

Right Care, Right Place, Right Time

Nurse of Distinction for Western New York
Diane Ceravolo, RN, MS
Director, Professional Nursing Practice
Sisters of Charity Hospital



2013-2014 Report to the Community





*Reverend
Monsignor
Robert E. Zapfel,
STD, MBA*

Chair, Corporate Members
and Sponsors Board

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

When eight Sisters of Charity arrived in Buffalo in 1848 to serve the sick and injured, the seed was planted for Catholic-sponsored healthcare in our community. And while our roots are deep, they are also wide, as our Corporate Members and Sponsors carry on the legacy of their predecessors to ensure that Catholic Health's mission – *to reveal the healing love of Jesus to those in need* – endures.

This simple, yet profound, mission is who we are and what we do. It shapes the decisions we make, the services we provide, and the partnerships we create. It is the beacon that shines a light on our values of *Reverence, Compassion, Justice* and *Excellence*, and guides us with a common purpose to be a healing presence for all those we serve. While our mission is based on Catholic teachings, it is one of inclusion, not exclusion. We care for people of all faiths, from all walks of life, recognizing that “healing” is not just a physical concept, but a spiritual one as well.

Today, Catholic Health has accomplished professionals and the most sophisticated medical tools and technology available to care for people in our hospitals, health centers, long-term care facilities and in their homes. Yet, like the example Jesus set for us, it is often a comforting touch or reassuring smile that means the most to our patients and their families.



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We have seen monumental changes in healthcare in our lifetimes, and every day holds the promise of new and better ways to restore health and relieve pain. The small band of Sisters who established Buffalo's first hospital more than 165 years ago, our own Sisters of Charity Hospital, would probably not recognize it today. What they would recognize is that Catholic Health's mission, the one they began all those years ago, still remains at the heart of who we are and everything we do... and that will never change.

A Message from the Chair of the Board of Directors and the Chief Executive Officer

Catholic Health was formed in 1998 to bring together the area's Catholic-sponsored hospitals and nursing homes. By coming together, we could ensure that our Catholic health ministry would remain strong, while seeking proven efficiencies and strengths inherent in large, well-run healthcare systems.

During our formative years, our Board of Trustees sought to build an organization that would become one of the leading healthcare systems in the country. It may have seemed like a lofty goal for a fledgling health system, but today, thanks to the hard work and dedication of our associates, and the physicians of Catholic Medical Partners, we are achieving that goal every day.

In the mid 2000s, a thorough strategic planning process resulted in our "2020 Vision" – to lead the transformation of healthcare in our community. This serves as a guiding principle for our organization, and focuses our work on building an infrastructure that improves quality, enhances the patient experience and leads to better patient outcomes, all while controlling rising healthcare costs.

Today, the quality of care offered throughout Catholic Health is at the highest level in our history and exceeds that of any other provider in the area. For patients, this means lower infection rates, fewer unnecessary hospital admissions, better care coordination and fewer medical errors. It also means, when possible, we will seek out better ways to care for patients without hospitalization, such as through home care or subacute care.

Catholic Health and Catholic Medical Partners have created an electronically interconnected system of care, which follows "best practices" to ensure that patients receive scientifically proven treatment options to achieve the best outcomes. Investing in new technology enables us to offer the latest diagnostic and treatment equipment, while electronically connecting our entire system of care.

We have also upgraded our facilities, including new or renovated Emergency Departments throughout Catholic Health, to provide our patients with the very best care in modern and comfortable surroundings. Finally, in partnership with the insurers that pay for the care, including Medicare and Medicaid, we can demonstrate our commitment to control the rising cost of healthcare by providing patients with the right care, in the right place, at the right time, which leads to the right cost.

Catholic Health created a vision, "To lead the transformation of healthcare in our community." Today, we are living that vision while seeking continuous improvement.



Dennis J. Dombek

Chair, Catholic Health Board of Directors



Joe McDonald

President & CEO,
Catholic Health



Catholic Medical Partners Strength Through Physician and Clinical Partnerships

We all admire teamwork. When individuals and organizations commit themselves to a shared vision, the results can be extraordinary. Teamwork is yielding exceptional results in transforming healthcare in Western New York.

The more than 960 physicians of Catholic Medical Partners are working together, along with our partners at Catholic Health, to improve the lives of the tens of thousands of patients who entrust their care to us. Our approach to care is rooted in making the changes necessary to enhance the patient experience, improve the health of our community, and reduce the overall cost of care. The result is high-quality care that is efficient, effective and safe.

Catholic Medical Partners has been cited as a national leader in clinical integration, and our innovation in the use of health information technology to improve the quality and safety of care has garnered widespread acclaim. We were also recognized as one of the first accountable care organizations (ACO) in the nation. Our ability to collaborate with others and develop innovative solutions for our patients has been central to these accomplishments.

We believe healthcare should be patient-centered and physician-led. Our practices have been a model of success under the national Patient-Centered Medical Home program, and our patients benefit from such resources as in-office nurse care coordinators, nutrition and pharmacy programs, and our Care Transitions program, which helps patients manage their care when they leave the hospital. These initiatives strengthen the physician's office and engage patients as an active member of the care team, extending care beyond the office visit and reducing the number of hospital readmissions.

*Michael
Edbauer, DO*

Chief Clinical Officer
for Catholic Health and
Chief Medical Officer for
Catholic Medical Partners

Dennis R. Horrigan

President & CEO,
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Catholic Medical Partners
INDEPENDENT PRACTICE ASSOCIATION

As members of Catholic Medical Partners

we promise to set a higher standard of care in Western New York. We promise to give the patients who choose us a resounding voice in their healthcare. We promise to listen. We promise to educate. We promise to advocate. We promise to focus as much of our energy on prevention as we do on treatment. We promise to utilize leading-edge technologies and best practices. We promise to work together to coordinate your care. And, we promise to care for the patients who choose us – mind, body and spirit.

