

Welcome to Catholic Health!



Mission Integration Orientation

**Rev. John R. Gaglione, M.Div.
Senior Associate, Ministry Formation**

**Standards of Behavior,
Mission Integration,
and Values**



chsbuicklo.org

Not all Associates are Catholic, but we share common Values:

- Love of God and Neighbor
- Provide for spiritual needs of all
- Spiritual care and Chaplaincy Services
- Chapel / Prayer Rooms



Our Mission – Why We Exist



**We are called to reveal the Healing Love
of Jesus to those in need.**

Job? Career? Vocation?

Health care is more than a job - it is a calling to continue the ministries and legacies of our founders...

A ministry of purpose, meaning & fulfillment

Together We are Catholic Health



We choose you, but you also chose us and opened the doors to a faith filled future in Catholic Health...

- Associates working together to fulfill our mission**
 - patients, residents, families and one another...**
- Our Standards of Behavior** guide our actions
- Our Mission and Values** are the cornerstones of our past, present and future.



“To serve God in the ministry of the church with concern for the poor, vulnerable and marginalized.”



Ven. Catherine McAuley – Sept. 24
Mother of Mercy – 1831
Dublin, Ireland

St. Vincent de Paul – Sept. 27
Father of Charitable Societies -1633
Paris, France



St. Elizabeth Ann Seton - Jan. 4
Sisters of Charity -1808
Emmetsburg, Maryland

Ven. Fr. Nelson Baker – July 29
Padre of the Poor-City of Charity 1876
Ord. March 19, 1876



Our Values – non negotiable behaviors



Everyone at CH is evaluated on how they live the values. Those who excel in **Living Our Values Effectively** can be nominated for a **LOVE Award!!**

Reverence: We honor the value of each individual we encounter

- Respect, Courtesy, each encounter is sacred
- Dignity & human kindness



Justice: We dedicate ourselves to treating all people with respect, dignity and fairness.

- Advocate for people in need/ provide fair & just treatment of patients, visitors, co-workers – ourselves
- Full acceptance of people & wise use of resources

Excellence: We commit to exceeding the expectations of our patients, residents, their families, and all the people we meet at Catholic Health.

Healing Professionals transforming selves & healthcare
Provide the highest quality of care and service(ministry)
Satisfaction scores/ patients choices/ Safety /best outcomes

Compassion: We commit to walking with others through both joy and suffering.

- Kind Welcome, offer assistance
- Show empathy, tenderness and respect

Video: https://youtu.be/cDDWvj_q-o8



It's not what you do, but how you do it!

People will forget what you said.

People will forget what you do.

But they will never forget how you made them
feel !

Maya Angelou

Formation – developing people who serve, provide ministry
- Assist associates in the ability to grow professionally and personally and live Catholic Health's mission and values.

We promote professional development through:

- Workshops at Catholic Health University (CHU)
- Educational opportunities for advancement
- Reduced Tuition & Tuition Reimbursement
- RN to BSN
- Webinars
- Lunch and Learns
- Chapels/Sacred Space



Catholic Health follows the Ethical and Religious Directives (ERDs) issued by the United States bishops in order to provide guidance on ethical issues in health care delivery.

Outline of moral principles that guide our Catholic health ministry & services

- Common Good & Justice
- The kind of care we ought to provide
- Purpose & meaning of ministry

Not an answer book – usually requires interpretation and application to concrete situations.

Ethical and
Religious
Directives for
Catholic Health
Care Services

Sixth Edition

UNITED STATES CONFERENCE OF
CATHOLIC BISHOPS

The ERDs are divided into six parts:

1. Social Responsibility of Catholic Health Care

- Healthcare access as a right for all not a privilege for a few

2. Pastoral and Spiritual Responsibility

- Protect & respect Care of the whole person

3. Patient/Professional Relationship

- Protect & respect human the dignity - support, trust, honesty & confidentiality
- Honor patient's right & treatment choices, faith & cultural perspective

4. Beginning of Life

- All life is sacred from beginning to end
- No direct abortions or sterilizations, no IVF or contraceptive services

5. Care for the Dying

- Help prepare for death/ decision-making/comfort/Palliative Care transition

6. Forming New Partnerships

- common values and moral principles and church social justice & teachings

- Every Catholic Health facility has access to an **Ethics Committee (Inter-disciplinary)**
 - MD, RN, Chap., MSW, Administrators/leadership
- **Ethics Committees** offer assistance by:
 - Consults at time of family distress/conflict of values
 - Asking & resolving difficult questions
 - Honoring patient's expressed wishes
 - Conflict of opinion/decision on what is the right thing to do?
 - Patient/family asking for non-beneficial care
 - Assistance with End of Life Care/ethical issues
 - Withdrawing Vent/Code Status/Palliative Care needs
 - Affirming certain EOL decisions & proxy making decisions

Helping Hands: A fund to help you!

- Donations by associates to help associates in financial crisis (death, illness, disability or a fire)
- Maximum gift: \$500 after 6 months of employment in good standing
- Accessed through Mission Leader (forms on intranet)
- Confidential (verification of need/good standing)
- **Sign up for payroll deduction through H.R.**
- 100% of donations go to associate in need
- Please support fundraising events/cafeteria boxes
- Hundreds of associates seek help each year
 - Request are evaluated by a Committee



Community Benefit: documenting what Catholic Health Buffalo does for the Western New York



- Free screenings, surgeries, charity care and financial assistance
- Primary Care Clinics to serve the under insured and uninsured
- Mission on the Move & much more.....
- Charities & projects in WNY community **(award grants to non-for-profit care organizations)**



Mission Competencies:

Living and continuing our legacy & Mission



Spiritually Grounded: Associate expresses a fit between our Mission and Values and who he/she is as a person.

Mission and Values Integration: Able to explain Mission and Values and act in line with those values even when it is difficult to do so and encourages others to do the same.

Values-Based Decision Making: Drawing on our own wisdom, experience and judgment as well as **Catholic social and ethical teachings** in order to choose the right action in a given situation.

Care for Poor and Vulnerable Persons: *Caring for the* needs of the under-served and ensure that poor & vulnerable persons receive care & financial assistance with the same compassion, respect and quality health care regardless of their ability to pay.

Mission Integration Leadership



Bart Rodrigues
SVP, Chief Mission Officer



Bernadette Franjoine
VP, Mt. St. Mary's Hospital



John Kalinowski
VP, Mercy Hospital Buffalo



Paula Moscato
VP, Sisters of Charity
Hospital/St. Joseph Campus



William Vaughan
VP, Kenmore Mercy Hospital



Br. Felipe Martinez, fsp
VP, Home & Community
Based Care & ARTC

A BLESSING FOR YOU:



As you begin your ministry and service with us may the light of your soul guide you.

May the sacredness of your work on behalf of Catholic Health bring healing, light and renewal to those who work with you and to those who benefit from it.

May you see in what you do the beauty of your own soul.

May your work never weary you.

May it release within you wellsprings of refreshment, inspiration and excitement.

May dawn find you awake and alert, approaching your new day with dreams and possibilities and may evening find you gracious and fulfilled.

May you go into the night blessed, sheltered and protected knowing that your efforts have made a difference in the lives of those you serve

May you never forget the God who loves you lavishly and unconditionally.

Adapted from Anam Cara by John O'Donohue and Out of the Ordinary by Joyce Rupp