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

Our 2020 Vision
Inspired by faith and committed to excellence, we will lead the transformation of healthcare in our communities.

Our Values
Reverence – Compassion – Justice – Excellence
A Message from the Chair of the Board of Directors

For the past four years, it has been my pleasure, as Chair of the Board of Directors, to issue this portion of the Report to the Community to express our pride in Catholic Health’s accomplishments during the previous year, and to look confidently ahead as we develop new and better ways to serve our community.

But this year is different. Not because my pride or confidence in Catholic Health has waned; if anything, this was one of our most successful years and our future has never looked brighter. What’s different is that after 25 years of service to our member organizations, I will be stepping down as chair.

While this brings a whole host of emotions, the two that stand out continue to be pride and confidence. This has been a time of tremendous growth and accomplishment for Catholic Health. Not only have we faced the challenges of the changing world of healthcare, we have anticipated and overcome them.

Now more than ever, we have the ability to adapt to a changing healthcare landscape without ever compromising our commitment to provide safe, high-quality care. As I turn the page on a special chapter in my life, I want to thank my fellow board members for their support and active participation in advancing the mission of Catholic Health.

We have far outpaced federal expectations in terms of quality and efficiency of care. Before state lawmakers set the wheels in motion for hospital downsizing, we were rightsizing our organization and developing innovative ways to improve care and service. Today, with a new emphasis on better outcomes and greater accountability taking center stage, we are well positioned to embrace this model of health delivery and excel in all levels of patient care.

The proof is right before us – in the exceptional partnerships we have forged – with our physicians, embodied in the Catholic Independent Practice Association (CIPA) network; in the new technology and advanced facilities we use every day to save lives and enhance care; and in our strategic vision, which is allowing us to deliver efficient, patient-centered care across our continuum. And of course, the proof is in our outcomes. Not only do we win the host of awards, recognitions and top rankings from respected regional and national organizations, but in the hearts that have been touched by our special blend of medical excellence and compassionate care. They are our living proof and our greatest legacy.

Again, look back – and ahead – with pride and confidence. Catholic Health is in a strong position with an exceptional leadership team. Thanks to Downing and our entire healthcare team represented on the pages of this report, we have the ability to adapt to a changing healthcare landscape without ever compromising our commitment to provide safe, high-quality care.

As I turn the page on a special chapter in my life, I want to thank my fellow board members for their support and active participation in advancing the mission of Catholic Health. It has been my privilege to serve this special ministry and contribute to the quality of healthcare in our community.

Carl J. Montante
Chair, Catholic Health Board of Directors

A Message from the Chair of the Corporate Members and Religious Sponsors

Across decades of caring for the sick, Catholic-sponsored healthcare facilities have experienced many changes, yet one thing has remained constant: the commitment to our mission – to reveal the healing love of Jesus to those in need.

For the past four years, it has been my pleasure, as Chair of the Corporate Members and Religious Sponsors, to use this portion of the Report to the Community to express my pride in Catholic Health’s accomplishments during the previous year, and to look confidently ahead as we develop new and better ways to serve our community.

Our mission is what defines Catholic Health. The impetus to excel comes from our desire to serve our neighbor, seeing Christ in every face we encounter. Our efficiency and financial responsibility stem from a sense of responsibility to our community and stewardship for the gifts we have been given. Our compassion comes from our respect for the dignity of each child of God.

Healthcare is again being called to remain selfless in our nation. The challenge is being felt at the feet of our physicians, clinicians and administrators. But despite the unprecedented changes in the healthcare industry, our physicians, clinicians and administrators are ready. Why? Because for us, healthcare is more than a business; it is a calling – a difference that inspires and empowers us to work even harder to provide medical services that exceed every standard with unparalleled care and compassion.

Our efficiency and financial responsibility stem from a sense of responsibility to our community and stewardship for the gifts we have been given. Our compassion comes from our respect for the dignity of each child of God.

In all our facilities, in every choice and every action, we will remain worthy of that trust and true to our mission.

Chair, Corporate Members and Religious Sponsors

HELPING YOU ALONG THE PATH OF CARE
Qualid member Marie Stefanek and Bridget Foster, R.N.