That is our mission. That is our calling.
That is our promise to you.

Transparency in healthcare is a critical component of quality improvement. Catholic Medical Partners employs quality measures to ensure that we are delivering on our promise to improve care, control costs and help our patients remain healthy or better manage a chronic medical condition like hypertension, diabetes or heart disease.

Together with Catholic Health, Catholic Medical Partners is leading the transformation of healthcare with an enduring focus on teamwork and the common good. It's more than a goal – it's a promise.

Transforming Care Through Quality

At Catholic Health, we have successfully positioned our organization for the future and for the changes of health reform by investing in resources to ensure our physicians, nurses and other caregivers have the tools to provide the highest quality care, in the right place, and at the right time.

Our focus on advanced electronic medical records allows us to measure the effectiveness of treatments and develop innovative paths of care designed to reduce medical errors and infections, and help our patients avoid unnecessary hospital admissions. In fact, Catholic Health has an entire department dedicated to measuring more than 5,000 quality indicators, ensuring the best outcomes possible for the nearly half million patients who come to us for care each year.

And, our relationship with Catholic Medical Partners (CMP) focuses on ways to improve the effectiveness, safety and coordination of medical care between Catholic Health, CMP and more than 1,000 primary, specialty and hospital-based physicians. Together, we have been successful in implementing scientifically proven national standards and “best practices” to care for many conditions and illnesses in a manner which has proven to produce the best outcomes.

Home & Community Based Care

With more than 324,005 home visits made in 2013, Catholic Health Home & Community Based Care offers a comprehensive array of services to help restore or maintain one's independence through home care agencies, a home response service, home infusion pharmacy, home respiratory services, a Program of All-Inclusive Care for the Elderly (PACE), five nursing homes, two assistive living facilities, and subacute care for patients who need a transitional care setting before they return home following a hospital stay.

Plus, three of our senior care facilities – Father Baker Manor, Mercy Nursing Facility at OLV and St. Vincent's of Dunkirk – received Excellence in Action Awards from My InnerView. These awards recognize long-term care and senior living providers that achieve the highest levels of excellence by receiving overall resident satisfaction scores that fall within the top 10% in the country.

Learn about Catholic Health's achievements at chsbuffalo.org/awards.



ClosER to you. ClosER to recovery.

Our ER network that circles the region, providing state-of-the-art emergency care 24/7, had 149,157 visits in 2013.

Catholic Health has invested millions in renovating and building new emergency departments as part of our commitment to you. This initiative, known as Project Renaissance, began at our St. Joseph Campus and has seen all four of our hospital emergency departments renovated to offer state-of-the-art emergency care. Our latest addition, the new 24,000 square-foot Emergency Department at Kenmore Mercy Hospital, features 23 private patient treatment rooms, new triage area, a "SuperTrack" for minor emergencies, and more. We have also begun renovations at the Mercy Ambulatory Care Center in Orchard Park to complete our promise to ensure Catholic Health would be ready for any medical crisis.

Whether it's a stroke or heart attack where time to treatment is critical, a broken bone or other medical emergency, our emergency teams will be going out of their way, not you.

When It Comes To Stroke, Time is Brain

Our stroke care network – Kenmore Mercy Hospital, Mercy Hospital of Buffalo, Sisters of Charity Hospital and St. Joseph Campus, and our partner, Mount St. Mary's Hospital in Lewiston – circles the region with the latest in stroke care, providing patients with convenient access to complete stroke services.

Mercy Hospital is certified as a Comprehensive Stroke Center by The Joint Commission and American Heart Association/American Stroke Association. It is the only hospital in WNY, and one of only three in NYS, to earn this designation. As part of an elite group of more than 60 Joint Commission Comprehensive Stroke Centers nationwide, Mercy Hospital serves those who may need a higher level of care after initial treatment at one of our other New York State designated stroke centers.

Plus, with Catholic Health's continuum of care – inpatient medical rehabilitation, outpatient subacute/transitional care rehabilitation, our vast network of home care services, monthly stroke support group meetings and community education classes held throughout the year – you can rest assured that your post-stroke care will be second to none.



Stroke Care Network

Catholic Health has 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.

Our stroke care network is recognized by the American Heart Association/American Stroke Association's Get With The Guidelines® program for excellence in improving quality of patient care and outcomes.

- Sisters of Charity Hospital and Sisters Hospital, St. Joseph Campus received the American Heart Association/American Stroke Association Get With The Guidelines® Stroke Gold Plus Award.
- Kenmore Mercy Hospital, Mercy Hospital of Buffalo, and Mount St. Mary's Hospital received the American Heart Association/American Stroke Association Get With The Guidelines® Stroke Gold Plus and Target Stroke Honor Roll Award.



To give
is to care.



Sharing and caring.

The Foundations of Catholic Health are pleased to present a consolidated 2013 annual report as we demonstrate how our healthcare ministry is faithfully administering God's grace in many different ways.



On these pages, you will read stories of great generosity, heartfelt caring and faith-based commitment to better healthcare for the people of Western New York. The stories represent just a few examples of the thousands of lives that are touched

every day by our mission to reveal the healing love of Jesus to those in need.

From care for the elderly, to continuing education for nurses, to support for state-of-the-art services and new medical technologies, the Foundations seek to continually help improve our Catholic Health facilities, acting as faithful stewards of the gifts our supporters provide.

When you give to any of four Foundations – Continuing & Home Care Foundation, Kenmore Mercy Foundation, Mercy Hospital Foundation and Sisters Hospital Foundation – you are helping to care for others, especially the poor and underserved in our community. We hope that as you read the stories that follow, you will be inspired to support our mission in any way you can.

We are thankful to all who share their gifts and help the Foundations of Catholic Health – our board members and trustees, staff, physicians, nurses, generous donors and many supporters. We can be proud to be part of the continuing mission of Catholic Health and all the good work our healthcare ministry performs.

