



Community Benefit Annual Report 2006



CATHOLIC HEALTH EAST



Mission, Vision & Core Values

“A Transforming, Healing Presence...”

Our Mission...

Catholic Health East is a community of persons committed to being a transforming, healing presence within the communities we serve.

To effect this mission:

- We treat all persons whom we serve and with whom we work with respect and compassion, calling forth their best human potential;
- We provide a full range of services that support healthy communities, including quality medical care and holistic approaches to healing body, spirit and mind;
- We collaborate with others who share a common mission and vision;
- We continually seek ways to assure access to services to persons most in need;
- We identify and develop leaders in Catholic health ministry; and
- We advocate public policies and initiatives, particularly those in the area of healthcare, that ensure quality of life for all.

Our Vision...

Inspired by our Mission and committed to our Core Values, Catholic Health East will achieve excellence in all we do, creating a system that empowers communities and individuals to achieve optimal health and quality of life.

“Excellence in All We Do...”

Core Values...

Reverence For Each Person

We believe that each person is a manifestation of the sacredness of human life.

Community

We demonstrate our connectedness to each other through inclusive and compassionate relationships.

Justice

We advocate for a society in which all can realize their full potential and achieve the common good.

Commitment To Those Who Are Poor

We give priority to those whom society ignores.

Stewardship

We care for and strengthen the ministry and all resources entrusted to us.

Courage

We dare to take the risks our faith demands of us.

Integrity

We keep our word and are faithful to who we say we are.

Always, Always With Us

*They shame us.
Those who are poor,
Who are vulnerable,
Whom the world deems as somehow less,
They shame us.*

*They shame us...and they call us.
From the midst of poverty,
At the edges and margins,
In troubled youth and diminished age,
In the midst of addiction and with
anguished minds and troubled hearts,
Suffering rises like a plaintive wail,
An endless grief,
A loss that knows no easing,
A weary cry for help.*

*They bless us as well.
For these, the hidden, the lost, the betrayed,
Are the locus of God's call,
Are the witness to God's care and power.
In their midst is our salvation,
In their need is our redemption,
In their faces is our healing,
In their courage is our strengthening,
In their presence is grace and beauty
and wisdom beyond the telling.
They bless us.*

*And so, the need is always with us,
Always, always with us.
Until our creativity is perfect,
Our courage unsurpassed,
Our wisdom beyond wise,
Our hearts fully opened,*

*For always, always,
Among the least and the lost,
The compassionate God is present.
In the owning of our shame,
In the hearing of the call,
In acting to serve,
Lies the healing compassion,
the loving kindness of our God
Waiting for us to see,
Attending our response,
Healing our hearts and our world.
transforming, healing presence
within the communities we serve.*

*Excerpt from:
Opening Reflection
Catholic Health Association
General Assembly • June 4, 2006*

*Juliana Casey, IHM
Executive Vice President
Mission Integration
Catholic Health East*

Message from Sponsors Council Coordinator, Board Chair, and CEO



Dear Friends,

Every day, people are touched by the healing ministry of Catholic Health East. Together we have built a network of care and compassion that extends the length of the eastern United States—improving health, transforming lives.

From high-tech acute and emergency care to long term care, continuing care and hospice; from the most advanced diagnostics and treatments to the one-on-one human touch of the home health nurse; Catholic Health East organizations provide medical services that are integral to the health of their communities.

CHE's community benefit programs are at the very heart of our ministry. Based on the legacy of our Sponsors, each of our organizations is driven by a passion to reach out to those who are most vulnerable, to those who are poor,

disadvantaged or forgotten by society. True to our Mission, "...we continually seek ways to assure access to services to persons most in need."

Responding to assessed community needs, CHE ministries accounted for more than \$264 million in community benefit programs and services in 2006. This includes charity care, unpaid costs of Medicaid programs, and a myriad of free and subsidized community health and education services. CHE organizations operate volunteer clinics and mobile health programs; distribute food and clothing to those who are poor; provide free health screenings, mammography and prescription drugs; stuff backpacks for indigent school children; and go on foot to provide healthcare to people living on the streets. They also collaborate with other

organizations to strengthen the community's health and social infrastructure. Catholic Health East provides hundreds upon hundreds of programs and services that directly benefit our communities.

In the Catholic Health East 2006 Community Benefit Report, we share some of the individual stories behind those impressive numbers. Because numbers alone don't communicate the depth and breadth of our ministry. Behind every number is a human being. A person brought from illness to health. From despair to hope. A person whose life is forever changed.

Colleagues, physicians, nurses, Sponsors, volunteers, board and auxiliary members, donors...we are healers all. Together, we are privileged and honored to be a transforming, healing presence in the communities we serve.