HELPING YOU ALONG THE PATH OF CARE
Nutritional Services ambassador Angela Leon and Marcus Romanowski, M.D.
A Message from the Chief Executive Officer

Here at home, and on a national level, the debate continues regarding the future of our healthcare. People wonder what a reformed healthcare system will look like, and where they will get their care, and how they will pay for this expanded coverage.

At Catholic Health, we are well positioned for the future no matter what shape health reform takes. We will deliver the kind of safe, high-quality care individuals want for themselves and their families.

The promise is that Catholic Health will take the lead in a future where healthcare providers will be judged by their ability to deliver services more efficiently, with improved outcomes and greater accountability.

All the pieces are already in place at Catholic Health. We know that to provide outstanding care and service, we must first be accountable to our patients. Their needs and well-being are at the center of everything we do. We call it patient-centered care. It’s our commitment, but more importantly, it’s our mission as a ministry of the Catholic Church.

We call it patient-centered care. It’s our commitment, but more importantly, it’s our mission as a ministry of the Catholic Church.

As part of our strategic plan, Vision 2020, we have moved forward and reconfigured critical services like cardiac, neuroscience and vascular care, and women’s services into integrated service lines, which enhance service and quality.

To offer unmatched care, and an outstanding patient experience, we rely on our leadership in the finest private practice doctors in the region, the 852 physicians of the Catholic Independent Practice Association (CIPA). CIPA physicians are on the leading edge of medical care, using electronic medical records, evidence-based leading best practices, and the most advanced technology available, to bring nationally recognized care to the people of Western New York.

Working as part of a coordinated team with specially trained physician assistants, nurse practitioners and other support staff, CIPA physicians are able to provide their patients with a level of care that ensures they are well informed, empowered, engaged and followed every step of the way, so they are comfortable knowing what comes next.

Looking to the future, we are also recruiting and training the next generation of young doctors, who will practice in a new healthcare environment where clinical integration and physician alignment will set new standards in evidence-based care. We are also seeing a change in the traditional view of hospitals as patient magnets. Today, more care is being provided at home and in community-based outpatient settings, like the services available through our home care agencies, primary care centers and the OLV Senior Neighborhood. As part of our strategic plan, Vision 2020, we have moved forward and reconfigured critical services like cardiac, neuroscience and vascular care, and women’s services into integrated service lines, which enhance service and quality.

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This year is about the people we serve and the lives we touch.

Joseph D. McDonald
President and Chief Executive Officer, Catholic Health

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It starts small. A patient with a history of heart issues has an annual checkup. And it ends small: a tiny incision that leads to a drastically shorter hospital stay and quicker recovery.

But in between, Robert Guiffreda’s story showed the big advantages of Catholic Health’s continuum of care.

His Catholic Health primary physician and cardiologist referred Robert to Mercy Hospital’s Heart Center. There, he was seen in our state-of-the-art Cardiac Catheterization Lab by one of the area’s leading cardiothoracic surgeons for a revolutionary procedure to replace a damaged heart valve—a new minimally invasive technique available nowhere else in Western New York. As a result, he didn’t have to travel outside the region to get the most advanced care and was able to continue his rehabilitation comfortably at home with the help of a home care nurse.

Cardiac Care at Catholic Health

We’ve earned a reputation for excellence in cardiac care at all our facilities, and nowhere is that more evident than the Heart Center at Mercy Hospital of Buffalo. There, you will find the only cardiac surgery program in Western New York rated in the top 12% of 900 cardiac surgery programs nationwide by the Society of Thoracic Surgeons (1/08-6/09). You’ll also find the region’s top team of specialists performing procedures that we pioneered in Western New York, some of which no other hospital in the region can offer.

We bring that same commitment to cardiac excellence to all our facilities. We offer high-quality emergency, diagnostic, treatment and rehabilitation services at our hospitals and health centers. We bring together state-of-the-art facilities and skilled and caring health professionals, led by a team of nationally recognized heart surgeons and cardiologists. No wonder more and more Western New Yorkers trust Catholic Health for their cardiac care.

“My doctors initially told me that with my heart condition, I had to give up jogging. And that was supposed to be the best-case scenario. But the team at Mercy Hospital was incredible, and gave me confidence. I was one of the first patients to undergo a new minimally invasive valve replacement, and was back on my feet in five days. And now? I’m up and running—literally.”

Superintendent Robert Guiffreda is back to running his school district.

