

We are Catholic Health

Kenmore Mercy Hospital
Mercy Hospital of Buffalo
Mount St. Mary's Hospital
Sisters of Charity Hospital & St. Joseph Campus
Home & Community Based Care

Our Mission

We are called to reveal the healing love of Jesus to those in need.

Our Vision

Inspired by faith and committed to excellence, we will lead the transformation of healthcare in our communities.

Our Values

Reverence • Compassion
Justice • Excellence

Community Partners

Catholic Health partners with many local organizations including: Bertrand Chaffee Hospital • Orleans Community Health • Roswell Park Cancer Institute • Spectrum Human Services • Evergreen Health Services • Buffalo Medical Group • EPIC • Erie County Department of Health • Niagara County Department of Health • Catholic Charities • WNY Perinatal Network • Crisis Services Heart, Love & Soul Food Pantry

About Us

Catholic Health is one of Western New York's largest healthcare systems serving thousands of patients and residents across its network of hospitals, skilled nursing and subacute care facilities, primary care centers, diagnostic & treatment centers, behavioral health services and home & community based care agencies. With 9,000 associates and 1,500 physicians, our continuum of care extends to more than 60 access points in Erie and Niagara counties.



2016

Social Responsibility
and
Community Benefit



Helping Individuals,
Families and our
Community

Through social responsibility and community benefit, we will deepen our roots and extend our branches to enrich the lives of those we serve.



A Legacy of Service

Since its formation in 1998, and generations before through the work of its founding sponsors, Catholic Health has been responding to the need of the Western New York community. As a ministry of the Catholic Church, Catholic Health is dedicated to delivering high quality, compassionate care, with a special emphasis on caring for those who are poor and disadvantaged.

In order to fulfill its Mission, Catholic Health has developed a Social Responsibility/Community Benefit framework to identify and respond to community health needs. Through wellness and disease prevention programs, community partnerships and public policy advocacy, we are improving access to care, while improving the health of our community.

Meeting Community Need

As one of the largest healthcare providers in WNY, Catholic Health continually looks for ways to enhance care throughout the region. To better understand the health issues faced by area residents, we conduct a *Community Health Needs Assessment* every three years. Following this assessment, we develop an implementation plan to address areas of need where we can have the greatest impact.

Sacred Stories –

Visit www.chsbuffalo.org/CommunityBenefit to read more about our community benefit activities and the people who bring our Mission, Vision and Values to life each day.

The 2016 assessment process was a collaborative effort between Catholic Health and other community organizations who incorporate strategies that target social determinants of health and the New York State Prevention Agenda to deliver quality patient care. View this assessment at www.chsbuffalo.org/CHNA.

Addressing unmet health needs, especially in medically-underserved communities, continues to be a top priority for Catholic Health. To that end, we provided nearly \$115 million in charity care and community benefit to the people of WNY in 2016 (see chart below).

Lending a Helping Hand

Often times, financial barriers prevent people from accessing needed healthcare services. For uninsured patients, who require financial assistance, Catholic Health offers a Healthcare Assistance Program, which provides free or discounted care based on income guidelines and financial need.

In addition to sponsoring a variety of programs and outreach activities that serve those who are poor and disadvantaged (see facing page), Catholic Health also contributes a portion of its operating income to assist area partners who work to improve the health of our community. This funding helps support various school-based health initiatives, programs that improve the health and safety of newborns, and the creation of community partnerships to reduce healthcare disparities across the region.

Continuing the Tradition

For more than 165 years, Catholic sponsored healthcare providers have been serving our community. Today, the ministries of Catholic Health continue this long-standing commitment to *reveal the healing love of Jesus to those in need*. For us, social responsibility and community benefit is more than an obligation. It is an intrinsic part of our faith-based mission deeply rooted in the values that guide our healing work.

Charity Care & Community Benefit by Ministry

Based on our mission to serve those in need, Catholic Health contributed nearly \$115 million in charity care and community benefit to the local community in 2016. The patients, residents and communities served by Mercy Hospital of Buffalo, Sisters of Charity Hospital and its St. Joseph Campus, Kenmore Mercy Hospital, Mount St. Mary's Hospital and Catholic Health Home & Community Based Care benefitted from this ongoing commitment.

