



Mark Twain St. Joseph's Hospital

A member of CHW



*service*  
to our community

2008 ANNUAL REPORT

# Our Mission, Vision and Values

## Our Mission

Catholic Healthcare West and our sponsoring Congregations are committed to furthering the healing ministry of Jesus. We dedicate our resources to:

- delivering compassionate, high-quality, affordable health services;
- serving and advocating for our sisters and brothers who are poor and disenfranchised; and
- partnering with others in the community to improve the quality of life.

## Our Vision

A growing and diversified health care ministry distinguished by excellent quality and committed to expanding access to those in need.

## Our Values

Catholic Healthcare West is committed to providing high-quality, affordable health care to the communities we serve. Above all else we value:

**Dignity** - Respecting the inherent value and worth of each person.

**Collaboration** - Working together with people who support common values and vision to achieve shared goals.

**Justice** - Advocating for social change and acting in ways that promote respect for all persons and demonstrate compassion for our sisters and brothers who are powerless.

**Stewardship** - Cultivating the resources entrusted to us to promote healing and wholeness.

**Excellence** - Exceeding expectations through teamwork and innovation.

# Mark Twain St. Joseph's Hospital

As a member of Catholic Healthcare West, Mark Twain St. Joseph's Hospital is committed to serving the health needs of our communities with particular attention to the needs of the poor, the disadvantaged and vulnerable, and the comfort of the suffering and dying. Catholic Healthcare West has a commitment to quality - quality healthcare services and the promotion of optimal quality of life for all of life.

## Our Ministry

Catholic Healthcare West hospitals are technologically advanced without losing the human touch. At Mark Twain St. Joseph's Hospital we foster the belief that people make the difference in the art of healing. We strive to create a professional and healing environment that respects human dignity, provides excellent services, promotes justice in serving the poor, stewards our healthcare resources and collaborates among healthcare providers and community leaders. We believe that high quality healthcare is a right, not a privilege, and we strive to provide healthcare access for all who seek care in our facility.



## History and Heritage

There is truly no hospital more deserving of the title, "Community Hospital" than that which provides health care services in the small, often isolated, rural community. These hospitals are the hub of health care services, providing access to care for everyone in the area, from the residents to the thousands of visitors passing through. Mark Twain St. Joseph's Hospital is such a hospital. Opened on August 26, 1951, the hospital has for the last 5 decades provided the highest level of health care for all those needing medical care in Calaveras County. Today, with a new facility, the hospital's medical staff of over 40 active members represents a range of specialties broad enough to insure that patients will be able to secure quality medical care in this community.

## Improving Community Health

Our affiliated physicians, employees and volunteers recognize and support the physical, emotional, social and spiritual well being of those we serve. We aim to provide the highest quality healthcare within our hospital walls, but we also work in partnership with other local organizations to address the priority health needs of our community outside the walls of the hospital.

We hold ourselves accountable to our community for the human, financial and ecological resources entrusted to our care. We are proud to share this 2008 Report to the Community on the strategic efforts we have undertaken over the last year to promote the health of the Mark Twain St. Joseph's Hospital community.

# Community Benefit Programs

In FY2008, Mark Twain St. Joseph's Hospital provided \$7,097,753 in unsponsored care and programs for the benefit of our community. Unsponsored care includes costs of care for persons who are poor, the costs associated with caring for Medicare, Medicaid and other government program beneficiaries, and costs for services our hospital subsidizes because they are not offered anywhere else in the community. The remaining community benefit expenses may also include health professions' education and research, clinic services, health promotion and disease prevention programs, grants and donations of cash or services to non-profit organizations.



Highlights of our 2008 programs include the following:

## **Radiation Therapy Transportation**

Radiation Therapy is not a service that is available in Calaveras County, so residents must travel 100 miles roundtrip for their procedure. In partnership with the Ben Schaeffer Cancer Institute, free transportation is available to St.

## **Harvest Health and Fitness Festival**

Joseph's Medical Center and the Cancer Institute.

Each September Mark Twain St. Joseph's Hospital celebrates the Fall with a Health Fair on the hospital campus. Community Service Organizations and health-related businesses come together to provide much needed health services and information. Free flu shots, blood-pressure checks, cholesterol and osteoporosis screening, health education and discounted blood analysis are just a few of the services our community can expect. Admission is free.

