



# PROVIDING CARE BEYOND MEDICINE

A report on St. Vincent Charity Medical Center's 2015 Community Benefit

## OUR MISSION

In the spirit of the Sisters of Charity of St. Augustine, the St. Vincent Charity Medical Center family is dedicated to the healing ministry of Jesus. As Caregivers we serve with a deep respect for the dignity and value of all persons, we are focused on quality care, dedicated to the poor and committed to continuing education.

## OUR VALUES

### > RESPECT

We serve in an atmosphere of mutual respect and fairness, treating each person with reverence and dignity that recognizes each individual's contribution.

### > INTEGRITY

We hold ourselves accountable for our actions and are honest and ethical in all our dealings.

### > QUALITY

We are committed to continuous improvement of our services to better each life as if it were our own.

### > TEAMWORK

We celebrate the opportunity to come together as Caregivers in an inclusive workplace where diversity and open communication are valued.



Dear Friends of St. Vincent Charity Medical Center,



David F. Perse, MD

When the Sisters of Charity of St. Augustine began St. Vincent Charity in 1865, they had little means with which to build a hospital. They relied on the generosity of so many in the community, including the Bishop at the time. In return the Sisters kept their pledge to care for the community regardless of race, creed or ability to pay for the next century and a half. That spirit—that mission—lives on today.



Melvin G. Pye, Jr.

Our place in Cleveland and our mission as a “Catholic” hospital demands more of us than other healthcare institutions in this city. We have embraced a special calling to serve the poor—of course that brings its own set of challenges—but many graces as well.

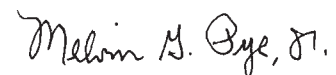
Inspired by the example of our founders, St. Vincent Charity has a legacy of identifying and serving the unmet needs of the community. **Providing Care Beyond Medicine**, our 2015 Community Benefit Report, outlines some of the stories behind that work. We hope you find inspiration in these patient stories that illustrate our dedication to:

[Teaching](#) > [Community Building](#) > [Care in the Community](#)  
[Providing Care for the Vulnerable](#)

We remain committed to the community that has embraced our mission for 150 years. We thank you and the many partners who collaborate with us to provide care beyond medicine.



David F. Perse, MD  
President and CEO



Melvin G. Pye, Jr.  
Chairman, Board of Trustees

# WHAT IS COMMUNITY BENEFIT?



Community benefit is defined as programs or activities that provide treatment or promote health and healing in response to community needs.

Community benefit is integral to the mission of a Catholic organization, such as St. Vincent Charity Medical Center.

Over 150 years, we have demonstrated our commitment to the Cleveland community and in particular to the Central neighborhood by investing significant resources in programs and services that meet these community benefit objectives:

- ▶ Improve access to healthcare
- ▶ Enhance the health of the community
- ▶ Advance medical or healthcare knowledge
- ▶ Lessen the burden on government or other community efforts

*community commitment*

In 2014, St. Vincent Charity provided **\$13.6 million in community benefit**.<sup>\*</sup> Of that amount, \$13 million went to cover the unpaid costs of Medicaid. That number represents the difference between what Medicaid pays and what the care actually costs. The remainder went toward providing community health services, health professional education and community building activities.

<sup>\*</sup>2015 community benefit data not available until November 2016.

# ADVANCING MEDICAL AND HEALTHCARE KNOWLEDGE



## 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 annual Homeless Stand Down. The team provides care for the primary of 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. 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.

“We stand in the gap of services for a lot of people,” said Dr. Michael Canales. “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.”

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 their 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.

“The feet are a window into a patient’s health,” said Dr. Canales. “We can quickly see the obvious foot issues, such as an infection or fracture that causes immediate distress. This assessment can often save their lives.”





## Saint Ignatius

As a teaching hospital, St. Vincent Charity educates hundreds of medical residents, interns and students each year in both the science and the art of healthcare. Building relationships with patients is part of that care. For the past few years, that education has expanded into the high school level through a program with Saint Ignatius High School.

Sophomore students have the opportunity to explore work in a Catholic hospital through a semester-long service program. These young men assist in the Admitting and Oncology Departments, checking in new patients and getting them to their scheduled appointments.

