

WELCOME

MESSAGE

Covenant has been my home since I was 19 years old. I was raised in Covenant, and I hope Covenant takes care of you as well as it has taken care of me. I sincerely believe that God has had a covenant with all of us as caregivers to be about Christ's work for those who need our services.

Covenant Health has built a legacy for over 100 years in across the South Plains and eastern New Mexico as a faith-based ministry of healing and caring for everyone in need. Our ministry is special because of the unique covenant we hold with God, the community we serve and our caregivers. It is one of the unique blessings of my life working at Covenant.

I am pleased to extend a warm welcome to you as you join our Covenant Health family. You are joining a special group of caregivers who are compassionate about their service to others.

Welcome to Covenant Health! You are now part of our collective story, a story of touching and changing lives that continues to be written one day, one person, one sacred encounter at a time.

Walt Cathey, FACHE
Chief Executive, Covenant Health



OUR MISSION & VALUES

The Mission

As expressions of God's healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

Our Values



Compassion

Jesus taught and healed with compassion for all. –Matthew 4:24

We reach out to those in need and offer comfort as Jesus did. We nurture the spiritual, emotional and physical well-being of one another and those we serve. Through our healing presence, we accompany those who suffer.



Dignity

All people have been created in the image of God. –Genesis 1:27

We value, encourage and celebrate the gifts in one another. We respect the inherent dignity and worth of every individual. We recognize each interaction as a sacred encounter.



Justice

Act with justice, love with kindness and walk humbly with your God. –Micah 6:8

We foster a culture that promotes unity and reconciliation. We strive to care wisely for our people, our resources and our earth. We stand in solidarity with the most vulnerable, working to remove the causes of oppression and promoting justice for all.



Excellence

Whatever you do, work at it with all your heart. –Colossians 3:23

We set the highest standards for ourselves and our ministries. Through transformation and innovation, we strive to improve the health and quality of life in our communities. We commit to compassionate, safe and reliable practices for the care of all.



Integrity

Let us love not merely with words or speech but with actions in truth. –1 John 3:18

We hold ourselves accountable to do the right things for the right reasons. We speak the truth with courage and respect. We pursue authenticity with humility and simplicity.

Our Vision

Health for a better world.

Our Promise

"Know me, care for me, ease my way."



OUR HERITAGE

From its humble beginnings in 1918 as the Lubbock Sanitarium in a small West Texas town to its place today as the leading regional health care provider with a national reputation, Covenant Health has been one of the key reasons for the sustained growth of Lubbock, Texas, as well as sustained excellence in health care. That excellence is not only a result of immensely talented caregivers committing their lives to care for others, but it is also a result of the organization's never-ending faith. For over 100 years, our caregivers have worked together to build Covenant Health into a place where healing and faith intersect every day.

Covenant Health has a rich history in the West Texas/eastern New Mexico region. While health care in our region has changed over the years, our commitment to fulfilling our mission, vision, values and promise has not wavered.

Covenant Health is a member of the Providence family, a health care system serving communities throughout the western United States. As a comprehensive health care organization, we are serving more people, advancing best practices, and continuing our more than 100-year tradition of serving the poor and vulnerable.

Delivering services across seven states, Providence is committed to touching millions of lives and enhancing the health of the American West to transform care for the next generation and beyond. Together, our 120,000 caregivers (all employees) serve in 52 hospitals, 1,085 clinics and a comprehensive range of health and social services across Alaska, California, Montana, New Mexico, Oregon, Texas and Washington.

We have a network of 8 hospitals, over 1,000 licensed beds, 6,000 caregivers and a medical staff of more than 600 physicians.



1918

Lubbock Sanitarium (Methodist) opened by Drs. A.R. Ponton, O.F. Peebler and J.T. Hutchinson at 1301 Broadway. Ponton's nursing training program (now Covenant School of Nursing) also relocated to the Sanitarium. In 1941, it would be renamed Lubbock General Hospital.



1937

Plains Hospital & Clinic opened with 10 beds by Drs. O. Key, S.C. Arnett and F.B. Malone at Boston & 19th Street. 2 years later, in 1939, it was purchased by St. Joseph of Orange Sisters and renamed St. Mary of the Plains Hospital.

In 1954, the Northwest Texas Conference of the Methodist Church purchased Lubbock General Hospital and renamed it Methodist Hospital.



1954

In 1998, Covenant Health was founded through the merger of these two historic organizations - Methodist Hospital and St. Mary's Hospital.

