines.



Assisting community organizations in fulfilling their missions through our community benefit investments allows for a more positive, broader based network of community support and services. Again in 2013, Summa Health System provided financial or in kind support to organizations and initiatives within our community, many of which are listed below. The work of a number of these organizations directly addresses the findings outlined in our community health needs assessment and these organizations are listed with a blue CHNA notation after their names.

- Access
- ADM Board, *CHNA*
- Akron Area YMCA
- Akron Community Foundation
- Akron Marathon
- Akron Public Schools
- Akron Summit Community Action
- Akron-Summit Public Library
- Akron Zoo
- Alzheimer’s Association, *CHNA*
- American Diabetes Association, *CHNA*
- American Red Cross
- Area Health Education Center
- Arthritis Foundation
- Asian Services in Action, Inc.
- Barberton Community Foundation
- Barberton Community Health Clinic, *CHNA*
- Boy Scouts of America Great Trail Council
- City of Wadsworth
- Coleman Foundation, *CHNA*
- Conservancy for Cuyahoga Valley National Park
- Crohn’s and Colitis Foundation
- Dancing Classrooms of Northeast Ohio
- Diversity Center for Northeast Ohio
- Downtown Akron Partnership
- Dragon Dream Team
- Emmanuel Christian Academy
- Faithful Servants Care Center, *CHNA*
- Feeding Medina County, *CHNA*
- Girl Scouts of Northeast Ohio
- Goodwill Industries of Akron
- Greenleaf Family Center, *CHNA*
- Habitat for Humanity of Summit County
- Haven of Rest
- Heart to Heart Communications
- Leadership Akron
- Leadership Hudson
- Leukemia and Lymphoma Society
- LOVE Akron
- Mature Services
- Mental Health America, *CHNA*
- NAACP
- National Alliance on Mental Illness, *CHNA*
- Neighborhood Conservation Services of Barberton
- OPEN M, *CHNA*
- Project GRAD
- Rape Crisis Center
- Rebuilding Together
- Salvation Army
- Stewart’s Caring Place, *CHNA*
- Summit County Medical Alliance
- Summit on Children Task Force
- The ARC of Summit and Portage Counties
- Tutoring Nurtures Talent
- University of Akron
- Wadsworth Salvation Army
- YEPAW

## Summa Health System Community Benefit Committee

### 2013 Members

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Dottie Achmoody  
 Cynthia Capers, Ph.D.  
 Jay DasVarma  
 Pastor Mark Ford  
 John Friend  
 Ann Lane Gates  
 Thomas Harnden  
 Mary Ann Jackson  
 Anthony Lockhart  
 John Palmer  
 Jonathan Pavloff – Chair  
 Steve Schmidt, Ph.D.  
 Demond Scott, M.D.  
 Tom Strauss  
 Reverend Ben Walker  
 Joseph Zarconi, M.D.

### Staff

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Roxia Boykin, MPA, RN  
 VP, Community Benefit & Diversity  
 Sally Missimi, Ph.D., RN  
 Director, Community Benefit

“The Community Benefit Committee is necessary to address unmet needs of the community. Through collaboration and 'collective impact' we need to know if working collectively with others is really pushing the button of improved health further than what we might do alone. This is one of our goals.”

– Cynthia Capers, Ph.D., RN