President & CEO, Catholic Health

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Kenmore Mercy Foundation

Caring incorporated.

Praxair's Tonawanda facility helps out its neighbor at Kenmore Mercy Hospital.

When Kenmore Mercy Foundation announced a fundraising campaign a few years ago to support a new Emergency Department at Kenmore Mercy Hospital, Praxair, Inc. was among the first companies to step forward and pledge its support. The state-of-the-art Emergency Department opened last July and Praxair's donation of \$50,000 helped make it possible.

According to Murray Covello, a senior executive at the industrial gas company's Tonawanda facility, Praxair's support for Kenmore Mercy reflects its corporate emphasis on community engagement. "We pride ourselves on maintaining a high level of community involvement wherever Praxair operates," he explains. "We look to Kenmore Mercy as a strong partner in the Ken-Ton community."



(top) Private treatment room in new Emergency Department.
(right) Hospital CEO James Millard and Dr. Raquel Martin receive check from Murray Covello, Praxair.



In addition to the generosity of Praxair, \$1,200,000 was raised in total which enabled Kenmore Mercy to open a new Emergency Department nearly double the size of the original. The facility features 23 private patient treatment rooms, a SuperTrack area for minor medical emergencies, and convenient on-site imaging equipment.

With many of Praxair's 1,100 local employees living in the Ken-Ton area, Mr. Covello agrees that it's likely they or their families have benefited from the quality of care at Kenmore Mercy. In that sense, Praxair's support of the hospital helps contribute to the health of its local work force.

"Our proximity makes Praxair and Kenmore Mercy community neighbors," Mr. Covello concludes. "We are very happy to lend our support and wish the hospital continued success."

EQUIPMENT, SUPPLIES & SERVICES FUNDED ENTIRELY BY DONATIONS:

Hospital Equipment:

- **Cardiology** – Dynamap blood pressure machine
- **Pulmonary Rehabilitation** – Pulse oximeters
- **Respiratory Care Services** – Double flowmeters
- **Sleep Laboratory** – Bariatric scale
- **2 East/2 South** – Wheelchairs
- **Emergency Department** – Defibrillators & flat screen TVs
- **AthletiCare** – Hydrocollator

Education:

- **AABB Annual Meeting & CTTXPO**
- **AACN National Teaching Institute & Critical Care Expositions**
- **ANCC National Magnet Conference**
- **Palliative Care Collaborative of Rochester Education Conferences**
- **Antibiogram Educational Tools**
- **Asthma Educator Course**
- **Bear Mountain Respiratory Conference**
- **BLS Recertification Course**
- **Business of Sleep Conference**
- **Catholic Health Cardiovascular Symposiums**

A joint effort.

Pioneering surgeon and family support Knee & Hip Center at Kenmore Mercy.

Surgeons and medical professionals from around the world travel to Kenmore Mercy Hospital to learn a revolutionary partial knee replacement system invented right here in Buffalo by John A. Repicci, DDS, MD.



Dr. Marcus Romanowski and Dr. John A. Repicci at the Grand Opening of the Knee and Hip Center.

Dr. Repicci developed a partial knee joint replacement system – the Repicci II® Uniclydylar Program – that helps many patients avoid the need for total knee replacement surgery. The technique was first introduced by Dr. Repicci at Kenmore Mercy in the 1980s. Today, the majority of partial knee replacements

performed anywhere in the world use the doctor's surgical program.

There is plenty of evidence of the success of Dr. Repicci's approach. Kenmore Mercy was noted in a recent *Consumer Reports* magazine to be the safest in New York State for hospitals with more than 200 joint replacement cases per year. The hospital was also ranked number three in the nation for the most cost-effective joint replacement.

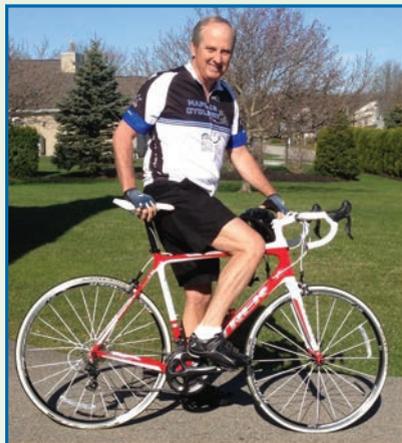
Kenmore Mercy dedicated its new Knee & Hip Center in 2013, named in honor of Dr. Repicci. Dr. and Mrs. Repicci, their daughter and son-in-law donated generously to help make the new center a reality. "It is not easy to change a hospital culture," concludes Dr. Repicci. "Kenmore Mercy has been quite cooperative in this program and I was pleased to be able to contribute to the new center."

WE ARE GRATEFUL FOR THE GENEROUS SUPPORT OF

THE HABIB FAMILY

Taking heart.

Patient's recovery aided by positive attitude of hospital personnel.



Darryl Radt

Darryl Radt has been an avid cyclist for decades. The retired FBI agent's healthy lifestyle was a significant factor in his speedy recovery from heart surgery to repair a mitral valve last October. So was Mercy Hospital.

Darryl's doctor recommended that the procedure be done by Dr. John Bell-Thomson, chair of Mercy Hospital's cardiothoracic surgery department, and the first surgeon in the area to perform a robotic-assisted mitral valve repair several years ago. This minimally invasive option – using the da Vinci® Surgical Robot – results in less pain and scarring, fewer complications, shorter hospital stays, and faster recoveries.

Darryl found all of this to be true. He was up

and walking the day after his surgery, and a few days later was back home, walking around his Orchard Park neighborhood. By January, he resumed his exercise routine at the gym and by spring was back on his bike. Only his family and closest friends knew he even had heart surgery.

In addition to the high quality care he received, Darryl credits the positive attitudes of Dr. Bell-Thomson, the nurses and other staff at Mercy Hospital in playing a key role in his successful recovery. "In my career, I was accustomed to working with dedicated, hard-working people," he says. "That's what I found at Mercy Hospital – a professional staff who are positive, upbeat and who genuinely care about providing the best patient care."