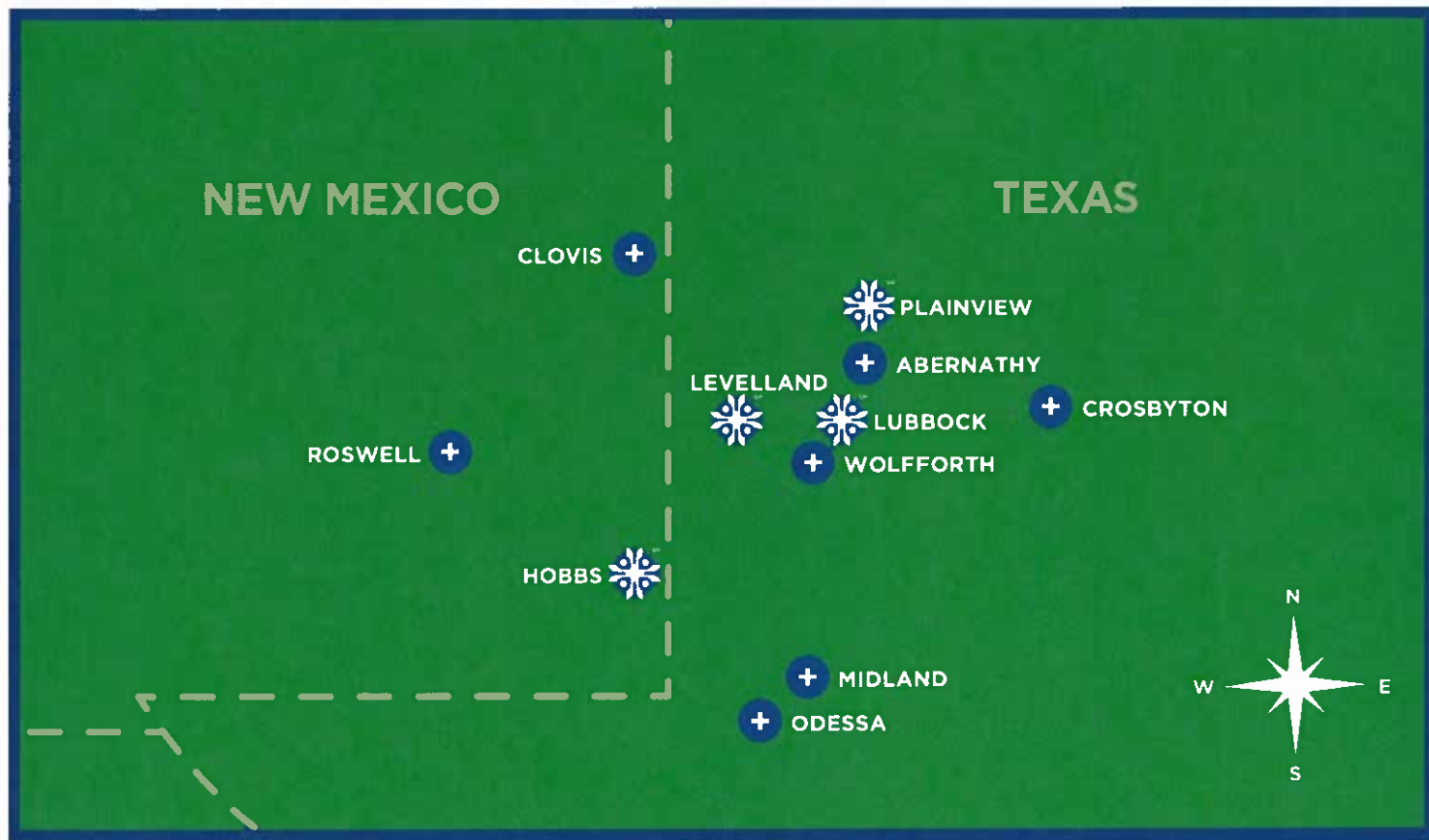


1998

In 2018, Covenant Health celebrated 100 years of health care.

