

GIVING THE HOMELESS THE GIFT OF DIGNITY

Podiatry residents share care and a compassionate ear at annual Homeless Stand Down

"Hello, my friend. Come and sit down," is the familiar greeting many of Cleveland's homeless hear from the 10-member team of St. Vincent Charity Medical Center physicians, residents and students, participating in the 25th annual Homeless Stand Down on January 23, 2016. The team is there to provide care for the primary mode of transportation for the homeless—their feet—however, the greatest gift they give the 1,500 attendees is dignity.

Since the inception of the Stand Down in 1990, members of St. Vincent Charity's Department of Podiatry have volunteered to serve and provide medical screenings at the annual event for Cleveland's homeless. The screenings begin with the washing of the feet of the men, women and children who come to Public Auditorium seeking medical care, food, clothing, respite and other necessities.

"As a Catholic, mission-driven hospital, I am always struck as I begin to care for each attendee of the image of Jesus washing the feet of his disciples, which symbolizes the humility and charity of Christ," said Dr. Michael Canales. "As we treat each attendee, this image reminds us of our call to service and the need to look at them not only as patients, but also as members of the human race."

The Stand Down falls at a time for many of Cleveland's homeless that marks the lowest point of the year. The Christmas season, which provides many opportunities for meals and

assistance, is over and the season's worst weather is upon Northeast Ohio. "We stand in the gap of services for a lot of people. Beyond the medical treatment we provide, sometimes it is simply respecting the dignity and value of each person, talking to them, giving them hope that provides the greatest relief," said Dr. Canales, who has assisted with the Stand Down for 12 years.

Dr. Canales' most striking memory from the Stand Down was a young woman who was homeless as the result of an abusive relationship.

The woman shared with Dr. Canales how lonely she was after the holidays and her daily struggles moving from shelter to shelter.

"We saw her at her darkest hour. While she did not necessarily need medical treatment, I talked with her for about 15 minutes, just as another person, trying to give her strength and hope. I gave her my card as she left in case she needed anything in the future," Canales said.

Continued on page 3



First-year resident Dr. Brad Benson performs a foot exam at the 25th Annual Homeless Stand Down, hosted by HandsOn Northeast Ohio.

ST. VINCENT CHARITY



A MESSAGE FROM THE PRESIDENT AND CEO

President John F. Kennedy said, “Change is the law of life. And those who look only to the past or present are certain to miss the future.” Change is certainly the law of life in health care. Whether it’s changing how and where we deliver care or how we get paid, change is the one thing we can count on from year to year.

We don’t seek change for its own sake, we desire change to improve whether it’s our care, our operations or—in this case—the name and look of our newsletter. I am pleased to introduce **St. Vincent Charity Today, News and Information from St. Vincent Charity Medical Center.** While we’ve given the name and the design a refresh, we plan to feature more great information about physicians, our caregivers, our patients and our mission.

In this issue, we open with our mission in the community. For many years, our podiatry residents have been serving the homeless by performing foot screenings at the annual Homeless Stand Down event. These compassionate young doctors share more than their medical expertise—they offer dignity to those whose lives are challenged daily.

We’re excited about a new travel surgery program for bariatric surgery. As you will see on page 4, we were named the first hospital in the country to provide the surgery to large national employers as part of an Employers Center of Excellence Network. As one of our hallmark programs, we are pleased to expand our excellent care to patients around the country.

In spite of all this change, what remains constant at St. Vincent Charity Medical Center is our devotion to our mission to care for our patients regardless of their circumstances in life. Thank you for supporting—and sharing in—our mission.

A handwritten signature in black ink, reading "D. F. Perse". The signature is fluid and cursive, with the first letters of each name being capitalized and prominent.

David F. Perse, MD
President and CEO

GIVING THE HOMELESS THE GIFT OF DIGNITY

Continued from front cover

Several years later, the woman returned to St. Vincent Charity, still with his card in hand, seeking medical treatment. “She expressed how life-changing our conversation was. Since we met, she had turned her life around and was literally back on her feet. Simply extending the hand of humanity helped her change her life. It was uplifting at both ends—for her and for me,” he said.

