



St. Joseph's Medical Center

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.

# St. Joseph's Medical Center

As a member of Catholic Healthcare West St. Joseph's Medical Center 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 St. Joseph's Medical Center 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

St. Joseph's Medical Center is a not-for-profit, fully accredited, regional hospital with 294 beds, a physician staff of over 400, and more than 2,400 employees. Founded in 1899 by Fr. William O'Connor and administered by the Dominican Sisters of San Rafael, today St. Joseph's specializes in cardiovascular care, comprehensive cancer services, and women and children's services including neonatal intensive care (NICU).

## 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 St. Joseph's Medical Center community.

# Community Benefit Programs

In FY2008, St. Joseph's Medical Center provided \$45,701,173 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:



## CareVan Services

The CareVan offers free primary care services to uninsured persons including health screenings, education and referral services, medical diagnosis and treatment; pharmacy; and diagnostic testing. Specialty clinics provide podiatry services and orthopedic and immunization services. A bilingual Certified Diabetes Educator provides education and care management to persons with diabetes. Patients also receive medications, diabetic testing supplies and are monitored by the CareVan providers. In 2008, there was a 2.1% increase in CareVan patient visits and there was a total of 1347 Diabetes Class participants in attendance.

## Cancer Detection Services

The Cancer Detection Program provides clinical breast exams, pelvic exams, mammograms and pap smears to low income, uninsured or underinsured women over age 40. 1160 women received screening services in 2008.

## Breast Health Programs

The "Under Age 40 Breast Health Program" provides free services to young women, who present with breast problems. The Breast Cancer outreach and support program is a grass-roots effort to increase outreach, education and support to ethnic minorities. In 2008, 226 women were served. The Avon Breast Care Fund supports the Southeast Asian Outreach Program through which Hmong immigrants and Southeast Asian women can access mammography-screening services.

## Mobile Mammography Program (MMU)

St. Joseph's MMU is a full-service, self-contained mammography unit on wheels featuring the latest in state-of-the-art digital mammography technology. The MMU offers screening mammography services to Northern California women who face barriers to health access. In 2008, 1838 women received life-saving screening services.

## Faith Health Partnerships

In the Congregational/Parish Nurse Program over 45 Parish Nurses support the development of health ministries in 25 faith communities. The program emphasizes wellness, health education and health promotion.

The Stockton Interfaith Caregiver Program is a coalition of faith congregations, St. Joseph's Medical Center and community agencies providing free services, such as transportation, social visits, telephone reassurance, light housekeeping and minor home repairs or yard clean up to seniors and their families living at home.

## Nurse Call Center

Registered Nurses provide confidential access to current health and wellness information and resources. The triage and advice by the RN staff assist the caller in accessing the most appropriate level of care for their immediate health care needs. There is a free of charge access to an audio health library with several hundred topics in English and in Spanish. Physician referral is provided free of charge to the community. The Nurse Call Center Registered Nurse's managed 27,483 community calls in 2008. There were 28,808 calls to the Audio Health Library and 552 Physician Referral calls.

# 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 St. Joseph's Medical Center and St. Joseph's Behavioral Health contributed \$130,318 in grant funding to 6 nonprofit organizations serving our community. Grant awards were offered to the following organizations:

## **Community Partnership for Families of San Joaquin**

Reducing the effects of chronic disease such as diabetes, cardiovascular disease and asthma is a key component of Healthy Choices-Healthy Outcomes. The program will focus on CUFF FRC's participants who decide to take control of their health and begin to make better choices for themselves and their family. The program will consist of monthly health education classes, daily/weekly walks, evening dance and martial art classes.

## **UC Cooperative Extension**

The Healthy San Joaquin Collaborative "builds community capacity" to increase physical activity, improving nutrition, and decreasing obesity, especially of children, through increased knowledge, advocacy and coordination of activities, resources



and efforts in our county. HSJ plans to provide coordination of related resources, educational opportunities, and increased advocacy and action around HSJ-related issues with the anticipated result of increasing the number of families and children in San Joaquin County that are physically active and eat healthier foods.

## **Lao Khmu Association**

Funding will be used for a Diabetes Prevention and Management program that focuses on prevention education, promotion of access to care and early detection, and diabetes care management for the Southeast Asian community. Key program components are Community and home based education and activities to improve diabetes management to address overweight/obesity and the lack of physical activity. The services will be focused on serving primarily Hmong and Lao families.

## **People and Congregations Together (PACT)**

The Harrison School Healthy Community Project will explore the health needs of families in the Harrison School area and the possibility of the school adapting express

lane eligibility and the potential for a Family Resource Center satellite. The target population is families from and around the Harrison School area largely Hispanic, African American and Asian and low-income Caucasian families.

## **San Joaquin Healthy Children's Collaborative**

This program focuses on promoting physical activity and improving nutrition to reduce/prevent diabetes and hypertension. Activities include: Increase number of participants in walking daily, Expand nutrition education, incorporate training for marathons/walks using experienced trainers and a variety of methods, conduct monthly meetings of HCC members to gauge progress, develop and implement an incentives plan.

## **Valley Community Counseling Services, Inc.**

The program will create opportunities for positive interactions with students that present behavior challenges at school while building the caring capacity of the professionals who interact with them on a daily basis. This project will expand services for students displaying early symptoms of mental problems that interfere with their ability to set limits and cope with daily life. Secondly, on site one on one mental health therapy for students with diagnosed mental health issues will be expanded. The third aspect of the program will be a professional development opportunity for SUSD School Nurses.

# 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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