2018

COVENANT HEALTH SERVICE AREA MAP



OUR MINISTRIES

Lubbock Service Area

Covenant Children's
Covenant Medical Center
Covenant Specialty Hospital
Grace Surgical Hospital
Covenant Health Partners
Covenant Foundation
Hospice of Lubbock

Rural Service Area

Covenant Hospital Levelland
Covenant Hospital Plainview
Covenant Health Hobbs Hospital

Covenant & Grace Medical Clinics

Abernathy, TX
Clovis, NM
Crosbyton, TX
Hobbs, NM
Levelland, TX
Lubbock, TX
Midland, TX
Plainview, TX
Odessa, TX
Roswell, NM
Wolfforth, TX

Scan QR code to visit our website, see a list of all clinic locations,
and to access address, directions, and contact information



2024 LEADERSHIP TEAM

LUBBOCK SERVICE AREA

LUBBOCK SERVICE AREA



Dr. Amy Thompson

Chief Executive
Lubbock Service Area



Dr. Lara Johnson

Chief Medical Officer
Lubbock Service Area



Vanessa Bayouth

Chief Executive
Grace Health System



Daniel Hronek

Chief Nursing Officer
Lubbock Service Area



Shannon Bates

Chief Nursing Officer
Covenant Children's Hospital



Marla Daniels

Chief Nursing Officer
Grace Surgical Hospital



Randy Nichols

Exec Director, Operations
Grace Health System



Ely Perea

Exec Director, Operations
Covenant Medical Center



Clay Taylor

Exec Director, Operations
Covenant Children's Hospital



Shelly Biggs

Exec Director, JACC
Covenant Children's Hospital

TX/NM SHARED SERVICES



DyAna Kerr

Chief Finance Officer
TX/NM Service Areas



Jennifer Bryan

Chief Finance Officer
Lubbock Service Area



Chris Shavers

Chief HR Officer
TX/NM Service Areas



Holly Snodgrass

Chief HR Officer
Physician Services



Holly LaFebre

Chief Mission Officer
Lubbock Service Areas



Steve Crisman

Chief Philanthropy Officer
Central Division / TXNM



Kathleen Burrell

Legal Counsel
TX/NM Service Areas



Hannah Fish

Manager, Care Experience
TX/NM Service Areas



Roxie Winn

Sr. Director, Compliance
TX/NM Service Areas



Mike Siwek

Exec Director, RESO
TX/NM Service Areas



Tavia Hatfield

Director of Community
Health Investment, TXNM



Steve Beck

Chief Administrative Officer
TX/NM Service Areas



Kevin McConic

Chief Diversity Officer
Central Division / TXNM



Jericka Parker

Sr Program Manager, DEI
TX/NM Service Areas



Ainsley Nelson

Chief Communication Officer
TX/NM Service Areas



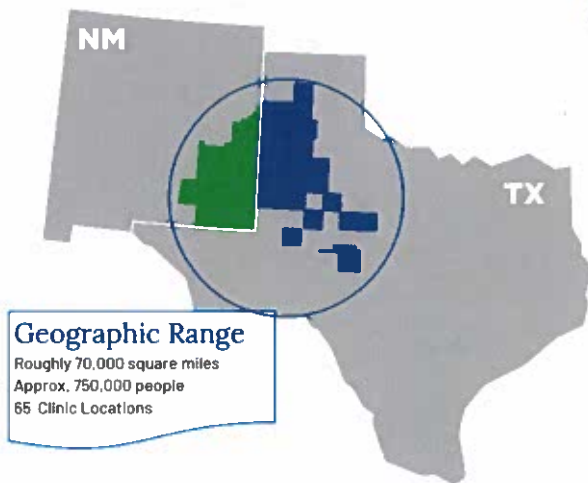
Tyler Graham

Chief Marketing Officer
TX/NM Service Areas



PHYSICIAN CARE NETWORK MARKET OVERVIEW

GENERAL MARKET OVERVIEW



Number of Providers

CovenantHealth
Medical Group

283 employed providers

- 31% – Primary Care Providers
- 54% – Adult Specialists
- 15% – Pediatric Specialists



