



Saint Mary's

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 Mary's

As a member of Catholic Healthcare West, Saint Mary's 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 Mary's 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

In 1908, Sisters' Hospital started providing health care to the community. As a result of a growing community need, a larger adjoining facility opened and Sisters' Hospital became Saint Mary's Hospital in 1912.

Today, Saint Mary's Regional Medical Center is a 380 bed facility offering services that include: Cardiac Catheterization, Cardiac Intensive Care, Diabetes Wellness Program, Emergency Department, Convenient Care, Labor and Delivery, Laboratory, Neonatal Intensive Care Nursery, Neurology,



Oncology, Orthopedics, Physical Therapy, Radiology (including MRI, CT scanning and Nuclear Medicine), and Surgery (including open heart).

Saint Mary's consists of more than 15 healthcare facilities located throughout the community. Among them are; Saint Mary's Regional Medical Center, Saint Mary's Surgical Center at Galena, 3 Saint Mary's Urgent Care Centers, Saint Mary's Nell J. Redfield Health Centers in Sun Valley and on Neil Road, 4 Saint Mary's mobile medical/dental trucks, Saint Mary's Health Plans, Saint Mary's Hospice of Northern Nevada, Saint Mary's Home Care Services and Saint Mary's Foundation.



Saint Mary's healthcare family brings together more than 2,300 employees, 850 physicians and 300 volunteers all committed to the vision and mission begun by the Dominican Sisters of San Rafael nearly a century ago. In carrying out this vision and mission, Saint Mary's embraces our core values of dignity, collaboration, stewardship, justice and excellence.

As the only faith-based healthcare organization in the region, Saint Mary's mission is unique. As such, it offers us daily opportunities to reach out to our communities in ways others cannot and at the same time apply our solemn responsibilities to help those in need. In all of our actions and decisions, from the seemingly inconsequential to the most far reaching, our mission and values guide us.

Community Benefit Programs

In FY2008, Saint Mary's provided \$51,316,439 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 professionals' 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:



Saint Mary's Mobile Health Outreach

Four mobile facilities (trucks) bring outreach services closer to those with needs in our community. Our original mobile facility (1994) provides school-based preventive oral health services to lower income children in a four county area. The second mobile unit is a partnership between seven local law enforcement and health related organizations to bring health and human services to low income, high transient neighborhoods. A unique approach called "Knock and Talk" brings law enforcement and medical professionals to the doorstep of residents to assess and connect them to services they need. A third mobile

unit is a tractor-trailer based general dental practice serving low-income children and their families. The newest addition is a mobile unit developed in conjunction with the Ronald McDonald House Charities to provide nutrition services (WIC) to low and moderate-income children and women who are nutritionally compromised.

Saint Mary's Tobacco Prevention Program

Focusing on Nevada's high rates of tobacco use, this program works to reduce the use of tobacco and the impact of second hand smoke through social marketing initiatives, professional education, cessation promotion and youth activism.

Saint Mary's Nell J Redfield Health Centers

Two community based primary care clinics provide health services to newborns, children, adults and seniors. These culturally sensitive care providers assist with Medicaid enrollment; provide newborn and well-child exams, well-woman services, chronic disease management, and episodic sick

services. All services target low income and uninsured populations from high need areas of the community.

A Community Partner

Saint Mary's works collaboratively with community based organizations that share our commitment to caring for the community.

Saint Mary's helped start the Access to Healthcare Network program that is the nation's first not for-profit medical discount program for uninsured low-income but employed residents. Saint Mary's provides financial assistance, pro bono office space and leadership resources for this program that holds great promise in helping the uninsured access necessary health care services.

Nevada Immunization Coalition

Immunization is a vital need in the community. Nevada ranks 50th in the nation in rates of childhood immunizations. To help address this need, Saint Mary's supports the Nevada Immunization Coalition and its efforts by providing operational resources, pro bono office space and service collaboration.

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 Mary's contributed \$123,857 in grant funding to 7 nonprofit organizations serving our community. Grant awards were offered to the following organizations:

Food Bank of Northern Nevada, Inc.

The Food Bank of Northern Nevada (Kids Café and the Commodity Supplemental Food Program) delivers nutritious fresh fruit and vegetables to families in underserved low-income neighborhoods in the Reno-Sparks area through a new mobile pantry.

CitiCare

Transportation in the Reno/Sparks area is provided in wheelchair accessible par transit vans or taxis for people with significant

disabilities. RTC Access trips are provided primarily for medically related appointments and activities thus enabling residents with physical limitations to meet their health and social needs.

Friends of Special Children

The Loaner Hearing Aid Program and the Northern Nevada Assistive Equipment Lending Program provide loaned assistive hearing equipment to infants and toddlers while families are waiting for insurance companies or Medicaid to provide necessary equipment.

Access to Healthcare Network

The Bilingual Care Coordinator provides navigation services to members needing to access a range of preventive, primary and specialty care services available

through this not for-profit medical discount program. This funding places a bi-lingual care coordinator at a local primary care clinic for low-income patients. Latinos make up 43% of the program's membership.

Orvis Nursing Clinic

This program provides immunizations to individuals who do not have coverage by health insurance. The funding helps to develop program capacity to obtain, store and administer immunizations in the community.

REMSA

This organization provides a comprehensive system of donated car seats and certified installation of car seats for needy newborns from maternal child departments of community hospitals, Saint Mary's WIC and the Renown Pregnancy Center.

CARE Chest of Sierra Nevada

This program supports the Enteral (liquid nutrition) and Emergency Prescription Programs. CARE Chest serves uninsured and underinsured northern Nevadans in need of vital medical supplies and equipment in times of medical emergencies.

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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