Third-year resident Dr. Erin Younce, who assisted with the event for her third year, said participation in the Stand Down is an important element of residents’ medical training and education, helping them to embrace the value of mission-based care. “Participating in the Stand Down changes our perspective about homeless people. There are many misperceptions, but these are simply men, women and families who often still have jobs, but just don’t earn

enough to have a place to live. Seeing them, treating them and talking with them opens our minds and gives a better sense of humanity,” she said.

In addition, the event provides practical clinical experience for the residents and students. Due to the time the homeless spend on their feet—on average more than five hours per day—their exposure to the elements and lack of access to adequate socks, shoes and hygiene facilities, the vast majority experience some form of foot and health issues, many of which are life threatening.

“The feet are a window into a patient’s health. We can quickly see the obvious foot issues, such as an infection or fracture that causes immediate distress. However, by looking at the feet we can also see systemic issues such as peripheral neuropathy, alcoholism, circulation, diabetes, that we can refer them for further care at local clinics and, in some cases, the ER for treatment. This assessment can often save their lives,” Dr. Canales said. ■



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— Dr. Michael Canales

HEALTHY LIVING

Every 5 years the U.S. Department of Health and Human Services and U.S. Department of Agriculture publishes a new set of dietary guidelines. The guidelines serve as suggested recommendations to maintain a healthy, nutritious diet and prevent chronic disease for current and future generations. In January 2016, a new set of guidelines were released and a number of changes were made. Bev Keeler, Registered Dietitian at St. Vincent Charity Medical Center, provides some insight on her three major takeaways from the new recommendations.

3 TAKEAWAYS

FROM THE NEW DIETARY GUIDELINES FOR AMERICANS



SUGAR

“Avoiding added sugar has been the big buzz in dieting and healthy eating for a while, but now the new guidelines are acknowledging it and it may finally start to sink in,” said Keeler. The recommendations are to limit added sugars to no more than 10 percent of your calories. “Currently the average person is getting about 13-15 percent of calories from sugar,” said Keeler. “The majority of those sugar calories, about 47 percent, are coming from sugar-sweetened beverages like soda, fruit drinks, sports and energy drinks. Another 31 percent is made up of sweets and snacks, so try cutting back, eliminating or finding healthy alternatives to those.”

SODIUM

The new guidelines recommend reducing your sodium intake to less than 2,300 mg per day. “There are 6 foods I recommend to cut back on when watching your sodium,” said Keeler.

- 1) Added salt during cooking or at the table
- 2) Processed meats like bacon, sausage, lunch meat, ham
- 3) Canned goods and processed foods
- 4) Baked goods such as pie, cake, cookies all have a surprising amount of sodium
- 5) Snack foods like potato chips, Doritos, etc.
- 6) Cheese

SATURATED FATS

Under the new guidelines, less than 10 percent of your daily calories should come from saturated fats. “The best way to limit saturated fat is to simply avoid or limit foods that are high in saturated fat,” said Keeler. “The biggest sources of it are high fat meats such as heavily marbled red meats, ground beef, processed meats and whole fat dairy such as whole milk, cheese, ice cream. If you avoid/limit those foods on a regular basis you can keep saturated fat intake in check.” ■

ST. VINCENT CHARITY CHOSEN AS NATION'S FIRST EMPLOYER CENTER OF EXCELLENCE FOR BARIATRIC SURGERY

SVC will now be able to provide weight loss surgery for large national employers



Nolan lost more than 235 pounds through bariatric surgery at St. Vincent Charity. For more information, visit stvincentcharity.com/bariatrics.

St. Vincent Charity Medical Center has been selected as the first hospital in the country to participate in the Pacific Business Group on Health (PBGH) Employers Centers of Excellence Network for bariatric surgery. Through this contract, St. Vincent Charity will provide weight loss surgery for large national employers, through a prospective bundled payment arrangement.

The agreement took effect January 1, 2016. The selection was made in September 2015, following a competitive nationwide center assessment and selection process. Under PBGH's Employers Centers of Excellence Network (ECEN), covered members of participating employers will be eligible to receive bariatric surgery through a travel surgery program that includes their pre- and post-op services covered through the negotiated bundle payment model.

"Our selection is validation of the quality outcomes of our bariatric program," said Dr. David F. Perse, president and CEO of St. Vincent Charity Medical Center. "Since 1997, St. Vincent Charity has performed more than 7,000 bariatric surgeries. Our success rate is high because our patients are well prepared for the surgery. This is an opportunity for us to help more patients and to improve the health of a wider population," said Perse.