73 employed providers

- 34% – Primary Care Providers
- 66% – Adult Specialist

CovenantHealth
Health Partners

345 partnering providers

137 Affiliated Providers
[84 Primary Care Providers & 261 Adult Specialists]



Patient Encounters

- Annual Ambulatory Encounters- 673k
- CMG – 500k
- Grace – 173k

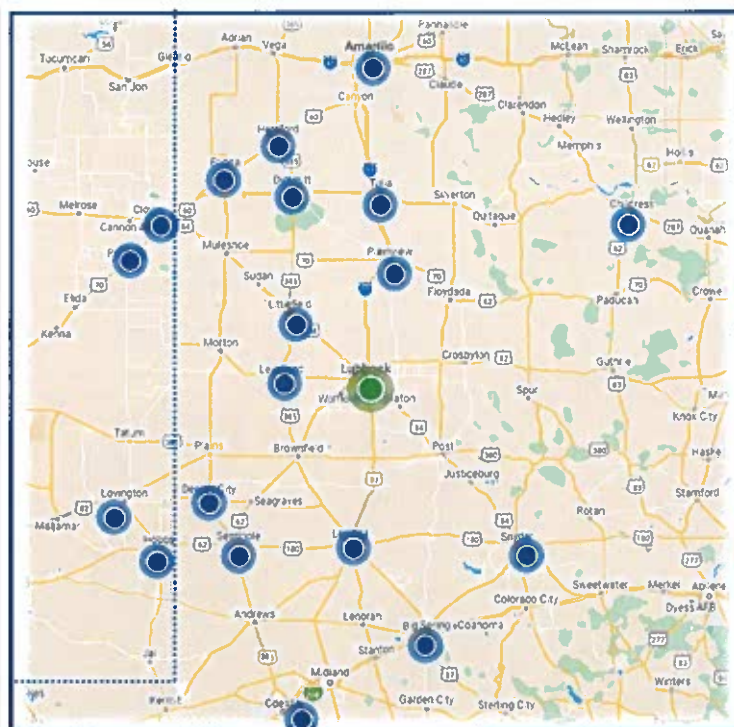


Number of Caregivers

Caregivers – 1,200 Total

- CMG ~950
- Grace ~250

REGIONAL OUTREACH BY SERVICE LINE



Cardiology

- Denver City, TX
- Lamesa, TX
- Levelland, TX
- Seminole, TX
- Snyder, TX
- Portales, NM



Nephrology

- Plainview, TX



OB/GYN

- Snyder, TX



Oncology

- Plainview, TX
- Snyder, TX
- Lovington, NM



Orthopedics

- Big Spring, TX
- Denver City, TX
- Dimmit, TX
- Friona, TX
- Hereford, TX
- Lamesa, TX
- Littlefield, TX
- Seminole, TX
- Tulia, TX
- Clovis, NM
- Hobbs, NM
- Lovington, NM



Pedi GI

- Amarillo, TX
- Plainview, TX



Pedi Surgery

- Odessa, TX



Urology

- Childress, TX



Pediatric Cardiology

- Odessa, TX



OUR ORGANIZATION AT-A-GLANCE

PROVIDENCE HEALTH SYSTEM

Covenant Health and Grace Clinic have proudly served West Texas and eastern New Mexico for more than 100 years. As members of the Providence family, a non-profit health care system serving communities throughout the western U.S., we are committed to enhancing the health of the people of the South Plains.

At Providence, we use our voice to advocate for vulnerable populations and needed reforms in health care. We are also pursuing innovative ways to transform health care by keeping people healthy, and making our services more convenient, accessible and affordable for all. In an increasingly uncertain world, we are committed to high-quality, compassionate health care for everyone - regardless of coverage or ability to pay. We help people and communities benefit from the best health care model for the future - today.

Together, our 120,000 caregivers (all employees) serve in 52 hospitals, 1,085 clinics and a comprehensive range of health and social services across Alaska, California, Montana, New Mexico, Oregon, Texas and Washington.

Providence across five western states:

- Alaska
- Montana
- Oregon
- Northern California
- Southern California
- Washington

The Providence affiliate family includes:

- Covenant Health in West Texas and New Mexico
- Facey Medical Group in Los Angeles, CA.
- Kadlec in Southeast Washington
- Pacific Medical Centers in Seattle, WA.
- Swedish Health Services in Seattle, WA.

As a comprehensive health care organization, we are serving more people, advancing best practices and continuing our more than 100-year tradition of serving the poor and vulnerable. Delivering services across seven states, Providence is committed to touching millions of more lives and enhancing the health of the American West to transform care for the next generation and beyond.