The only cardiac surgery program in Western New York rated in the top 12% of 900 cardiac surgery programs nationwide by the Society of Thoracic Surgeons.

Maximum attention. Minimal incision.

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Maximum attention. Minimal incision. Proof that big advances come in small sizes.
Sometimes, all it takes to make a life-changing health decision is some good advice from a friend. When Frank Tornabene’s friend suggested he attend a free Catholic Health Stroke Awareness Fair, he had no idea how serious the pain in his hand really was. That suggestion started Mr. Tornabene’s life-saving path through Catholic Health’s continuum of care.

The free screening revealed a potentially life-threatening arterial blockage that could have led to a stroke. That led to a trip to Mercy Hospital’s Cardiac Catheterization Lab for a more thorough screening and an MRI. Tests showed the artery was 75% blocked, and surgery was required.

After surgery with one of the area’s most renowned neurosurgeons, Mr. Tornabene was out of the hospital in a few days and back to work within a month.

Stroke and Vascular Care at Catholic Health

A timely word of advice saved Mr. Tornabene from a stroke. But for those who suffer a stroke, lost time means lost brain function. That’s why Catholic Health is proud to have the most New York State Designated Stroke Centers of any health system in the region. Designated Stroke Centers provide the most advanced stroke care available, and getting to the closest facility saves time, giving patients the best chance for a complete recovery.

Stroke care and stroke prevention are an important part of Catholic Health’s commitment to provide the very best vascular care services to patients throughout Western New York. We are pioneers in state-of-the-art endovascular procedures – minimally invasive options that can shorten hospital stays, speed recoveries and help patients live fuller, healthier lives. Investing millions of dollars in facilities and equipment gives our physicians the latest tools to save lives and restore hope.

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Frank Tornabene, back at work in his collision shop.
Phyllis Roach collapsed at home, it could have been the end of her story. But instead, it was the beginning of her journey through Catholic Health’s continuum of care, and each step brought new health challenges. Her life was saved thanks to the emergency responders and the ER team at Kenmore Mercy Hospital. Before she could undergo quadruple bypass surgery at the Heart Center at Mercy Hospital, doctors first had to treat a bladder condition. After heart surgery, she developed a kidney problem. And when her leg wouldn’t heal after the bypass graft, Phyllis got specialized care at the Advanced Wound Healing Center at Sisters Hospital, St. Joseph Campus. At each step along the way, information was shared and medical teams worked together to address every issue. Phyllis’ last stop was the HeartStrong subacute care program at McAuley Residence. There, a team of experts provided the education and rehabilitation she needed to get back on her feet and back home to continue her recovery.

Continuing Care at Catholic Health

Just as a single patient may need care for multiple conditions, there are multiple levels of care patients may need between their hospital stay and their return home. Catholic Health is able to provide that care in the most appropriate settings possible. In addition to three subacute care facilities to help patients make the transition from hospital to home, we have Medical Rehabilitation Units (MRUs) at Mercy and Kenmore Mercy hospitals to help patients recover more quickly and to their highest level of independence. Our three Home Care agencies provide clinical, support and home monitoring services for long- or short-term care.

Whether it’s subacute care, medical rehabilitation, outpatient care or home care, our team of clinical specialists combines the latest treatment options and medical technology with compassionate care to give our patients the best chance at a complete recovery.

Phyllis Roach, back in the driver’s seat, on the road to recovery.
Catholic Health was already a part of Adrienne Thompson’s life. In fact, she was born at Sisters Hospital. With two active sons, she visited Kenmore Mercy Hospital’s emergency room a number of times for minor boyhood injuries; she herself had surgery there. When her mother needed care for age-related health issues, the family turned to Sisters Hospital and Kenmore Mercy. But when a breast self-examination triggered a series of events that led to a serious diagnosis, Catholic Health became an even greater part of Adrienne’s life.

Testing revealed three cancerous sites in her breast. And just as she had in the past, Adrienne relied on Catholic Health for breast surgery, chemotherapy, radiation and breast reconstruction. Today, thanks to the interaction of teams from Sisters Hospital and Kenmore Mercy, Adrienne is cancer-free, and her family is healthy and whole.

We’ve always understood that women respond to conditions and their treatment differently than men, and need specialized care.