Sister Mary Persico, IHM, Ed.D.
Coordinator
CHE Sponsors Council

Earle Bradford, Jr.
Chairman, Board of Directors
Catholic Health East

Robert V. Stanek
President & CEO
Catholic Health East

What is Community Benefit?



The first women religious went from urban slums to remote rural areas seeking out those most in need of care. That legacy is the foundation of Catholic healthcare...who we are, what we do, and why we do it. The Mission and Core Values of Catholic Health East give witness to our ministry's focus on caring for those who are most vulnerable.

Long before the phrase "community benefit" was created, Catholic Health East organizations had a proud history of providing a vast array of community benefit programs and services. But the community service role of not-for-profit providers is not well understood. In recent years, the not-for-profit status of hospitals has been under increasing scrutiny. Policy makers and the public want to know: are

health care providers being true to their charitable missions? Not-for-profit health care providers must demonstrate that we are fulfilling our mission of community service and meeting our charitable tax-exempt purpose as a community benefit organization. But across the nation, there has been no consistent agreement or standard for how to measure, report and evaluate community benefit efforts.

The Catholic Health Association of the United States (CHAUSA), of which CHE is a member, leads a nationwide effort to improve the quantification and standardization of the reporting process. By CHAUSA standards, a community benefit must meet at least one of the following criteria: generates a low or negative

margin; responds to needs of special populations, such as persons living in poverty and other disenfranchised persons; supplies services or programs that would likely be discontinued—or would need to be provided by another not-for-profit or government provider—if the decision was made on a purely financial basis; responds to public health needs; and/or involves education or research that improves overall community health.

This updated methodology of accounting for community benefit services enhances the ability of Catholic Health East and all not-for-profit providers to document how we assess and provide critically needed services for those who live at society's margins.

Upper right: The CHA Community Benefit logo depicts the ministry's community benefit mission of promoting wellness for all persons and communities with our faith-tradition at its core. The rays of light or halo illuminate the spirituality of our commitment to communities, the aura of our reaching out, and the radiant energy of our work. The association will be using the symbol to easily identify community benefit related resources and articles. Members are welcome to use the logo on their community benefit documents and/or website in order to identify their use of CHA guidelines in their community benefit reporting.



A Basic Human Right

Charlie had been living under an Atlanta bridge for more than a year. He was cold, he was hungry, and he was sick. "Rats gnawed on me, four or five little guys," Charlie recalls. "I knew there was something wrong with me, but I didn't have money to go to the doctor. Then another street person told me about Mercy Care. Without their help, I would be dead."

Like Jesus before them, like the Sisters of Mercy who followed in his footsteps, the volunteer physicians and nurses of Saint Joseph's Health System began their care for Atlanta's homeless simply and lovingly: by washing their feet.

Their grassroots volunteer effort led to the creation of Mercy Care Services, sponsored by the Sisters of Mercy and Saint

Joseph's Health System. Mercy Care has been bringing the healing ministry of Jesus Christ to those who are poor and underserved in the Atlanta community since 1985. The program reflects a core value of its sponsors: health care is not a

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Mercy Cares was the only shot I had... Before I found them, I was down and out. Now I can look ahead.

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privilege given to a few, but a basic human right due every human being.

Operating through fixed-site, satellite and mobile clinics, Mercy Care provides primary health care, health education, dental

care, supportive housing services, mental health case management and social services that reach more than 1,000 people each year. About two-thirds of the patients are homeless or transient. The program also serves many new immigrants.

Charlie was seen by a Mercy Care physician and diagnosed with high blood pressure and diabetes. Through close medical management, a lot of health education and free medication, his diseases are now under control. Mercy Care connected him with other community resources, and Charlie now has housing and food and receives disability income. "Mercy Care was the only shot I had," Charlie says. "Before I found them, I was down and out. Now I can look ahead."

◀ *Mercy Care at Saint Joseph's Health System intervened to provide Charlie, who was homeless for over one year, with the medical care, food, housing and support services that saved his life.*



Something to Smile About

Amimata, 7, and her brother Habibou, 10, frequently awakened during the night in excruciating pain from dental disease. They were tired in class and had a hard time concentrating; Habibou often missed school because of the pain. The family had just been resettled through a United Nations refugee program. The children had never seen a dentist in their former home in Senegal, Africa. Their mother, Ramata, a single mother with a newborn infant, had no idea where to access dental care in Albany, nor could she pay for it.

"Dental disease is the number two reason for missed school days," says Blythe Thompson, director of the Ronald McDonald Care Mobile program at St. Peter's Health Care System in Albany, New York. "And many families here have absolutely nowhere to go for dental care."