 **120k**
CAREGIVERS

 **36k**
NURSES

 **25k**
PHYSICIANS

 **\$1.9b**
COMMUNITY
BENEFIT

 **52**
HOSPITALS

 **950**
CLINICS

 **28.1m**
TOTAL
PATIENT
VISITS

 **1.9m**
COVERED
LIVES

 **1700+**
PUBLISHED
RESEARCH
STUDIES

 **1**
HEALTH
PLAN

 **17**
SUPPORTIVE
HOUSING
FACILITIES

 **HIGH SCHOOL
NURSING
SCHOOLS &
UNIVERSITY**

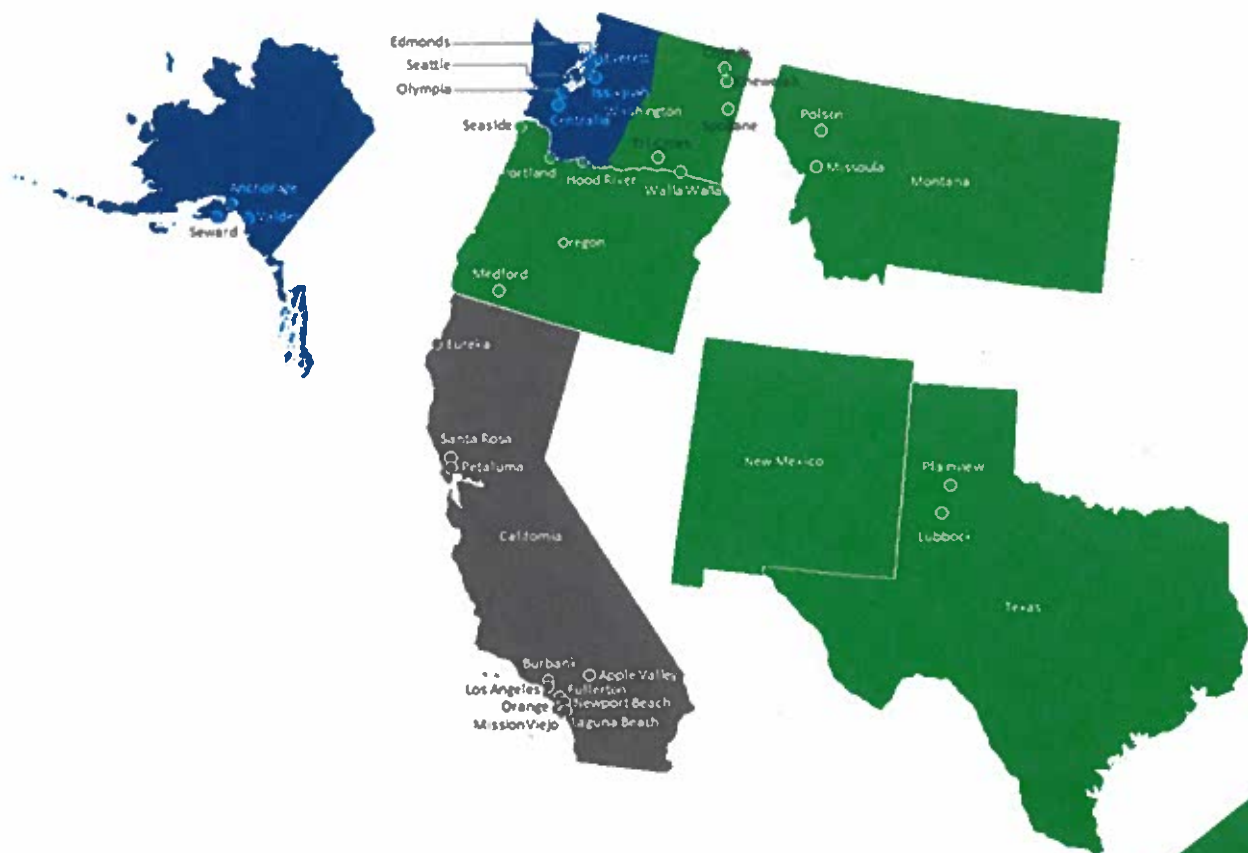


OUR ORGANIZATION

PROVIDENCE HEALTH SYSTEM

DIVISIONS	SERVICE AREAS	MINISTRIES
Geographical regions with similar sizing organized into three groups known as Divisions for greater alignment	Groupings of multiple ministries in nearby geographical areas, each with a local chief executive leading the area	Ministries are individual service organizations and/or locations located within a service area, each with a local senior leadership team overseeing operations

North Division → Alaska + Puget Sound
South Division → SoCal + NorCal
Central Division → Oregon + EWA/MT + TX/NM



COVENANT HEALTH SERVICE EXCELLENCE

"KNOW ME, CARE FOR ME, EASE MY WAY."

This is our promise to our fellow caregivers and to our patients, and it takes every one of us to "Own It" and put this promise into action.

So how do you demonstrate service excellence, and how can you commit to this promise?

Be "G. R. E. A.T."!