In choosing St. Vincent Charity Medical Center, PBGH noted St. Vincent Charity's clinical expertise and quality, willingness to be a partner and collaborator, commitment to a tailored patient experience, central location in Northeast Ohio, as well as their flexibility and expediency in negotiating comprehensive bundled arrangements. Olivia Ross, Associate Director of the ECEN shared her enthusiasm, "We are pleased to have St. Vincent Charity join the Employers Centers of Excellence Network. We look for nationally recognized, high-quality providers who are eager to pioneer innovative healthcare delivery and payment models. The ECEN leverages provider collaboration to develop evidence-based, patient-centric programs to improve outcomes, increase satisfaction and optimize employer value."

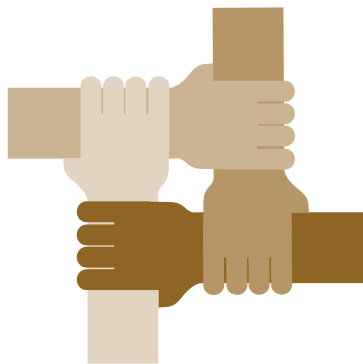
Nationally, more than one-third of the adult population is considered obese (BMI of 30 or greater). With more than 40 obesity associated diseases, including heart disease, diabetes and cancer, the healthcare costs are upwards of \$150 billion per year. Bariatric surgery is an option for those with severe or morbid obesity who have not been successful with conventional weight loss methods. ■

COMING SOON
CARITAS
OCTOBER 6, 2016

ST. VINCENT CHARITY MEDICAL CENTER – ANNUAL PHILANTHROPY REPORT

THE IMPACT OF GIVING IN 2015

#1 BOARD PASSING RATE
in Ohio for internal medicine
residency programs



150

volunteer hours
Campus District
Volunteer Award
for providing
150 volunteer
hours to the
East 30th
Street Cleanup



33,299
EMERGENCY VISITS
4% increase over 2014



19% INCREASE
IN NUMBER OF **SURGERIES**

\$500,000 ESTIMATED PUBLIC
FUNDS CONSERVED




Grant-funded Crisis Intervention
Specialists reduced number of patients
being discharged to the state psychiatric
hospital from our psychiatric emergency
department by 41%, conserving an
estimated \$500,000 of public funds

Grant-funded **Recovery Coaches** reduced percentage of patients leaving inpatient drug and alcohol detoxification against medical advice from **37% to 23%** in 3-month period




\$475,000
in grant funding

\$1.5M, 16-bed 
Geriatric Psychiatry Unit Opened

More than **\$985,000** in
charitable contributions

19% Increase



Dental clinic
renovations
led to 19%
increase in
**patients
served** 

Grant-funded Health Care Navigator has led to decreased
hospital readmissions for patients at high risk for:



4%
Congestive
Heart Failure



6%
Pneumonia



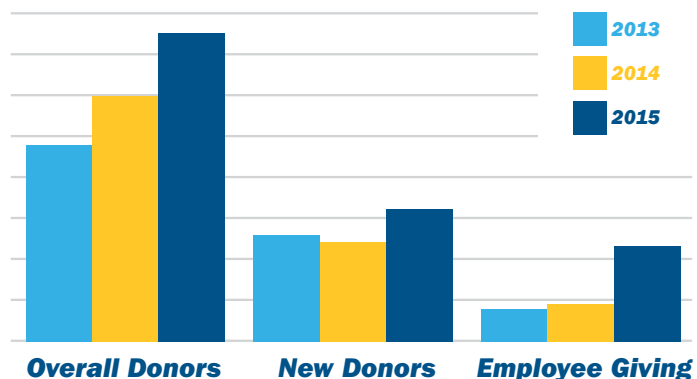
4%
Stroke



4%
Chronic Obstructive
Pulmonary Disease



RECORD NUMBERS



WHEN THE MINUTES COUNT, DOWNTOWN CLEVELAND COUPLE TURNS TO ST. VINCENT CHARITY



Charlotte Rhodes and George Pasiadis

When an evening out turned into a medical emergency for Charlotte Rhodes, she was grateful to have the support of her boyfriend George Pasiadis, a downtown Cleveland resident. Charlotte, 26, a law student at Washington and Lee College in Lexington, Virginia, was temporarily living in Cleveland during the summer of 2015 while completing an internship at BakerHostetler.