EQUIPMENT, SUPPLIES & SERVICES FUNDED ENTIRELY BY DONATIONS:

Projects & Programs:

- **Margaret L. Wendt Family Center** – Mercy Hospital Capital Improvement Project
- **Reach Out and Read & Charity Care/Social Work** – Mercy Comprehensive Care Center (MCCC)

Equipment:

- **Safe Sleep Sacks** – Maternity
- **Dynavision Device** – Stroke & MRU

Education:

- **ACDIS Conference** – Clinical Innovations and Outcomes Department
- **Certified Emergency Nurse (CEN) Exam** – Mercy Ambulatory Care Center (MACC)
- **Continuing Medical Education "Saturday CMEs" events** – Medical Affairs Department
- **Gravens NICU Conference** – Maternity

- **Antibiogram Educational Materials** – Infection Control
- **NYSHS Symposium** – Pathology
- **Pediatric Parenting Educational Seminar** – Pediatrics
- **Breast Cancer Items** – Radiology
- **Transcatheter Cardiovascular Therapeutics Conference** – Cardiovascular Cath Lab

A course of action.

Family's golf tournament raises money for stroke center.

Christopher Grzybowski describes his late wife, Charleen, as a bundle of energy who loved to play golf. Charleen's good health made it even more shocking when she suffered a brain aneurysm at work in 2008 and passed away three days later in Mercy Hospital, at the age of 49.

Mr. Grzybowski and his five children were grateful for the compassionate care Charleen received at Mercy Hospital. By donating her organs through Unyts, the family also took comfort in knowing Charleen had helped others. It inspired them to establish the Charleen Grzybowski Stroke Care Fund at Mercy Hospital and create a golf tournament to raise money for the Fund and Unyts.

"We've learned that anything you give back helps in the healing," Mr. Grzybowski says. "All of our children are heavily involved in the tournament, with tremendous support from our wonderful family, friends and business associates."

The family's auto repair shop, Don's Auto in Lackawanna, also enlists the help of a myriad of business partners. The first golf tournament

in 2009 raised about \$6,000. Last year's tournament raised over \$18,000, a record-breaking figure generated by a record number of participants.

Mr. Grzybowski credits the help of his close friend, Cathy Milosevich – a fundraising professional – as a key to the tournament's growing success, which enabled the family to donate \$10,000 to Mercy Hospital in 2013 for its Medical Rehab Unit (MRU). This generous donation funded equipment to facilitate the rehabilitation of stroke patients. In total, the family has donated more than \$24,000 to support the hospital's patients.



(left to right) Brian, Jake, Christopher, Stacy, Jessica, and Christina Grzybowski (right) Charleen Grzybowski



Raising the bar.

20th Annual Dr. Andy's Day for Kids supports hospital unit.

Keith Morgan, general manager of Buffalo Brewpub in Williamsville for 28 years, remembers how it all started.

"Dr. Andy Gage was a friend and customer who once joked about wanting to bartend at the Brewpub," Mr. Morgan recalls. "Realizing his wife might not approve, he came up with the idea of being a guest bartender to raise money to help children in need."

That was 20 years ago and marked the beginning of "Docs Day for Kids," an annual event at the Brewpub, during which area physicians trade in their medical scrubs for a bartender's apron to raise funds for the Neonatal Intensive Care Unit (NICU) at Sisters Hospital.

The first year they raised about \$250. The fundraiser continued to grow as the two friends ran it together for 12 years, before Dr. Gage unexpectedly passed away in 2005. Since then, the event, renamed "Dr. Andy's Day for Kids," has been carried on by Morgan and Dr. Gage's family in his memory.

Held each year on the third Sunday of February, this year's event raised more than \$30,000. Since its inception, "Dr. Andy's Day for Kids" has raised more than \$300,000 to fund neonatal medical equipment to care for premature infants and babies with special needs at Sisters Hospital.



Sisters NICU nurses pose with Dr. Kamal Singhal and an OMNI Giraffe Bed funded through "Dr. Andy's Day for Kids."

EQUIPMENT, SUPPLIES & SERVICES FUNDED ENTIRELY BY DONATIONS:

Hospital Equipment:

- **St. Joseph Campus** – High Flow Nasal Cannula System & Patient Lift & Parallel Bars
- **Special Care Nursery** – Blanket Warmer, Pulse Oximeters & Specialized Scales
- **Massage Therapy** – Equipment & Supplies
- **Emergency Department** – AccuVein Viewing System
- **Cardiac Rehab** – Treadmill

Patient and Community Care:

- **Diabetes Education & Insulin**
- **ICU Refurbishment**
- **Music Therapy Program**
- **St. Joseph Day Table Celebration**
- **Labor & Delivery Expansion**
- **Infant Bereavement Support Services**
- **Medical Library Enhancements**
- **Special BirthPlace Resources**
- **"White Wreath" Protocol Pilot Program**
- **I.T. Secure Text Pilot Program**

A strong asset.

Long-time board member gives personally and professionally.

David Simons is executive vice president and CFO at Dunn Tire. The company's 30 stores in New York and Pennsylvania keep Mr. Simons busy, yet he always finds time to give back in the community, including eight years as a member of the Sisters Hospital Foundation board.



*David P. Simons
CFO, Dunn Tire, LLC*

Mr. Simons has served as chairman of the Foundation and is currently immediate

past chair, with his term coming to a close. Initially asked by a friend to join Sisters Hospital Foundation, Mr. Simons says he was attracted by the strength of the board, which is made up of local business and community leaders, physicians and hospital associates.

"It's a pleasure to help with fundraising when you can have confidence in how the hospital is run, how the associates are treated and ultimately, in the patient care that is provided," says Mr. Simons.

During Mr. Simons' time as a board member, the Foundation has made grants, big and small, totaling over \$5 million to support

various programs and facility improvements at the hospital. No matter the size of the grant, he points out, it always comes back to improving patient care.