Own It

5 declarations and actions

1 2 3 4 5

Greet

1 2 3 4 5

Respect

1 2 3 4 5

Engage

1 2 3 4 5

Assist

1 2 3 4 5

Transition

I own how I greet and welcome you

- *Introduce yourself by name/role and address the person by preferred name*
- Greet others in a manner best appropriate to the situation
- Eye contact, facial expressions/smile, and speech should be welcoming, friendly, and match the circumstances

I own how I show you respect

- *Say "Please", "Thank you", and "You're Welcome"*
- Turn and face the other person. This is speaking heart to heart
- Respect the diversity, guard safety and confidentiality in all situations
- Work efficiently and effectively in an ethical manner, aligned with our Values

I own how I engage you and discover your needs

- *Provide opportunities for questions and discovery - "How can I help you?"*
- Actively and attentively listen with empathy and intent to understand
- Validate their needs

I own how I assist you and personalize my actions for you

- *Explain what you are doing, why you are doing it and your positive intent*
- Collaborate and work in partnership with the patients and others to fulfill needs
- Include others in decisions, explain what needs to be done, and seek the patients permission before acting

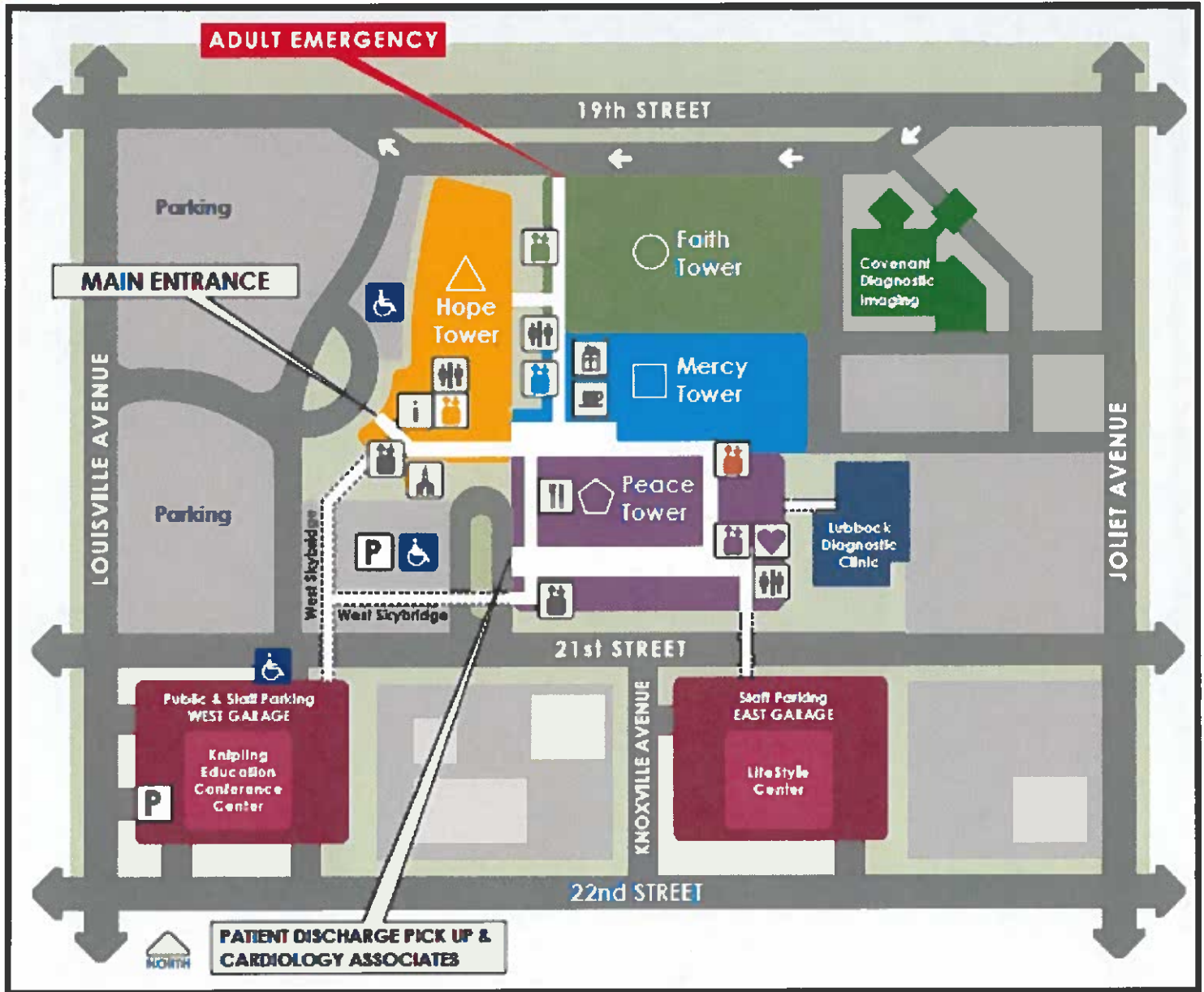
I own how I assist you in transitioning your continuum of care and service