## **Nurse Call Center**

The Nurse Call Center is a free, confidential, high-priority service provided by the hospital. Through a single 800 phone number, the public can access current health and wellness information, and a link to a wide variety of community health and wellness programs, services and providers. By contacting the Nurse Call Center, patients may speak to a nurse 24 hours a day, seven days a week.

## **Career Days, Teddy Bear Clinics**

Our children are our future. We are the largest employer in Calaveras County and have an obligation to talk to our youth about careers in health care. Job Fairs and presentations to high schools help our kids identify with high paying, rewarding careers. Our Teddy Bear Clinic, held in October for all kindergartners in Calaveras County exposes kids to the hospital in a comfortable, non-threatening way.

## **Diabetes Care**

Diabetes touches every family. It is the leading cause of blindness among adults age 20-74 and the sixth leading cause of death in America. Education is key to the prevention and management of diabetes. Our hospital hosts monthly classes to help persons living with diabetes learn to better manage this chronic condition.

# Community Grants

The CHW Community Grants program, which is funded by contributions from its member hospitals, is one way in which CHW supports and enhances the advocacy, social justice and healthier communities' efforts of its hospitals and religious sponsors. One of the program's objectives is to partner with other nonprofit organizations that share our values and also work to improve the health status and quality of life of the communities we serve.



Last year Mark Twain St. Joseph's Hospital contributed \$18,475 in grant funding to a nonprofit organization serving our community. Grant awards were offered to the following organization:

## **Take it to Heart Foundation**

In partnership with the local elementary school this organization developed a comprehensive curriculum to improve nutrition and encourage more physical activity among school age children. Through a collaborative arrangement with the Calaveras County Office of Education, the Family Fit program will be introduced to all Tuolumne County 4th and 5th graders.

# Community Investments, Ecology and Advocacy

## Community Investments



CHW's Community Investment Program provides below market interest rate loans to nonprofit organizations working to improve the health and quality of life in their communities. CHW borrowers develop affordable housing for low-income families and seniors, provide job training for unemployed or underemployed persons and create wealth in low-income and minority neighborhoods. Since 1990 Catholic Healthcare West has invested over \$96.9 million in community based organizations.

## Ecology Initiatives

In January 1996 the CHW Board of Directors endorsed the Ceres Principles for environmental stewardship. In endorsing the Ceres Principles, CHW agreed to conduct an internal environmental audit and complete an annual public report



on environmental performance. This action positioned CHW as a healthcare leader on environmental issues. At CHW we develop and implement policies for the reuse, recycling and conservation of Earth's resources.

## Advocacy Efforts

Through effective advocacy efforts, CHW addresses the social, political and economic structures that impact the health of persons, especially those most vulnerable. Our advocacy priorities address issues related to: providing the resources needed to effectively care for those most vulnerable; promoting community health; and advancing ecological initiatives. CHW collaborates with other organizations that share our values to coordinate public policy and shareholder advocacy efforts.



# About CHW

We are committed to delivering compassionate, high-quality, affordable health care services in a compassionate environment that is attuned to every patient's physical, mental and spiritual needs.



Catholic Healthcare West, headquartered in San Francisco, is a system of 41 hospitals and medical centers in California, Arizona and Nevada. Founded in 1986, CHW is the eighth largest hospital system in the nation and the largest not-for-profit hospital provider in California. The CHW network of more than 9,700 physicians and approximately 44,851 employees provides quality health care services during more than four million patient visits annually. In 2008, CHW provided more than \$967 million in community benefit and free care for the poor.

## Key Statistics (as of June 30, 2008)

<b>Acute Care Facilities:</b>	<b>41</b>
<b>Acute Care Beds:</b>	<b>8,660</b>
<b>Skilled Nursing Beds:</b>	<b>955</b>
<b>Employees:</b>	<b>44,851</b>
<b>Active Physicians:</b>	<b>9,754</b>
<b>Community Benefits and Care of the Poor:</b>	<b>\$967 million</b>



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768 Mountain Ranch Road, San Andreas, CA 95249  
(209) 754-3521 • [www.marktwainhospital.com](http://www.marktwainhospital.com)