Sister Mary Ann Mozser, CPPS, Volunteer Coordinator, said the real value of the program is more than learning the mechanics of a hospital, but in learning to treat all patients with dignity. St. Vincent Charity's diverse population—patients from a wide range of economic, education

and religious backgrounds, as well as those suffering mental illness and substance abuse—helps to teach the young men the importance of recognizing all as the children of God.

“We ask the boys when they are here to do two things. First, recognize that what they are doing is a continuation of the healing mission of Jesus. Second, we ask they remember that every person is made in the image of God and to recognize the dignity of each person,” Sister Mary Ann said.

Student intern Michael Donahue said the program has taught him how to

treat all types of people with respect. Many are coming into the hospital for surgery that day so they are often sad or nervous. Others are unable to read and, therefore, might be anxious because they do not understand why they are there. Michael said the program has helped him learn to take a few minutes to talk with each patient, to help them figure out what they need and in the short time he is with each patient, to try to make them feel comfortable.



Michael selected St. Vincent Charity as his first choice for his sophomore internship not necessarily because he plans a career in medicine, but because of the influence his grandparents had on him.

“ My Grandma and Grandpa were always in and out of the hospital when I was growing up. I saw how hard it was for them and the care they got. I wanted to do something that helped other people like my grandparents were helped. ” —Michael Donahue, Saint Ignatius High School

*building relationships*

# COMMUNITY BUILDING AND PARTNERSHIPS



## Marion-Sterling Partnership

In 2005, when the Cleveland Municipal School District expanded Marion-Sterling Elementary from a traditional elementary to a pre-K through 8th grade school, leaders at St. Vincent Charity and area organizations knew they needed to join together to help ease the school through its transition.

School and community leaders were concerned about the effects of the large age range between the school's youngest and oldest students and how they would interact. The local groups worked in partnership to write a grant to support hiring an at-risk youth coordinator—a move that proved highly successful in blending the diverse student population. Once they saw their success together,

representatives at St. Vincent Charity and area organizations formalized their collaboration as the Marion-Sterling School Community Partnership to provide ongoing support to the students and faculty.

Studies show a lack of adequate food, nutrition and basic necessities, such as warm clothing, hurts a

student's ability to concentrate and behave in the classroom. In addition, students from lower-income neighborhoods are often not ready to begin kindergarten and need additional support to build confidence and adjust to a classroom setting.

St. Vincent Charity and the Marion-Sterling Partnership seek

“ The Marion-Sterling Partnership feels as though the entire community is giving our school a hug. They are wrapping their arms around our school, protecting us and giving us support when we need it. ”  
—Principal Adrianna Chestnut

*protecting and supporting*



to fill these gaps for students to increase their chances of academic success. The partnership members provide students and families a twice-monthly food pantry, Thanksgiving baskets and a safe Trick or Treat event at St. Vincent Charity. At the start of school each year, the partnership works to ensure that all students have necessary uniform items and school supplies. As Cleveland weather turns colder, members collect gloves, hats and coats to ensure the warmth of all students. The partnership also provides tutoring, in-school activities such as an annual school carnival, after-school activities to meet the educational and extra-curricular needs of Marion Sterling students and has renovated the library, playground and classrooms.

The partnership and collaborations with school faculty and staff have led to tremendous improvements at the school. Test scores are steadily improving, attendance rate is rising and discipline problems are declining.

Much of the partnership's success is credited to its flexibility and willingness to align support with the school and students' most immediate needs. Representatives from the 19-member organizations, including St. Vincent Charity and social and neighborhood groups, meet once a month with school leaders to plan activities and programs, as well as to assess current demands on students and teachers.

"Members of the partnership are so willing to listen to our needs and jump in—in a non-judgmental way—to help in any way they can. We are

so appreciative of their willingness to align their support based on our true needs. The proof of our success is in the pudding—our kids are doing better," Principal Adrianna Chestnut said.



# CARE IN THE COMMUNITY

In 2015, St. Vincent Charity provided more than 1,500 individual blood pressure, blood sugar and health screenings at locations across the community. Many suffer from physical impairments or transportation barriers that prevent them from accessing care at a traditional health care facility. So we take our medical staff to where our patients are—at local schools, community centers and residential facilities—to help identify health risks.

## Skyline Tower High Rise

Located across the street from St. Vincent Charity, Skyline Towers provides subsidized housing to senior and disabled adults. Because many residents lack basic needs and are unable to make healthcare a priority, St. Vincent Charity provides twice-monthly screenings for residents.