- *Ask, "Is there anything else I can do for you?"*
- Explain what will be happening next and make introductions as appropriate
- When fitting, escort the person so they are not alone, confused or lost
- Provide an appropriate, authentic departing remark



HOSPITAL MAP

COVENANT MEDICAL CENTER



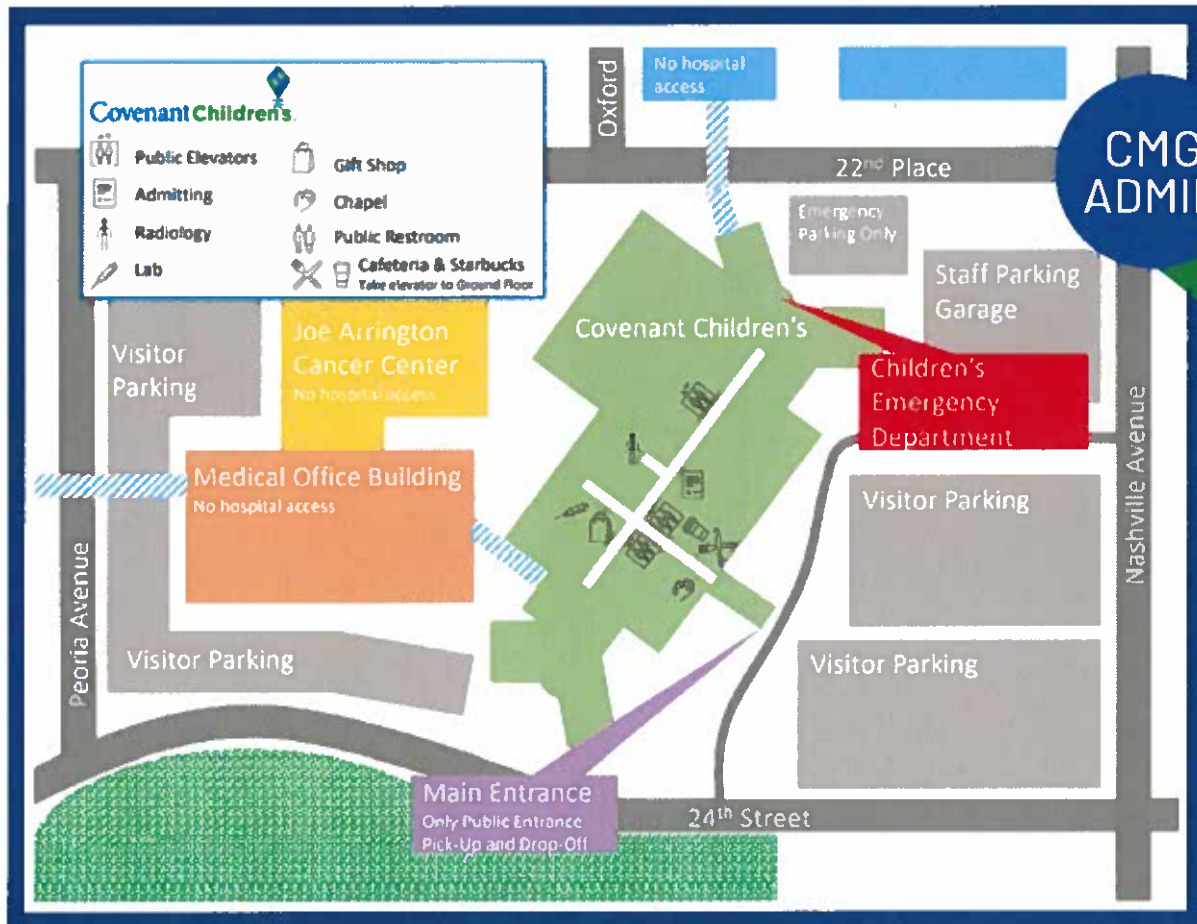
PARKING INSTRUCTIONS

Caregivers may park in either of the parking garages on 21st street (East and West garages). We ask that caregivers do not park in surface lots outside of Hope Tower or the LDC building, as these are reserved for patient and guest use.