Charlotte and George were enjoying a summer evening out for dinner in Downtown Cleveland's Warehouse District. During the course of their meal, Charlotte started to feel lightheaded. As she made her way to the bathroom she fainted, fell and she gashed her chin open on the hard, stone floor of the restaurant.

Immediately George and a few physicians, who were luckily dining in the restaurant, sprang into action to help. She quickly regained consciousness, but was losing a lot of blood from the gash on her chin. The doctors helped to keep Charlotte stabilized and also began asking her questions to check for a concussion. When the bleeding wouldn't stop, the paramedics were called and the couple was soon on their way to St. Vincent Charity Medical Center's emergency department.

Born and raised in Alabama and unfamiliar with the area, Charlotte relied on George to help her decide what hospital the paramedics should take them to. They were given a few hospital choices for care and George ultimately made the decision to take Charlotte to St. Vincent Charity.

"I had never been to St. Vincent before, but I have been to a few other emergency rooms in the area," said George, 27, Production Supervisor/Engineer at Swagelok. "I haven't had the best experiences at other places and St. Vincent was so close—we decided that would be our best option."

Once they were in the emergency room, Charlotte was treated immediately. She was given medicine to control the pain and her care team decided that the wound would need stitches. Since Charlotte hit her head during the fall, caregivers also ordered her CAT scan to ensure she did not have a concussion.

"It was really nerve-racking," Charlotte said. "George and I have never been in a situation

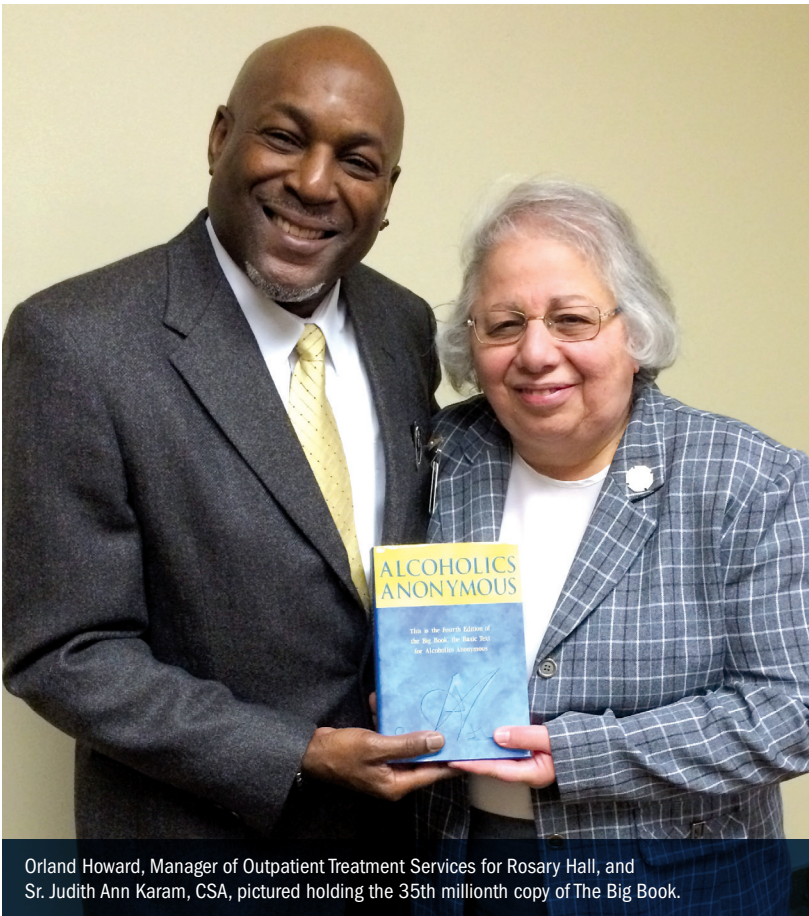
like this, so we were really thankful for all the caregivers who made it easy on us. Everyone in the emergency department was very personable, friendly and took the time to answer all of our questions."