Women’s Care at Catholic Health

Catholic Health’s commitment to women’s health goes back many decades, as we developed special programs and services to meet the unique health needs of area women. As leaders and innovators in caring for women, we’ve always understood that women look for different things in a health provider and respond to care differently than men.

Today, that difference is seen in many ways, from the M. Steven Piver, M.D. Center for Women’s Health & Wellness bringing a full range of women’s services together at Sisters Hospital, to a Comprehensive Cancer Center that’s one of only three in the region to be designated by the American College of Surgeons Commission on Cancer. Our maternity services welcome nearly one in two of this region’s babies into the world. With a family of health services to care for every member of the family, our Women’s Services remain a vital part of our continuum of care.

We’ve always understood that women respond to conditions and their treatment differently than men, and need specialized care.

Adrienne Thompson and her mother, back to forming healthy family bonds.

Commitment that spans generations. Proof that it takes a family of services to serve a family.

Women’s Services

Acute Care

OB/GYN recommends Catholic Health cancer care

Specialist

Mastectomy by a Catholic Health breast cancer specialist and the surgical team

A Catholic Health oncologist treats and oversees cancer care

Outpatient Service

Radiation therapy administered at a Catholic Health hospital

Future Treatment

Reconstructive surgery with Catholic Health plastic surgeon and team

Helping You Along the Path of Care

Dol Berndych, L.P.N., and Rosemary Quinberick, R.N.
HELPING YOU ALONG THE PATH OF CARE
Tom Farrell, P.T., and Todd Gartley, Environmental Services supervisor

LIVING THE PATH OF CARE

Catholic Health’s continuum of care is just a small part of our 2009 Selected Statistics and Financial Information

<table>
<thead>
<tr>
<th>Year</th>
<th>Net Margin (GCC)</th>
<th>Operating Income</th>
<th>Operating Income from Continuing Care</th>
<th>Operating Income from Other Business Operations</th>
<th>Net Margin from Other Business Operations</th>
<th>Total Operating Income</th>
<th>Total Net Margin</th>
<th>Total Net Margin (GCC)</th>
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<tr>
<td>2009</td>
<td>$32,320</td>
<td>$11,372</td>
<td>$7,150</td>
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Catholic Health is available at (716) 447-6205.

Corporation Members

Acumen Health
Susan Clancy
Sister Kathleen Dancan, D.N.
Sister Margaret Tobey, D.N.

Catholic Health East
Peter L. Dukakis, Jr., *
Sister Marylynn Holf, R.S.M.
Sister Sheila Marie Walsh, R.S.M.

Primary Discharges
Total Discharges 42,712
Total Discharges Inpatient 13,946
Outpatient 28,765
Total Patient Days 240,733

Outpatient Activities
Total Outpatient visits 131,257
Primary Care visits 132,483
Referred Ambulatory visits 589,768
Total 783,508

Home Care Visits
Total Home Care Visits 208,810

Residents in our Nursing and Adult Homes 829

Economic Impact
Our contribution to the local economy, including the people we employ, the impact of our spending, including the purchase of goods and services, and the effect of our associates' spending and the taxes they pay.

Net Margin (GCC)
$32,320

Benefits to help you find a service provider.

Economic Impact
$1.3 Billion

Economic Impact
$37.8 Million

Economic Impact
$32,329

Economic Impact
$2,792

Economic Impact
$(834)

Economic Impact
$13

Economic Impact

Home Care

Acute Care Board of Directors
Chair
Cynthia Ann Zane, Ed.D.
Vice Chair
William R. Law, A. ****
Members
Sister Marylynn Holf, R.S.M.
Peter Bergstrom
Brian Bell
William R. Cascella, F.
Roberta C. Dalmonti
Shelley C. Dulaney, M.D.
Deanne Durance, M.D.
Sister Mary Jo Hoffman, R.S.M.
Renee Kusiak, M.D.
Joseph D. McDonald
Kathleen M. Novelis, R.N.
David Walborn, M.D.

Long-Term Care and Transitional Care

LIFE (PACE)

Sister Nancy Hoff, R.S.M.
Sharon Randaccio
David Walborn, M.D.

Inpatient

Physical & Occupational Therapy

Cardiac Care & Surgery

Palliative Care

Communication Disorders

Subacute Transitional Care

Pharmaceutical Care

Long-Term Care

Bariatric Surgery

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