A grassroots community collaboration came together to address the urgent need for dental care for underserved children. St. Peter's Health Care System, Ronald McDonald House Charities of the Capital Region, the local Rotary and numerous

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other groups joined to create the Ronald McDonald Care Mobile program at St. Peter's in 2006. A fully-equipped mobile dental unit works on-site at schools in the most disadvantaged neighborhoods, reaching about 3,000 children annually. Dentists and dental hygienists provide exams

and x-rays, cleanings, sealants, fillings and extractions at no charge to patients. Nutrition and oral health education are a major focus. The program also links families with ongoing medical care, health insurance and other community services.

The school nurse took Amimata and Habibou to the Ronald McDonald Care Mobile. The little girl had 10 cavities. More than half of Habibou's teeth were decayed, including all his permanent molars. Seven teeth had to be extracted; eight others were restored. All the work was done on the Care Mobile. Habibou also needed a root canal, provided at no charge through the Care Mobile program's network of volunteer dental specialists.

Now Amimata and Habibou get a good night's rest. They're alert and eager learners at school. And both children are thrilled to show off their bright new smiles.

The sound of music soothes Amimata as she awaits her turn in the dentist's chair in the Ronald McDonald Care Mobile, operated in conjunction with St. Peter's Hospital's Dental Services. It was the first-ever dental care for Amimata and her brother Habibou (inset photo, with their mother Rawata).



Tiny Steps

*M*aria is pregnant with her third child. Her daughter, Mayda, loves to accompany her to the doctor's visits at Tiny Steps, a prenatal and maternity clinic at St. Francis Hospital in Wilmington, Delaware. Mayda enjoys hearing the baby's heartbeat, and she always has an extra hug for her mom's doctor, Mayda Melendez, MD. It was Dr. Melendez who delivered Mayda seven years ago, and a grateful Maria named her baby for the doctor.

St. Francis created Tiny Steps in 1992 to reduce Delaware's infant mortality rate—one of the highest in the nation. In Wilmington, the infant mortality rate among African American and Hispanic women is more than twice the national average. "Lack of money prevents many women from receiving prenatal care," explains Dr. Melendez, Tiny Steps medical director. "Often they aren't seen by a doctor until they

show up at the hospital to deliver their baby." Tiny Steps operates on a sliding fee scale, and no one is every turned away. About 70 percent of the patients are Hispanic, and the bilingual physicians and staff at Tiny Steps make them feel right at home.

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Tiny Steps has experienced zero infant mortality over the past six years. With good prenatal care, counseling and health education, many complications that lead to infant mortality can be avoided. "The goal is to modify behaviors that impact

birth outcomes," says Dr. Melendez. "We counsel women about smoking, drug and alcohol use, good nutrition and use of prenatal vitamins. By seeing them early and often, we can also treat any medical problems or chronic disease that might contribute to poor outcomes for the mother or child."

At 27 weeks, Maria was diagnosed with gestational diabetes, a leading cause of infant mortality. Dr. Melendez and the Tiny Steps staff taught Maria how to monitor her blood sugar and counseled her on proper nutrition. "Her diabetes is under good control. We expect a very healthy baby right around Mother's Day," Dr. Melendez says.

"Without Tiny Steps, I'm not sure where I would go," Maria says. "Dr. Mayda, she watches after me."

◀ *Maria, together with her husband and two children, are grateful for the expert, compassionate care they've received through St. Francis Hospital's Tiny Steps Program.*



Coming Back Home

Denny was a well-educated executive with a wonderful wife and family, a beautiful home and fancy cars. He was a workaholic. And he was an alcoholic. Gradually, everything unraveled...and Denny became homeless.

"I lost everything: my wife and kids, my home, my job. I hit bottom," Denny says. "The only reason I'm not dead now is that I didn't have the guts to kill myself. And I met Dr. Withers. He saved my life."

A friend brought Denny to Mercy Hospital in Pittsburgh (part of Pittsburgh Mercy Health System), where he was visited by Jim Withers, MD, medical director of Operation Safety Net®, an internationally recognized program of Mercy Behavioral Health.

Like his physician father before him, Dr. Withers has a special concern for those who are poor. He founded Operation Safety Net

in 1992 to provide care for the unsheltered homeless and to train future leaders in street medicine. The internationally recognized program delivers medical care, support and referral. Teams of clinical volunteers and formerly homeless people search the

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**Every day,
I thank Jesus for
my blessings...
Operation Safety Net
helped me, and I'm
going to help others.**

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riverbanks, abandoned buildings and alleys of Pittsburgh each night, providing on-the-spot medical care, support and referral. They offer blankets, sandwiches and coffee, and a human connection with someone who cares deeply about those who are often most forgotten.