HOSPITAL MAP

COVENANT CHILDREN'S



DISCOUNTED CHILDCARE WITH COVENANT ID

Kids Are Cool and Wee Care Learning Centered have each partnered with Covenant to provide you with a 10% discount on tuition for ages 6 weeks to 5 years.



7112 82nd Street, Lubbock, TX 79424
806-687-2665



5502 19th Street, Lubbock, TX 79407
806-792-0353



GET TO KNOW OUR LINGO

FREQUENTLY USED ACRONYMS



SYSTEM ACRONYMS

CHS	Covenant Health System Covenant Health System is located in Texas and New Mexico only. It is part of Providence Health System.	CHP	Covenant Health Partners An independent network of physicians contracting with health plans to deliver quality value-based care to patients thru collaborative care management.	PCN	Providence Clinical Network The division of Providence responsible for the management of all medical groups across the system, as well as the ambulatory care network and clinical institutes.
CMG	Covenant Medical Group This group oversees our physicians and their clinics and office staff.	DEI VIA	Diversity, Equity, and Inclusion Values in Action This is a systemwide award to celebrate caregivers who embody our values.	PHI	Personal Health Information All personal medical information and other data that a healthcare professional collects to identify an individual and determine appropriate care.

LOCATION ACRONYMS

CCH	Covenant Children's Hospital. This hospital also houses our women's and children's acute care services.	GSH	Grace Surgical Hospital Stand alone facility located near 82nd Street & Marsha Sharp Freeway.	MOB	Medical Office Building The medical office building attached to Covenant Children's and Joe Arrington Cancer Center.
CMC	Covenant Medical Center This hospital houses our adult acute care services.	JACC	Joe Arrington Cancer Center Directly connected to the Medical Office Building known as the "MOB".	NW	Northwest Clinic. The clinic housing Primary Care and Urgent Care clinics, located on the corner of Frankford and Erskine on the Northwest side of town.
CSH	Covenant Specialty Hospital. Long-term care hospital for patients.	KECC	Knipling Education Conference Center. Located on the 6th floor of the West Parking Garage where many events and meetings are held. Can be accessed by the 3rd floor skybridge connected to the entrance of CMC.	PEDI UC	Children's Pediatric Urgent Care The pedi urgent care clinic located at the corner of 82nd Street & Slide Rd.
CDI	Covenant Diagnostic Imaging Located on the East Side of Covenant Medical Center.	LDC	Lubbock Diagnostic Center, Building 14. The LDC is the building east of the CMC. It holds some of the Covenant administrative and Physician offices and clinics.	SDC	Southwest Diagnostic Clinic The Primary Care clinic on 50th Street also commonly known as Memphis Place Mall.
HP	Health Plus The clinic housing both Primary Care and a walk-in clinic, on the south side of town, located on Quaker Ave. near 82nd Street.	LSC	LifeStyle Centre. A fitness facility located at the top of the East Parking Garage offering discounted rates to caregivers. Features group classes, cardio and weight equipment, and a heated pool.	SWMP	Southwest Medical Park The medical office building located at the corner of 98th and Slide on the south side of town.
CSH	Covenant Specialty Hospital. Long-term care hospital for patients			UC	Urgent Care Clinic. The urgent care clinic located at 19th and Quaker Ave.

DEPARTMENT ACRONYMS

ED	Emergency Department Located at Covenant Medical Center
L&D	Labor & Delivery Located in Covenant Children's Hospital
NICU	Neonatal Intensive Care Unit Located in Covenant Children's Hospital
PICU	Pediatric Intensive Care Unit Located in Covenant Children's Hospital
OBED	Obstetric Emergency Department Located in Covenant Children's Hospital

OTHER COMMON ACRONYMS

HIE	Health Information Exchange Allows doctors, nurses, pharmacists, other health care providers and patients to appropriately access and securely share a patient's vital medical information electronically—improving the speed, quality, safety and cost of patient care.
MSDS	Material Safety Data Sheet Provide information on the hazards of working with a chemical and procedures that should be used to ensure safety.
SBAR	Situation-Background-Assessment-Recommendation A commonly used technique that provides a framework for communication between members of the health care team about a patient's condition.
HRO	High Reliability Organization Our organizational aim to achieve safety, quality, and efficiency goals in how we provide care to our communities



WHERE TO FIND LINKS MY APPS PORTAL

Access your MyApps Portal via your desktop shortcut, or by typing into your browser:
myapplications.microsoft.com

Note: If you are not logged-in to the Providence network via a device assigned to you, you will need to authenticate before you will be granted access.

