



*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.

# Mercy General Hospital

As a member of Catholic Healthcare West, Mercy General 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 Mercy General 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

Mercy General Hospital's history in Sacramento dates back to the opening of the Sisters of Mercy's first hospital, Mater Misericordiae in the late 1890s. In 1925, the Sisters opened their new hospital at 40th and J Streets, on the site of a former dairy.

Nearly 80 years later, the Sisters' tradition of healing with compassion lives on at Mercy General Hospital and the hospital is proud to be regarded as one of the areas most comprehensive and accomplished medical centers and is a nationally recognized leader in cardiac care.



## 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 Mercy General Hospital community.

# Community Benefit Programs

In FY2008, Mercy General Hospital provided \$36,504,982 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.



## **MercyClinic Loaves & Fishes**

MercyClinic Loaves & Fishes provides a myriad of survival services for homeless men, women and children, including food, clothing and shelter, primary health and mental health care, education, job opportunities, and referrals to other needed community services.

## **MercyClinic Norwood**

MercyClinic Norwood is a comprehensive healthcare clinic for adults and children, providing primary care services such as well child exams, well women visits, general physicals, immunizations, treatment of workers compensation

injuries and treatment for episodic and chronic illnesses. The clinic serves Medi-Cal patients and provides free treatment to the uninsured.

## **CHAMP**

Mercy's Congestive Heart Active Management Program (CHAMP) assists patients in managing cardiac disease. It provides patients with a vital link to the medical world after they leave the hospital through phone interaction, and ongoing education on diet changes and medication modification. Free community vascular and cholesterol screenings are an important part of the program's goal to prevent heart disease.

## **Community Collaborations**

### ***Interim Care Program:***

Led by The Effort, and supported by Mercy and other health systems, the Interim Care Program provides housing, follow-up medical and mental health care and other social services for homeless patients once they are discharged from the hospital. The goal is to provide a clean and stable environment to facilitate full recovery and help

patients make the transition from being homeless at risk adults to being healthy and productive members of the community.

## **SPIRIT Program**

Sacramento Physician's Initiative to Reach Out, Innovate and Teach (SPIRIT) is a collaborative effort to engage volunteer physicians to provide care to uninsured and working poor families and individuals. Donated services are provided in primary and specialty clinics, private physician offices, hospitals and surgery centers in the greater Sacramento region.

## **CARES**

CARES, the Center for AIDS Research, Education and Services, supports people with HIV and AIDS. The clinic offers medical care, psychological/social support, health education, dental care, and an on-site pharmacy.

## **Capitol Health Center**

Mercy's support has enabled this Sacramento County clinic to expand primary health care service to uninsured patients.

# 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 Mercy General Hospital contributed \$267,500 in grant funding to the regional community grants fund. Grant awards were offered to the following organizations serving our community:

### **Catholic Social Services**

Catholic Social Services offers counseling and mental health care for the underserved.

### **Community Chaplaincy, Inc.**

Community Chaplaincy, Inc. provides on-scene personal support to individuals traumatized by tragic situations.

### **Mercy Education Resource Center**

The Center provides educational support and counseling, and helps immigrants learn language skills.

### **Community School Solutions of California**

Community School Solutions helps prevent child abuse and school failure.

### **Community Resource Project (CRP)**

CRP helps those in need by offering housing, health and education.

### **My Sisters House**

My Sisters House provides mental health care to children of domestic violence victims.

### **Sacramento Children's Home Crisis Nursery Program**

The Program offers temporary respite care for children while parents receive treatment.

### **MAAP**

The MAAP clinic provides primary health care to the underserved

### **Mutual Assistance Network**

The Network offers health and nutrition programs for those in need.

### **Sacramento Life Center**

The Center provides support to enable women to choose life for their unborn child.

### **Sacramento Native American Health Center**

The Center's operates a Full Circle Chronic Conditions Program focused on diabetes.

### **Sierra Adoption Services**

Sierra Adoption Services helps foster care children transition to their new adoptive home.

### **Society for the Blind**

The Society provides transportation for the visually impaired to rehabilitation services.

### **St. John's Shelter**

St. John's enables women in need to reintegrate into society.

### **The Effort**

The Effort's medical clinic serves the uninsured and underinsured.

### **WEAVE**

WEAVE works to end domestic violence, and provides counseling to participants in the Mercy Perinatal Recovery Network.

### **Women's Empowerment**

Women's Empowerment helps women regain a home and job.

# 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>



Mercy

A member of CHW

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