"Mercy understands the deeper meaning of being a healing community," Dr. Withers says. "We've found a way to fit our work with God's work."

When Denny was released from the hospital, Operation Safety Net connected him with a sponsor and got him into an outpatient treatment program at Mercy Behavioral Health. Dr. Withers also invited Denny to volunteer with the outreach team.

Once he was sober, Denny got his life back on track. He now has a terrific job in California. He has an apartment and a new car. And this Easter, he was reunited with his daughter and grandchildren. "All this, and I'm only six months removed from homelessness," Denny marvels. "Every day, I thank Jesus for my blessings. Those blessings started with Dr. Withers. And there is a pay-it-forward effect. Operation Safety Net helped me, and I'm going to help others. That's a blessing, too."

◀ *With the support of the skilled, compassion clinicians and volunteers of Operation Safety Net, Denny turned his life around and now has a bright future.*



In Touch

*H*is visit with the parish nurse is the highlight of Jim McLoughlin's week. And if he can't make it to the church, Dorothy Guida, RN, comes to him. She is a nurse in the Holy Cross Health Ministries parish nurse program, providing on-site health care and education in parishes throughout the county.

Since his wife died seven years ago, Mr. McLoughlin, 81, lives alone. He is blind in one eye and has several diseases that weaken his immune system and require careful medical management. Dorothy communicates closely with Mr. McLoughlin's physician and his family to make sure he is taking his medications properly, is eating nutritious meals and has a safe home environment. "If I ever look like I might need medical care, Dorothy is on the case immediately," Mr. McLoughlin attests.

Dorothy also attends to his

emotional needs. "When I first met him, Jim was very depressed and lonely. One of his greatest needs was just having someone to share his feelings with." She realized that Mr. McLoughlin's

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experience is common among Florida's elderly population. Many are widowed and have no family in the area. They are frequently frail, sad, and isolated. Dorothy began a bereavement group at

the church, which Jim finds valuable. She also helped arrange a network of neighbors who provide rides, grocery shop, and bring food to elderly parishioners. "The mission of Holy Cross and the Sisters of Mercy is to reach those who otherwise might not receive care," Dorothy says. "It's a beautiful experience for me, too, when I see what a difference this program makes."

Mr. McLoughlin is indeed a different man from the lonely guy Dorothy first met. Sure, he's challenged by illness, but he has a newfound optimism. He even became engaged on Valentine's Day. Mr. McLoughlin credits Dorothy and the parish nurse program with bringing new joy into his life. "It was a gift from God to have the parish nurse program come to our church," he says. "Dorothy is there for everyone who needs her. I call her my surrogate daughter!"

◀ *Jim shares a smile with Dorothy, his nurse from Holy Cross Hospital's Parish Nurse Program. The program helps to meet the medical, social and emotional needs of elderly in the community who need assistance.*



A Bridge to a Better Life

The youngest child of schizophrenic parents, Lilliana was accustomed to her mother's frequent hospitalizations, her father's manic rages and chronic unemployment, abrupt moves to tiny apartments with no heat, and foster homes. Lily and her sisters learned not only to take care of themselves and each other, but of their parents as well. They did this not grudgingly, but with deep love and selflessness.

When Lily was in middle school, she found The Bridge, an outreach program of Our Lady of Lourdes Medical Center, part of Lourdes Health System. For more than 25 years, The Bridge has provided teens with a nurturing environment where they can share their fear and anguish... and their hopes for a happier life. Led by teen volunteers who are supported by staff and adult

volunteers, the sessions revolve around issues most relevant to today's teens. Participants help each other, and in doing so, are helped themselves. All who enter The Bridge are treated with reverence, respect and love.

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The Bridge inspired me to strive for something much better for my life.

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“So many Camden area teens live in a world of poverty, hunger, violence and chaos. They have a profound hunger for a safe haven,” explains Renee Pinardo, director. “At the Bridge, they can be honest and open, unburdening painful experiences and beginning to hope again. These young people show

incredible strength and courage.”

It took a long time for Lily to open up. But gradually, shy, quiet Lily blossomed into a strong, independent young woman who has reached out and seized a better life for herself. She is now a junior at Rutgers University, vice president of a community service club on campus, a volunteer youth leader at The Bridge, and a mentor to other youth. An extremely talented artist, Lily painted The Bridge's murals and created an angel Christmas card for the Lourdes Foundation.

“The Bridge inspired me to strive for something much better for my life,” says Lily. “It instilled a sense of dignity and provided me with communication, leadership and interpersonal skills. My Bridge family has been like angels to me.”

◀ *Now a graduate student at Rutgers University in Camden, New Jersey, Lily is indebted to The Bridge for helping her to realize her fullest potential.*