Cathy Kopinsky, St. Vincent Charity's Project Coordinator for Mission Outreach, said many residents are extremely concerned about their health problems, such as high blood pressure and high sugar levels, and are diligent about attending every bi-weekly screening. For many, the screenings provide peace of mind in knowing they are managing their health conditions. For others, it alerts staff to immediate issues that need to be referred to primary care physicians or, in urgent cases, to the emergency room.

Henry is a regular thanks to his primary care physician who instructed him to attend every St. Vincent screening. Along with chronic high blood pressure, Henry was treated for prostate cancer last year. Because of his prostate issues, Henry does not like taking his blood pressure medicine because it increases urination.

"I can always tell when Henry hasn't been taking his medication properly. When his blood pressure is high, we talk about what he has been doing. Is he taking his medicine? What has he been eating?" Kopinsky said.

Talking through recent diet or lifestyle changes identifies potential causes of





elevated levels. Kopinsky, who is often accompanied by area medical students, regularly discusses food labels and hidden sources of sodium in common food items that can increase blood pressure.

*While he had been diagnosed with diabetes by his primary care physician and prescribed medication to lower his blood sugar, Thomas did not understand the doctor's instructions and wasn't eating, which caused low blood sugar.*

## *educating*

In other cases, the screenings serve to alert staff of life-threatening risks that need immediate attention. Last year, Thomas, a Skyline resident, came to the screening with dangerously low blood sugar levels. Through the screenings, St. Vincent staff encouraged Thomas to attend the hospital's diabetes education classes.

Thomas completed and received his diploma from St. Vincent Charity's Diabetes Program. Still a regular attendee of the screenings, Thomas is grateful that St. Vincent Charity helped identify his health condition and taught him how to manage his disease. Thomas is also very proud of his accomplishment in learning to manage his diabetes and the completion of the education program. In fact, recently, he proudly brought his framed completion certificate to the community room to show his fellow residents—an event that was met with tremendous applause.



## **May Dugan Center**

St. Vincent Charity also provides monthly health screenings to the underserved population of Cleveland's Near West Side neighborhood at the May Dugan Center. On the fourth Thursday of every month, St. Vincent Charity is one of many community partners who work together to provide necessary food, clothing and health care to neighborhood residents. On average, St. Vincent Charity screens 50 to 60 residents each month.

Without adequate health services nearby, many residents walk great distances to get to the center. Michael said the walk is more than worth his time to manage both his blood pressure and blood sugar, conditions for which he takes medication.

Leslie Andrews, St. Vincent Charity's registered nurse and certified

diabetes educator who runs the May Dugan screenings, said Michael was fortunate to make his first walk to the center two years ago. That was when they first identified his alarming blood pressure levels.

Andrews moved quickly to ensure that Michael received follow-up care. She also worked to secure an automatic blood pressure cuff so that he could check his pressure from home every other day. This, along with education efforts, enables Michael to successfully manage his blood pressure.

"Sometimes it is simply a matter of making them aware of the effects on their health, identifying the diet or lifestyle choices that are contributing to the problem and educating them on hidden sodium and sugar content in food. Then, they are able to take control of their health," Andrews said.

*Near West resident, Michael, walks more than a mile each way every month for the health screenings.*

## *community health screenings*

# EXPANDING ACCESS TO CARE



## Diabetes Education Program

Carmen was shocked six years ago when she went to a St. Vincent Charity health screening and found her blood sugar was nearly four times what it should be. The nurse doing the screening, Leslie Andrews, St. Vincent Charity's Diabetes Coordinator, quickly worked with Carmen to get her life-threatening sugar level under control.

Andrews, a registered nurse and certified diabetes educator, encouraged Carmen to complete St. Vincent Charity's Diabetes Education Program. Education focuses on nutrition, understanding medicines, managing and preventing complications, and living well with diabetes.

Last year, the program provided more than 600 individual and group visits for nutrition and management education.

"I never paid attention to my sugar until I came to the screening. The education program has taught me how to count carbs and how to test my sugar myself. Now I test it every day," Carmen said.

Shortly after she learned of her own disease, she received alarming news that both her adult children also had diabetes. Her son's high sugar was also identified at a St. Vincent community health screening. This frightening news spurred Carmen to work even harder to manage her disease so she could help her children.

