



Saint Francis Memorial 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.

Saint Francis Memorial Hospital

As a member of Catholic Healthcare West Saint Francis Memorial 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 Saint Francis Memorial 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

Saint Francis Memorial Hospital and its nursing school were founded by five prominent physicians in 1905, one year before the great earthquake caused a fire that burned the hospital to the ground. The hospital then moved to its current location atop Nob Hill in San Francisco where a new hospital was built. The Hospital became a non-profit hospital in 1938 and joined Catholic Healthcare West in 1993.

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 Saint Francis Memorial Hospital community.

Community Benefit Programs

In FY2008, Saint Francis Memorial Hospital provided \$40,562,578 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.



Emergency Department

The SFMH Emergency Department treats over 30,000 patients per year, many of whom are indigent or are enrolled in MediCal and having difficulty obtaining or maintaining access to primary care in the community. To address this issue, we have developed an ED case management program helping these individuals connect with community-based primary care. Our emergency department has also fully participated in the City and County of San Francisco's MacMillan Stabilization project by referring over patients for alcohol sobering services. This program helps to reduce emergency department use by public inebriates. In the last year we supported the opening of the new psychiatric urgent care center which

offers an alternative destination for patients identified by the police as needing psychiatric care.

Bothin Burn Center

The Bothin Burn Center provides critical burn care to over 130 burn patients from the Northern California region. Care is provided to patients from the most critical stage to rehab and discharge. Many patients have a long-term relationship with the Burn Center care team. The only verified Burn Center in the Bay Area, we partner with the Alise Ann Rusch Burn Foundation for burn prevention activities and the Burn Survivor Camp.

Homecoming Project

SFMH is playing a key role in the expansion of the Homecoming Project both within Saint Francis and at St. Mary's Medical Center. The Homecoming Project provides community based case management services to frail, isolated seniors upon discharge from the hospital through a unique partnership between SFMH, San Francisco Senior Center, Little Brothers Friends of the Elderly and Project Open Hand. This program reduces hospital re-admissions and encourages independent living.

Glide Health Clinic

Located in the heart of the Tenderloin, The Glide Foundation has served the city's most disenfranchised individuals for over 40 years. Glide Health Services is a unique collaboration between the Glide Foundation, Saint Francis Memorial Hospital, UCSF School of Nursing, Department of Community Health Systems. The recently renovated clinic includes seven exam rooms and a nursing case management office. As a medical home, Glide has now enrolled over 900 persons into Healthy San Francisco. In FY2008, Saint Francis provided \$950,795 outpatient diagnostic services and pharmaceuticals at no cost to Glide Health Clinic patients, many of these patients are enrolled in Healthy San Francisco – San Francisco's plan to provide care to the uninsured.

Rally Family Visitation Program

The Rally Family Visitation Program provides court ordered supervised child visitation and monitored child exchange for families experiencing conflict due to separation or divorce. The program serves 250 families per year (862 individual clients). The program provides a safe and secure structured environment in which children can visit with their court-ordered non-custodial parent when there is a high level of high conflict, including domestic violence.

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 Saint Francis Memorial Hospital contributed \$80,000 in grant funding to 5 nonprofit organizations serving our community. Grant awards were offered to the following organizations:

Saint Anthony Foundation

The Recuperation Program (formerly known as the Respite Care Project) is a partnership between St. Anthony Free Medical Clinic and Saint Francis Memorial Hospital (SFMH) providing temporary housing to poor, homeless, and uninsured patients who require bed rest and stabilization due to an acute medical illness or injury. In collaboration with SFMH, the Clinic establishes primary care and provides respite care to uninsured patients referred from the hospital or emergency room. The Clinic provides a one-week stay in a local SRO, and coordinates follow-up medical care to establish a continuity of care for



patients without a medical home. We also refer patients to St. Anthony's Social Work Center for case management and help securing permanent housing. We refer patients requiring medical services beyond the scope of our Clinic to San Francisco General Hospital or SFMH when necessary.

South of Market Health Center

CHW Community Grant funding is being used to expand The Recuperation Program to the South of Market Health Center. The program provides ongoing primary medical care and short term housing to homeless patients recently hospitalized, but too ill to be on the street or at a shelter.

San Francisco Community Clinic Consortium

A Patient Navigator will be out stationed at SFMH to make referrals of patients who are identified by hospital staff as needing a primary care medical

home and/or follow-up care. Referrals will be made to the most appropriate clinic, based on an assessment of location/ patient convenience, language, cultural and other relevant factors.

San Francisco Senior Center

The HomeComing Services Program (HSP) is transitional hospital-to-home care and the first one of its kind in San Francisco. The HSP provides temporary case management, home care assistance, escorts, and in-home personal needs for over 500 frail, low-income, and medically at-risk seniors to secure a safe transition from a hospital, rehabilitation center, or convalescent facility. Clients lack the financial, familial, physical, and emotional support needed for a successful in-home recovery; with the assistance of the HSP rehospitalization, further illness, anxiety, and isolation are preventable.

The Glide Foundation

Grant funding will be used to expand the Recuperation Program to Glide Health Services. The program will assist clients who are in need of temporary housing due to an acute or exacerbation of chronic medical/mental condition in which housing will facilitate the resolution of the condition.

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)

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



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