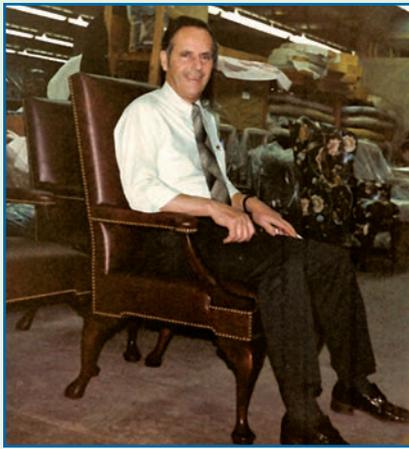
Because of his vantage point as a board member, Mr. Simons says he chooses to personally donate to the Foundation. "You really get a sense for how well run the hospital is, and how much everyone is focused on the quality of care," he explains. "It is similar to our business at Dunn Tire – you can't create excellent customer service without employees and associates who truly care about delivering that experience."

WE ARE GRATEFUL FOR THE GENEROUS SUPPORT OF



Quality of LIFE.

There's no place like home with Catholic Health's LIFE program.



Alois "Al" Szczepaniec, a longtime Kittinger Furniture Co. employee, seated in a White House fireside chair.

Alois "Al" Szczepaniec lived life to the fullest. He played golf into his late 80s. At 90, he still drove his car, and he swam laps at the YMCA. Widowed in 2000, he had lived in his North Buffalo home for 67 years.

When health issues began to slow Al down, his family felt a man this self-reliant should be able to remain in his own home. Catholic Health's LIFE (Living Independently for Elders) program made that possible. LIFE, a Program of All-Inclusive Care for the Elderly (PACE), is designed for older adults, who qualify for nursing home care, but wish to live at home.

Al's son, Richard Szczepaniec, says the program was a lifesaver for his family. "I was the primary caregiver in the family and was running out of social work skills," he explains. "When my father landed in

Kenmore Mercy Hospital after a fall, I learned about the LIFE program."

Once out of the hospital, Al was enrolled in LIFE, which is based at the OLV Senior Neighborhood in Lackawanna. A van picked up Al at his home once or twice a week to take him to the LIFE center where he received physical and occupational therapy, personal care services, lunch, and recreational opportunities with other seniors.

Toward the end of Al's life, the program provided palliative care in his home, where he passed away at 95. Mr. Szczepaniec says he was touched by the dedication of the LIFE staff. "The LIFE program was as good for my family and me, as it was for my father," he added. "We could not have cared for him at home without it."

EQUIPMENT, SUPPLIES & SERVICES FUNDED ENTIRELY BY DONATIONS:

Programs:

- **McAuley Residence Cross & Care Project with Chaplain Joe Blatz** – McAuley Residence
- **"Oktoberfest" Entertainment for Residents** – Mercy Nursing Facility at OLV
- **Nativity Display & Spiritual Care Items for Sr. Jean Klimczak** – Father Baker Manor

Equipment:

- **Courtyard Automatic Door Opener** – Father Baker Manor
- **Dietary Menu Board** – St. Francis of Williamsville
- **CD players & LCD TV for Subacute dining room** – McAuley Residence

Education:

- **Lucia Dika Scholarship** – St. Catherine Laboré & St. Francis Williamsville

Continuing education.

Couple creates scholarship to help nurses enhance geriatric care.

Lucia Dika was a resident at St. Catherine Labouré Health Care Center, a nursing home on the Sisters Hospital campus in Buffalo. When Lucia passed away at the age of 94, her daughter, Vera, and Vera's husband, Henry Seggerman, wanted to honor Lucia's memory and recognize the quality of care she received at the center.

The couple created the Lucia Dika Scholarship to help nurses and other staff involved in the care of the elderly at the center. According to Henry Seg-

german, the scholarship was influenced not only by the care Lucia received, but also by the changing face of geriatric care in our society.

"The staff was very compassionate with Vera's mother," Mr. Seggerman explains. "We also recognized opportunities for the staff to develop their careers that would benefit them as well as the residents."

The Lucia Dika Scholarship offers two different scholarship opportunities. One gives RNs and LPNs the opportunity to obtain certifications in

geriatric medicine to keep pace with the latest advances in the field, while the other supports nurses aides who want to further their careers by becoming an LPN or RN.

Because Mr. Seggerman and his wife live in New York City, the care Lucia received at St. Catherine's gave the couple added peace of mind. "The overall environment created very warm feelings of trust for us," Mr. Seggerman concludes. "The organization is very deserving of our support."



Lucia Dika Scholarship award winner Maria Vélez (right) receiving her RN diploma from Trocaire College President Dr. Bassam Deeb during the May 2013 graduation ceremony.

The Foundations of Catholic Health

Healthcare is changing. But we'll never change our focus.

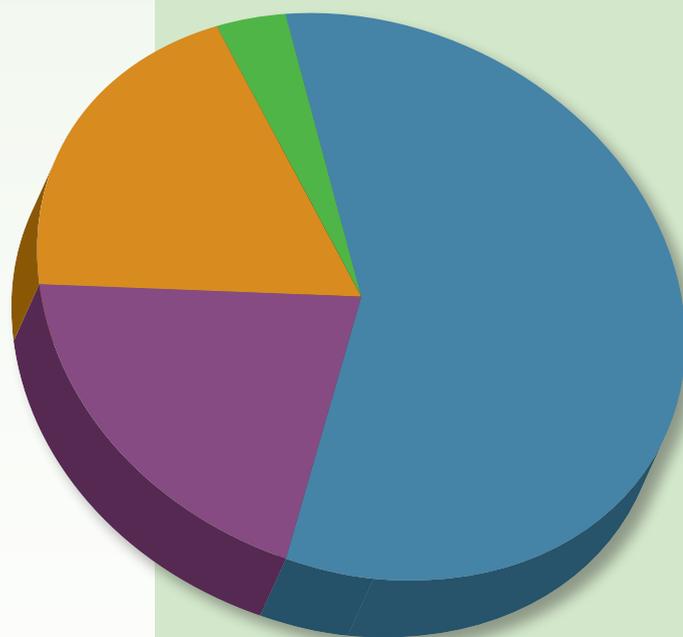
Healthcare has gone through tremendous changes over the past few years and there are more yet to come. As we work to reform healthcare and make it more affordable and accessible for all, especially the poor and uninsured, health providers are continually being challenged to do more with less. Despite these challenges, Catholic Health has never lost its focus to provide the safest, highest quality care to those we serve.

