



St. Mary'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. Mary's Medical Center

As a member of Catholic Healthcare West, St. Mary'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. Mary'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. Mary's Medical Center was founded in 1857 and today is a 430 bed, comprehensive, multi-specialty community hospital.

The hospital was founded in 1857 by the Sisters of Mercy. The hospital's centers of excellence include Cardiovascular Services, Orthopedic Services, the St. Mary's Spine Center, Rehabilitation Services, and the St. Mary's Weight-Loss Surgery Center.

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. Mary's Medical Center community.



Community Benefit Programs

In FY2008, St. Mary's Medical Center provided \$41,375,041 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 educational and direct healthcare community benefit activities in 2008 include the following:

Sister Mary Philippa Health Center

This Health Center is at the core of St. Mary's Medical Center's response to community needs and provides a coordinated program of comprehensive outpatient health services including adult primary care, medical and surgical specialties, HIV care, advice nurse, social services, translation services, patient advocacy, diabetes education, nutrition, and pharmacy services. The population served by the Health

Center is an ethnically and socially diverse group and includes Indo-Asians, Hispanic, Caucasian, Native Americans and African American patients. The Health Center provides care across a broad age spectrum with about 2,699 patients currently registered, among them 550 HIV positive patients. About 20% of the visits are geriatrics and diagnoses range from hypertension and diabetes to substance abuse and cardiopulmonary problems. The Health Center supports the Hospital mission by treating all patients in our geographic area regardless of their race, country of origin or their ability to pay. Approximately 913 of our patients have no health coverage and receive their care free of charge or at a reduced rate.

Mental Health Programs for San Francisco Children

Nine schools in low-income San Francisco neighborhoods receive SchoolCare Services, a program developed to assist school children, age K-12, with mental health service for behavioral or learning problems.

Trusted Support for Seniors

Seven days a week, hot nutritious meals are offered in the hospital cafeteria to low-income seniors living in San Francisco. And, St. Mary's facilitates a walking group at the Stonestown Mall to promote the benefits of regular exercise. The Health Insurance Counseling and Advocacy Program provides services to assist seniors with health insurance and the AARP tax preparation program is also available to assist the elders of the community in the preparation of their tax reports.

To maximize independence and capacity for self-care, the St. Mary's Adult Day Health Center offers nursing care, as well as physical, occupational and speech therapy and social services to our frail elders and disabled adults. In addition, family members and caregivers are offered respite services and ongoing support to deal with the challenges they face.

A Community Partner

From our work at the Sr. Mary Phillipa Clinic to our partnership with a host of other organizations serving our community, St. Mary's Medical Center is proud to take part in building a healthier San Francisco.

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. Mary's Medical Center awarded \$80,000 in grant funding to 7 nonprofit organizations:

New Leaf (Outreach to Elders)

This program provides senior services and creates access to services for disenfranchised, underserved LGBT (lesbian, gay, bisexual and transgender) senior; providing geriatric mental health treatment, social services and community building for LGB seniors and disabled adults to improve quality of life and strengthen the LGBT community as a whole.

On Lok's 30th Street Senior Services, San Francisco

This is a program that will develop, implement and provide day care and other services to meet the physical, social and psychological needs of the frail, elderly and their families; services like personally tailored



exercise programs to improve their health, flexibility, endurance and strength.

Self-Help for the Elderly

This program enables adults 60+ primarily Chinese cultural heritage to maintain healthy lifestyle, providing lectures and events that addresses health issues that are prevalent in the Asian community like diabetes, hepatitis B, tuberculosis, etc. It also addresses their needs along the aging process, empowering them to make lifestyle choices, enhancing their standards of living and optimizing their quality of life.

Shanti Project, San Francisco

This program helps and maintains the quality of life, health and well being of people living with HIV disease, breast cancer and other life threatening illnesses who have had the greatest difficulty in accessing and routinely participating in treatment and care.

St. Paul of the Shipwreck

St. Paul of the Shipwreck Catholic Church provides social services to the community through the Sports & Arts Academy (after school program); through the Food Pantry assisting low income residents of Bayview Hunter's Point/Visitacion Valley with free groceries on a weekly basis; host to the KIPP Bayview Academy (college prep charter school grades 5-8).

St Vincent de Paul's Catherine Center, San Mateo

SVdP's Catherine Center provides respect, hope, support and empowerment for women upon leaving jail or prison. By providing emergency food and shelter, rent, utilities, medicine, clothing and more, when other resources are exhausted and other agencies cannot help, they reach out to this population in a new way to avoid recidivism.

Sunset District Community Development c/o Sunset Youth Services

Sunset Youth Services provides individualized case management services through their violence prevention program; bolstering the overall health and wellness of youth and maintaining family stability. The program reduces health disparities in SF by providing social support, education and access to healthcare for low-income women, children, elderly, immigrant families and ethnic minority groups in need.

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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