Carmen went to work applying the lessons she learned at St. Vincent Charity's education program to teach her son and daughter how to control their diet and manage their sugar.

To keep herself and her children on track, Carmen continues to attend

“My first thought was, ‘Are my kids going to die before me?’”

—Carmen

*encouraging*

St. Vincent Charity's Diabetes Support Group, which meets at the hospital six times per year. The group transitions patients from learning about diabetes to managing their disease long term.

"We see such success with the support group because it gives patients the encouragement they need from their peers. They all share the same condition, so they understand better than anybody the struggles each person faces," Andrews said.

To express her gratitude for the support she receives at St. Vincent Charity, Carmen now volunteers at the hospital's monthly health screening at the May Dugan Center so she "can help other people, like I was helped."

## Rosary Hall

"There were times I thought I was just going to die."

That is the despair that "Lisa," addicted to opioids and alcohol, felt as she tried again and again to reach out to numerous treatment facilities, only to land in voicemail and forced to wait for a live person to actually call her back. Knowing she needed help and ready to accept it, Lisa became more discouraged with every phone call—until she dialed the number for St. Vincent Charity's Rosary Hall and Orlando Howard picked up the phone to talk to her.

"Rosary Hall was the first place that I felt like I could actually talk to somebody. They made me feel like this could be done," Lisa said.

Orlando Howard, Manager of Outpatient Treatment Services for Rosary Hall, said the 3,200 phone calls that come in each month are directly answered by one of four addiction intake team members.

*“ I never thought there was hope for people like me who are addicted to opioids. Without Rosary Hall, I don't think I would be alive. ” —Lisa*

## life-changing treatment

"When most people make a decision to make a change, they are ready now," Howard said. "If they have to wait for a return call in 20 minutes, they might change their mind. If you don't talk to them right then and there, you have probably lost them for a week or even forever," he said.

St. Vincent Charity understands the importance of removing barriers to treatment so that addicted patients can quickly begin the steps necessary toward recovery. Like Lisa, many who suffer addiction find themselves without the private insurance required by most inpatient treatment facilities.

By partnering with the Alcohol, Drug Addiction and Mental Health Services (ADAMHS) Board of Cuyahoga County, St. Vincent Charity ensures that there are no barriers to treatment. Of Rosary Hall's 1,547 patients of the detoxification unit last year,

86.3 percent were funded by the ADAMHS Board or Medicaid.

After a thorough assessment to determine Lisa's drug and alcohol use, she was recommended for inpatient detox treatment at Rosary Hall.

Even though Lisa describes herself as a "stubborn person," she said the detox coaches and nursing staff were able to convince her to "swallow my pride and stay for the full five days," because she quickly found they fully understood the stresses, emotions and challenges she was experiencing. All of the detox care coaches at Rosary Hall are required to be in recovery themselves.

Orlando said this personal experience gives Rosary Hall coaches and staff the understanding they need to remind patients why it is important to stay in treatment and to talk patients out of leaving the program early, risking a relapse or even death.

After leaving inpatient treatment, Lisa recently finished six weeks of Intensive Outpatient treatment (IOP) for three hours per day, three days per week and 12 weeks of weekly non-intensive outpatient treatment. She has also been prescribed the medication Suboxone and continues to meet with her sponsor and attend support meetings to assist with her recovery. She credits St. Vincent Charity and Rosary Hall with saving her life.



Gus Chan / The Plain Dealer ©2016



# ST. VINCENT CHARITY MEDICAL CENTER

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*A Ministry of the Sisters of Charity Health System*

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## CARE BEYOND MEDICINE™

“ I can never thank you enough for your care that you gave me. You set me on a journey that has not only changed my life but saved my life. I will forever be grateful and humble at the miracles you all do. ”

—Rosary Hall and Behavioral Health Patient

*forever grateful*



# St. Vincent Charity's Teaching Program By the Numbers

**52** Internal Medicine Residents



**6** Physician Assistants

**2** Addiction Medicine Fellows



**180**

Nursing Students



**9**

Podiatry Residents



**6**

General Dentistry Residents



**15** Radiology Students

**20**



Pharmacy Students

**20**

Therapy Students

**7** Lab Tech and Phlebotomy Students

**9** Respiratory Therapy Students

**5** Chaplain Residents