This means that philanthropy and charitable giving have never been more important, particularly since cuts to traditional healthcare reimbursement will continue to be felt among hospitals and other health providers for years to come. When you earmark your charitable donations to support the ministries of Catholic Health, you are helping to keep our health system strong to better serve you and your family, friends and neighbors.

The Foundations of Catholic Health rely on your compassion and generous support to fund programs, services and equipment purchases that will enhance care in our hospitals, nursing homes, and health centers throughout the region. It's not an exaggeration to say that we couldn't do what we do without you. So we thank you in advance for your continued generosity in helping us carry out our mission.

THE HEART BEHIND THE HEALING

Our physicians, nurses and caregivers perform the extraordinary every day. And The Foundations of Catholic Health are there to ensure that our team is able to provide quality care. What we are able to do together leads to so many positive, uplifting moments for our patients. But the power of our Foundations goes well beyond that. We create a true, measurable benefit, and a multimillion-dollar one at that. Take a look.



■	CONTRIBUTIONS¹	\$2,091,285
■	SPECIAL EVENTS (NET)	\$706,405
■	INVESTMENTS (NET)	\$704,846
■	GIFT SHOPS (NET)	\$122,433

\$3,624,969²

1. "Contributions" include philanthropy revenue derived from Annual Giving, Major Gifts and Planned Giving programs.

2. The total represents the combined fundraising efforts of the Continuing & Home Care Foundation, Kenmore Mercy Foundation, Mercy Hospital Foundation and Sisters Hospital Foundation in 2013.

WE ARE GRATEFUL FOR THE GENEROUS SUPPORT OF
THE PAUL J. KOESSLER FOUNDATION

To give is to care.
Ways
 to give...

TYPE AND FORM OF GIFT	BENEFIT TO THE FOUNDATION	BENEFIT TO YOU
OUTRIGHT GIFT: <ul style="list-style-type: none"> • Cash • Stocks/Securities • Real Estate • Insurance • Vehicle 	<ul style="list-style-type: none"> • Perpetual income • Interest income used by the Foundation to fund various health ministries 	<ul style="list-style-type: none"> • Income tax deduction • No capital gains tax on appreciated gifts
BEQUEST: <ul style="list-style-type: none"> • Cash • Real Estate • Personal Property • Percentage/Remainder of Estate after other obligations have been satisfied 	<ul style="list-style-type: none"> • Bequest will be held in perpetuity and invested to fund needs as designated by donor 	<ul style="list-style-type: none"> • Possible estate tax deduction • Opportunity to make a perpetual gift
CHARITABLE GIFT ANNUITIES: <ul style="list-style-type: none"> • Cash • Stocks/Securities • Real Estate 	<ul style="list-style-type: none"> • Upon the death of the donor or last surviving annuitant, remaining assets benefit the Foundation 	<ul style="list-style-type: none"> • Guaranteed fixed income for life • Portion of income is tax-free • Income tax deduction • Reduction of estate taxes
INSURANCE POLICIES: <ul style="list-style-type: none"> • Name Foundation as policy beneficiary • Transfer policy ownership to The Foundations of Catholic Health 	<ul style="list-style-type: none"> • Foundation receives full face value of policy upon death of the donor, or may receive current surrender value prior to donor's death 	<ul style="list-style-type: none"> • Opportunity to make substantial future gift to a Foundation at current manageable costs • Income tax deduction for the value of the transferred policy • Premium payments may be deducted as gifts
CHARITABLE REMAINDER TRUSTS: <ul style="list-style-type: none"> • Cash • Stocks/Securities • Real Estate 	<ul style="list-style-type: none"> • Foundation receives substantial future gift to support the projects named by the donor 	<ul style="list-style-type: none"> • Variable or fixed income • Option to defer income • Income tax deduction • Reduction of estate taxes • No capital gains tax on appreciated gift (or deferral in some instances)
CHARITABLE LEAD TRUSTS: <ul style="list-style-type: none"> • Cash • Stocks/Securities • Real Estate 	<ul style="list-style-type: none"> • Income for duration of trust helps meet needs of Catholic Health ministries 	<ul style="list-style-type: none"> • At end of trust period, principal returns to donor or heirs • Principal can pass to others with little or no shrinkage • Tax deduction
RETIREMENT PLAN/IRA: <ul style="list-style-type: none"> • Name Foundation as beneficiary of death benefit 	<ul style="list-style-type: none"> • Gift upon death of donor 	<ul style="list-style-type: none"> • Opportunity to make a major gift • Estate and income tax savings



Continuing & Home Care Foundation | Kenmore Mercy Foundation | Mercy Hospital Foundation | Sisters Hospital Foundation

2875 Union Road, Suite 21 • Buffalo, NY 14227 • 716-706-2046

FoundationsofCatholicHealth.org

There's no need to go outside of the area for advanced cardiac and vascular procedures. Big things are happening close to home at Catholic Health, from state-of-the-art robotic-assisted and minimally invasive cardiac surgery, to innovative vascular treatments, the latest in interventional procedures and diagnostics, and advanced cardiac and vascular imaging technology.