	MHOB	SOCH & SJC	KMH	MSMH	H&CBC	CHS Total
Charity Care	4,174,174	3,229,851	1,133,669	699,257	61,726	9,298,677
Community Benefit	13,543,203	18,716,922	5,027,822	3,933,915	952,022	42,173,884
Medicaid Shortfall	23,437,058	22,099,206	7,557,707	6,497,929	3,934,500	63,526,400
Total by Ministry	\$41,154,435	\$44,045,979	\$13,719,198	\$11,131,101	\$4,948,248	\$114,998,961



Ways Catholic Health Serves Our Community

Mission on the Move - Each year, our specially trained community education nurses visit more than 200 sites to provide free health screenings, education and physician referrals to residents in medically-underserved and economically-disadvantaged communities throughout the region.

Caring Smiles Dental Program - Mount St. Mary's Hospital established this dental program to address the critical oral health needs of uninsured or underinsured patients at its Neighborhood Health Center.

Project Mustard Seed - This charitable fund established at Sisters of Charity Hospital continues its mission to serve the poor. Costs for medication, food and transportation to help women, children and families in need are reimbursed through this fund.

Empowering Buffalo - Catholic Health participates in this child and family focused program that identifies barriers to healthcare for those in need. By addressing basic needs, like food, clothing and shelter, Empowering Buffalo helps people focus their energy on obtaining needed healthcare services.

Community Support Groups - Catholic Health sponsors a variety of support groups to provide individuals and families with needed information and support to better manage their medical conditions. Stroke, amputee and osteoporosis support groups are available.

Clothing Closets - Catholic Health accepts donations of new and gently used clothing from associates and others to help patients of all ages at its hospitals and primary care centers.

Project Homeless Connect/Project Connect Niagara - Catholic Health spearheads these annual events in Erie and Niagara County, which provides free services and referrals to hundreds of homeless and at-risk individuals. Catholic Health offers physicals, screenings and referrals for needed healthcare services.

Matt Urban Hope Center - Expanding its work with the center, Catholic Health sponsored a "Back-to-School" health event. In addition to giving more than 200 children backpacks filled with school supplies, we provided physicals and health screenings to adults in this underserved community.

Car Seat Safety and Parenting Classes - In conjunction with EPIC (Every Person Influences Children), Catholic Health sponsors monthly car seat safety checks by certified technicians, along with effective parenting classes.

Go Green - Through active committees, Catholic Health supports a variety of nationally recognized "green" initiatives to remain good stewards of our natural resources and to protect the environment. Initiatives include various recycling, sustainability and conservation efforts.

Footprints on the Heart - This multifaceted initiative provides education, support and compassionate care to mothers and families who experience perinatal loss.

340B Program - Sisters Hospital and Mount St. Mary's Hospital are enrolled in this federal drug discount program that allows hospitals to purchase pharmaceuticals for outpatients at a discount. The program enables hospitals to stretch their scarce federal resources by using program savings to offer more comprehensive services to the vulnerable patient populations they serve and contribute funding to community benefit programs.

Charities of Choice - Catholic Health "adopts" local service organizations to provide charitable and volunteer support. This year's recipients are Gerard Place, St. Vincent de Paul and Casey House. Past recipients include Buffalo City Mission, Food Bank of WNY, the Magdalene Project and Friends of Night People.

Cribs for Kids - Sponsored by Catholic Health Homecare, this program provides information and free cribs to help families in need provide a safe sleep environment for newborns and to reduce the number of sleep-related infant deaths.

Backpack Program - Through this partnership between Catholic Health and the Food Bank of WNY, more than 100 at-risk students at West Hertel Academy are able to take home a bag of food each week to share with their families.

Holiday Giving Programs - Each year, Catholic Health associates collect food and gifts to brighten the holidays for families in need. At Thanksgiving, dinner food baskets are distributed. Christmas giving programs provide gifts and toys to children and families. Mount St. Mary's Neighborhood Health Center sponsors a "Christmas Shoppe" where patients can "shop" for gifts and needed household items.

Faith Community Nursing - This practice, recognized by the American Nurses Association, coordinates efforts and builds alliances between Catholic Health, area registered nurses, and their faith communities. By supporting 12 nurses in their respective faith communities, they have impacted the lives of over 3,000 people with various health initiatives.

Investing in our community

Charity Care
Free or reduced cost care
\$9,298,677

Community Benefit
Services that benefit the broader community
\$42,173,884

Medicaid Shortfall
Unreimbursed cost of caring for Medicaid patients
\$63,526,400