Charlotte recalls how the physician assistant who put her stitches in made her laugh, which helped her feel more comfortable and put her at ease. "Everyone who treated Charlotte was respectful, sympathetic and helpful" said George. "They were quick, but also thorough, which we appreciated."

When it came time for Charlotte's stitches to come out one week later, Charlotte was delighted to see one of the same nurses who treated her the night of her fall. "She immediately recognized me and told me how nicely I healed up," she said. "To me, that was great. A week had gone by, she had probably seen a ton of patients during that time, but she still remembered me."

Charlotte graduates from Washington and Lee this May and will be moving back to Cleveland where she has already accepted a full-time job at BakerHostetler. Like many young professionals flocking to Cleveland, Charlotte plans to make the move back to the downtown area.

"Knowing that St. Vincent Charity is so close to where I'm going to be living and working is comforting" said Charlotte. "The proximity to downtown and the ease of getting to St. Vincent is a huge benefit for me and everyone living and working in the area." ■



SR. IGNATIA GAVIN, CSA

Sister Ignatia is widely recognized as one of the first persons to effectively treat individuals for alcoholism in a hospital setting. In 1952, she came to St. Vincent Charity from Akron to help serve alcoholics and was instrumental in the development of Rosary Hall. She had previous experience treating alcoholics at Akron's St. Thomas Hospital, where she worked with Robert H. Smith, MD, co-founder of Alcoholics Anonymous.

Sister Ignatia, revered as the "Angel of Mercy," is such an important piece of the story of A.A., Rosary Hall and St. Vincent Charity Medical Center. Sister Ignatia paved the way for programs like Rosary Hall, having cared for more than 20,000 alcoholics during her life. Her legacy of caring and compassion continues to live on each day through our Caregivers. ■

35 MILLIONTH COPY OF A.A.'S THE BIG BOOK MAKES ITS WAY TO ROSARY HALL

In October 2015, nearly 85,000 people gathered at Alcoholics Anonymous International 80th Birthday Assembly in Atlanta, GA. Sister Judith Ann Karam, CSA, Congregational Leader of the Sisters of Charity of St. Augustine, and Sister Theresa Bontempo, CSA, were presented with the 35 millionth copy of The Big Book of Alcoholics Anonymous in memory of Sr. Ignatia Gavin, founder of Rosary Hall. The Assembly was first held in Cleveland in 1950 and has been held every five years since.

Sister Judith Ann recently came to Rosary Hall to present the book to caregivers and share her acceptance speech from the event. "Alcoholism at the time was considered a social malady, but Sister Ignatia and the founders of A.A. saw the human suffering and took action," said Sister Judith Ann. "It was overwhelming and humbling to accept the honor from A.A. on her behalf."

The gift of The Big Book is A.A.'s way of expressing gratitude to individuals and institutions who have a long history of supporting the organization and its members. The one millionth copy of the Big Book was presented to President Richard Nixon in 1973 and in 2010, the 30 millionth copy was presented to the American Medical Association, which declared alcoholism an illness in 1956.

SPECIAL EVENTS

ANNIVERSARY MASS

The 50th Annual Memorial Mass in honor of Sister Ignatia Gavin, CSA, will be held at St. Patrick's Church, 3602 Bridge Avenue in Cleveland on **Saturday, April 2, 2016 at 6:30 p.m.**

ROSARY HALL OPEN HOUSE

Join us for an open house and celebration of Sr. Ignatia Gavin at Rosary Hall **Friday, April 1, 2016 from 4 - 6 p.m.** Tour the department, visit with Rosary Hall counselors and learn more about addiction services offered at St. Vincent Charity. For more information, visit stvincentcharity.com/rosaryhall.



ST. VINCENT CHARITY MEDICAL CENTER

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AN EASTER BLESSING



HAPPY EASTER

Easter is a time of new life within each of us as we open our hearts and spirits to the Resurrection—new life in its fullness. So we pray...

May the Easter Resurrection inspire us to new hope, deep joy and happiness.
May we be filled with gratitude for God's blessings of grace, new life and mercy.
May we continue to "sing a new song, not with our lips but with our lives." (St. Augustine).
May we touch all we meet with loving kindness and mercy.
Amen. Alleluia.

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