Recognized as a leader in advanced cardiac care, Catholic Health's Heart Center at Mercy Hospital continues to be lauded for excellence by our healthcare partners and leading authorities in healthcare, getting high marks for quality and consistently ranking at the top in the Buffalo-Niagara region.

- Healthgrades®: Cardiac Surgery Excellence Award™ (2014), Top 5% in the Nation for Cardiac Surgery (2014), one of America's 100 Best Hospitals for Cardiac Surgery™ (2014), and Five-Star Recipient for Coronary Bypass Surgery (2011-2014).
- Society of Thoracic Surgeons: Highest quality rating (top 13% nationwide) for heart surgery (2013).
- BlueCross BlueShield of Western New York: Blue Distinction Centers+ for Cardiac Care (2013).

Catholic Health also leads the region in vascular care, providing the most vascular treatments in WNY across its network of hospitals and diagnostic locations. Our program is known for excellence, quality and innovation, and our vascular experts pioneered many of the technologically advanced vascular procedures that are now used nationwide, including state-of-the-art stent placements as well as diagnostic angiography and hybrid endovascular approaches.

These innovations, along with our focus on screenings, preventive care, medical therapy, the area's most comprehensive wound care program, and our nationally-recognized advanced vascular imaging (accredited by the Intersocietal Commission for the Accreditation of Vascular Laboratories), ensures that you receive the right care, in the right place, at the right time.

Taking Care of HER

Catholic Health champions the drive for women's heart and vascular health through a comprehensive program that combines increased awareness, prevention, education, early detection, diagnosis, and treatment of women's heart disease. We also work closely with the American Heart Association to keep women's heart and vascular health issues front and center, including sponsorship of the Association's Go Red For Women campaign for the past two years.

Innovators in Cardiac and Vascular Care



Orthopedic & Spine Care - We're with you every step of the way.

If you suffer from knee, hip or other joint problems, Catholic Health's nationally-recognized orthopedics program has you covered.

Our hospitals have been named Blue Distinction Centers+ by BlueCross BlueShield of WNY. Mercy Hospital of Buffalo, Kenmore Mercy Hospital, and Sisters of Charity Hospital were all recognized for excellence in Spine Surgery and Knee and Hip Replacement. Sisters Hospital, St. Joseph Campus was recognized for quality in Knee and Hip Replacement. **These hospitals are the only local facilities to receive designations for these services.**

Kenmore Mercy received the Joint Commission Gold Seal of Approval® for Hip and Knee Joint Replacements (2013) and several accolades from Healthgrades®, including America's 100 Best Hospitals for Orthopedic Surgery™ (2014), America's 100 Best Hospitals for Joint Replacement™ (2012-2014), and seven other Healthgrades® Five-Star awards in orthopedics (top 15% of hospitals nationwide).

Healthgrades® named Mercy Hospital a Five-Star Recipient for Hip Fracture Treatment (2012-2014), Back and Neck Surgery (Spinal Fusion) (2011-2014), America's 100 Best Hospitals for Spine Surgery™ (2013), and Spine Surgery Excellence Award™ (2011, 2013).

And, Healthgrades® named Sisters Hospital a Five-Star Recipient for Hip Fracture Treatment (2014), Total Knee Replacement (2011-2014), and Joint Replacement (2011-2013).

We have you covered from prehab to rehab (diagnosis, education, surgery, rehab and recovery). With more than 40 orthopedic and spine specialists in Catholic Medical Partners' physician network, you can rest assured that whenever you need orthopedic services, you'll be cared for in the Catholic Health way.

Plus, Kenmore Mercy's Orthopedic Campus of Excellence provides specialized care and rehab services in one location, including a nationally-recognized Knee & Hip Center, the area's only Joint Commission Certified Total Knee and Hip Replacement Center, WNY's only site for robotic MAKOpasty® surgery, orthopedic-certified registered nurses 24/7, and much more.



Community Outreach

Catholic Health sponsors hundreds of community outreach programs – taught by our doctors, nurses and other experts in conjunction with several community partners – to help you live healthier, better manage existing medical conditions, or discover a health concern early. In 2013, we provided outreach to more than 20,000 individuals – many of whom live in “underserved” areas of WNY.

Offerings included:

- Education programs on stroke awareness, heart health, orthopedic injuries, and cancer prevention.
- Free screening programs for high blood pressure, cholesterol, vascular disease, breast cancer, and more.
- A renowned comprehensive diabetes education program recognized by the American Diabetes Association for national quality.
- Extensive childbirth education programs with classes for first-time parents, refresher courses, breastfeeding, siblings and multiple births.
- Mission on the Move which brings screenings, education programs and flu shots directly to local neighborhoods where they are needed most.

Our unique WomenCare program provides women a single, comprehensive source for the highest quality care at every stage of life.

WomenCare is a team of experts focused on caring for all aspects of women's health. Our specialized programs and services include: uterine, gynecologic and breast cancer care; women's focused cardiac services; digital mammography; gynecology; gynecologic surgery; infertility services; obstetrics; newborn care; neonatal intensive care; massage therapy; mental health services; natural family planning; nutrition and weight loss; osteoporosis, pelvic pain and incontinence care; pregnancy loss support; maternal fetal medicine; endocrinology; primary care and check ups; and women's health screenings.

With over 5,700 babies delivered in 2013 – more than 15 births each day of the year – over half of all the babies born in Western New York get their start at Sisters Hospital or Mercy Hospital of Buffalo. Sisters and Mercy are also the only hospitals in the region with both adult and neonatal intensive care units (ICUs) under one roof, offering the safest birth setting for mothers and babies.

Sisters and Mercy are **two of only six New York State hospitals participating** in the MORE OB (Managing Obstetrical Risk Efficiently) program, designed to enhance obstetrical safety. The program is endorsed by the District II Chapter of the American College of Obstetricians and Gynecologists and is an internationally recognized program focused on patient safety in obstetrics.

WomenCare supports many evidence-based and innovative programs for women and their families, including our Baby Cafés that offer breastfeeding support for new moms, SELF (supportive education and lifeskills for families), Centering Pregnancy, sexual assault nurse examiners in our emergency rooms, midwifery care, and specialized patient education and community outreach programs taught by educators who specialize in women's healthcare.

Sisters of Charity Hospital, St. Joseph Campus was named a "GYN Epicenter" training site for advanced robotic-assisted gynecologic procedures using the da Vinci® Surgical System – **the only one in New York State and one of only 23 nationwide.** These procedures result in less pain, less scarring, and quicker recoveries. And, as a leading provider of advanced care for women, we performed more than 3,000 GYN surgeries and more than 1,000 breast cancer surgeries in 2013.

With services like these, it's easy to see that Catholic Health is redefining women's healthcare. No matter the healthcare situation, WomenCare is proud to offer the high quality services you deserve in a way that respects your needs, concerns, and time.

WomenCare - Care Tailored to Your Unique Needs



Strengthening Care Through Collaboration

In 2014, Catholic Health and Mount St. Mary's Hospital (MSM) announced plans to formalize an agreement that would have MSM become a full member of Catholic Health. The two have been working together under a collaborative services agreement since 2012. Additionally, Mount St. Mary's Hospital medical staff and physicians are also members of Catholic Medical Partners. This partnership and collaboration is just one of many Catholic Health has in place with organizations throughout the region, including:

- **Catholic Medical Partners**
- **Mount St. Mary's Hospital**
- **Roswell Park Cancer Institute** – Strategic Oncology Partner
- **Bertrand Chaffee Hospital** – Affiliation Agreement and Management Services Agreement
- **WCA Hospital** – Cardiac Catheterization Center Affiliation Agreement
- **Westfield Memorial** – Collaboration Agreement
- **United Memorial Medical Center** – Cardiology Support
- **Women and Children's Hospital of Buffalo** – NICU transfer agreement for Level 4 NICU services
- **Educational Partnerships** – Partnerships with many organizations to educate and train our workforce of the future:
 - Colleges* – Niagara University, Erie Community College, Medaille College, Bryant & Stratton, D'Youville College, Niagara County Community College, Trocaire College, University at Buffalo
 - Community Organizations* – Buffalo Employment & Training Center, Buffalo Center for Arts and Technology, Employment Opportunity Center, Erie BOCES, Workforce Investment Board
- **Health Home Partners of WNY** – Care management program to care for Medicaid enrollees with chronic conditions in conjunction with Spectrum Behavioral Health and Evergreen
- **Refugee Resettlement** – Health assessments and primary care services in collaboration with Catholic Charities
- **Community Health Center of Buffalo** – Refer primary care patients and provide imaging and laboratory services
- **Erie County Health Mall** – (see left)
- **Buffalo Prenatal-Perinatal Network** – Collaborative efforts to improve the health of women and babies
 - **HEALTHeLink** – Sharing of clinical information through a virtual medical record
 - **Child Protective Services** – Collaboration with Erie County and other healthcare providers to identify victims of child abuse
 - **Crisis Services** – Sexual Assault Nurse Examiner Program
 - **Project Homeless Connect**
 - **Faith Community Nursing Program**



Erie County Health Mall

A collaboration between Erie County, Catholic Health, UB Dental, Lake Shore Behavioral Health, Inc., and Mid-Erie Counseling & Treatment Services, the Erie County Health Mall will provide essential medical, dental, behavioral health and education services to an underserved community. Catholic Health's St. Vincent Health Center is relocating from its Bailey Avenue location to newly remodeled space at the Health Mall, expanding in size as well as scope of services. Along with adult primary care and internal medicine services, the new center will also offer OB-GYN services, including prenatal care. A Catholic Health Laboratory Services Center will also be located at the Erie County Health Mall.

First Choice Healthcare Plan

First Choice is a unique Hospital Preferred Provider Network (HPPN) offered exclusively by Catholic Health. Members have access to the highest quality care and service excellence. Local employers have experienced a reduction of healthcare expenses of 8-25%. The First Choice Network includes an integrated hospital network, dozens of service locations and a specialized Center of Excellence Network.

2013 Selected Statistics and Financials

NET MARGIN (000s) \$35,587

Funds used to reinvest in technology, new programs, our facilities and our people

NET OPERATING REVENUES (000s) \$922,223

CHARITY CARE & COMMUNITY SERVICE..... \$77.6 million

Services to patients and the community for which Catholic Health receives no payment or payments below the cost of care

HOSPITAL STATISTICS

Operating Beds (excl. newborn, rehab, snf).....	825
Total Discharges	49,101
Births	5,718
Inpatient Surgeries.....	15,869
Outpatient Surgeries.....	47,099
Total Surgeries.....	62,968
Total Patient Days.....	221,680

OUTPATIENT ACTIVITIES

Total ER Visits (Net of Admits and Observation)	149,157
Primary Care Visits	131,017
Referred Ambulatory Visits.....	564,143
Total	844,317

HOME CARE VISITS

Total	324,005
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RESIDENTS IN OUR NURSING & ADULT HOMES

Total	733
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We believe in giving back to our community. Catholic Health contributed more than \$77.6 million in charity care and community benefit in 2013.

This figure encompasses financial assistance and means-tested government programs which represent free and discounted healthcare services, unreimbursed costs for serving Medicaid Patients (including Medicaid HMOs), and community health improvement programs and services. They are part of Catholic Health's *Social Responsibility and Community Stewardship Mission* framework.



Board/Governance of Catholic Health

Without strong leaders, there is no way that we could achieve our vision of transforming the way healthcare is delivered in Western New York. Catholic Health has the deepest appreciation for our devoted co-sponsors and board members, people who make our mission a reality every day; who work toward greater efficiency and quality; who never stop being completely patient focused. Our pathways to quality are getting wider and smoother, and it has everything to do with the hard work and inspirational humanity of the following people:

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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 • Justice • Compassion • Excellence

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