



OUR QUALITY

OUR SERVICE

OUR INNOVATION

OUR STEWARDSHIP

OUR IMPACT

OUR FUTURE

TOGETHER

AS A FAMILY
OF MINISTRIES



Living Our
Mission,
Living Our
Vision

THE STATE OF THE SISTERS OF CHARITY HEALTH SYSTEM
MAY 2013 PRESENTATIONS

THE STATE OF THE SISTERS OF CHARITY HEALTH SYSTEM
MAY 2013 PRESENTATIONS



SCHEDULE

4:30 p.m., Monday, May 13, 2013

*Idea Center at PlayhouseSquare
Cleveland, Ohio*

7:30 a.m., Tuesday, May 14, 2013

*Idea Center at PlayhouseSquare
Cleveland, Ohio*

6:00 p.m., Monday, May 20, 2013

*South Carolina Department of Archives and History
Columbia, South Carolina*

7:30 a.m., Tuesday, May 21, 2013

*South Carolina Department of Archives and History
Columbia, South Carolina*

4:30 p.m., Thursday, May 30, 2013

*Walsh University
Canton, Ohio*

7:30 a.m., Friday, May 31, 2013

*Walsh University
Canton, Ohio*

WELCOME

SISTER JUDITH ANN KARAM, CSA AND THE SISTERS OF CHARITY HEALTH SYSTEM ARE PLEASED TO SHARE WITH YOU AN UPDATE ON THE STATE OF OUR HEALTH SYSTEM.



This update focuses on how we, as a family of ministries, are living our mission in the context of a very challenging external environment and how we are preparing for our future. The outcomes of our actions hold much promise. This booklet highlights some of the collective accomplishments of the health system and our ministries in the past year. These accomplishments clearly illustrate that our future is vibrant and our ministry is much needed in the communities we serve. With your support and together, as a family of ministries, we have a bold vision to be a beacon of hope devoted to healing and addressing the unmet needs of individuals, families and communities through a network of innovative services.



WE ARE A FAMILY

CANTON, OHIO

*Early Childhood Resource Center, Mercy Medical Center and
the Sisters of Charity Foundation of Canton*

CLEVELAND, OHIO

Building Healthy Communities, Catholic Community Connection, Independent
Physician Solutions, Joseph's Home, Light of Hearts Villa*, Regina Health Center,
Sisters of Charity Foundation of Cleveland, St. John Medical Center* and
St. Vincent Charity Medical Center *Joint ventures with partners*

SOUTH CAROLINA

*Healthy Learners, Providence Hospitals, Sisters of Charity Foundation of
South Carolina, and the South Carolina Center for Fathers and Families*



We are 7,600 faith-filled professionals with one mission

TO HEAL AND SERVE ALL OF GOD'S PEOPLE.

OUR COLLECTIVE ACCOMPLISHMENTS
ACROSS THE FAMILY OF MINISTRIES



2012

PROVIDING *the* VERY BEST CARE

- 170,180 inpatient days
- 2,200+ credentialed physicians
- 70% inpatient and outpatient satisfaction
- Excellence in heart care
 - 10,900 cardiac catheterizations
 - 1,000 open heart surgeries
 - World-record times for heart attack intervention
 - World's first angioplasty in an emergency department
 - Two accredited chest pain centers, one of which was the first in the nation
- Excellence in orthopedics
 - 3,500+ inpatient knee, hip, spine and neck procedures
 - Local and national recognition for performing new and innovative orthopedic procedures
 - Pioneer in the use of less invasive surgeries
- Excellence in emergency care
 - 160,000+ emergency department visits
 - World's first emergency department catheterization lab
- Excellence in educating and training physicians and other professionals
 - Residency programs in internal medicine, podiatry, clinical pastoral education and dental medicine, as well as an osteopathic medical education program
 - Schools of radiology, sonography and cardiovascular diagnostics
- Quality recognitions from: *U.S. News & World Report; HealthGrades; Centers for Medicare and Medicaid Services; Thomson Reuters; American College of Surgeons Commission on Cancer; Society for Thoracic Surgeons; National Association of Nursing Administration, Long Term Care; Catholic Health Association; American Hospital Association; Becker's Hospital Review; American Heart Association; Leapfrog Group; U.S. Department of Health and Human Services; Supportive Care Coalition; American Society of Training & Development; Blue Cross Blue Shield of South Carolina; and Ohio Department of Aging.*

\$60.7 million
in community
benefit



MEETING UNMET NEEDS

- \$60.7M in community benefit, including \$26M in charity care and \$21.5M in unpaid costs of Medicaid
 - *Plus \$35M in unpaid costs of Medicare and \$65M in bad debt*
- 290 grants to the communities we serve for a total investment of \$6.7M to address root causes of poverty
 - Through the three Sisters of Charity Foundations*
- 4,963 health services removed barriers to education for 1,758 children
 - Through Healthy Learners*
- \$1M in value to the community in high quality early childhood education support
 - Through Early Childhood Resource Center*
 - 424 hours of professional development to 2,800 early childhood educators
 - 449 parents completed 49 parent education sessions
 - 289 learning sessions for 5,500+ family participants
- 6 fatherhood programs re-engaged 1,606 fathers in the lives of 3,327 children
- 1,104 health services provided to low-income single fathers
 - Through the South Carolina Center for Fathers and Families*
- 33 homeless men put on the path to health recovery
 - Through Joseph's Home*
- Deaf Access Program expanded through support of national grant
 - Through Catholic Community Connection*



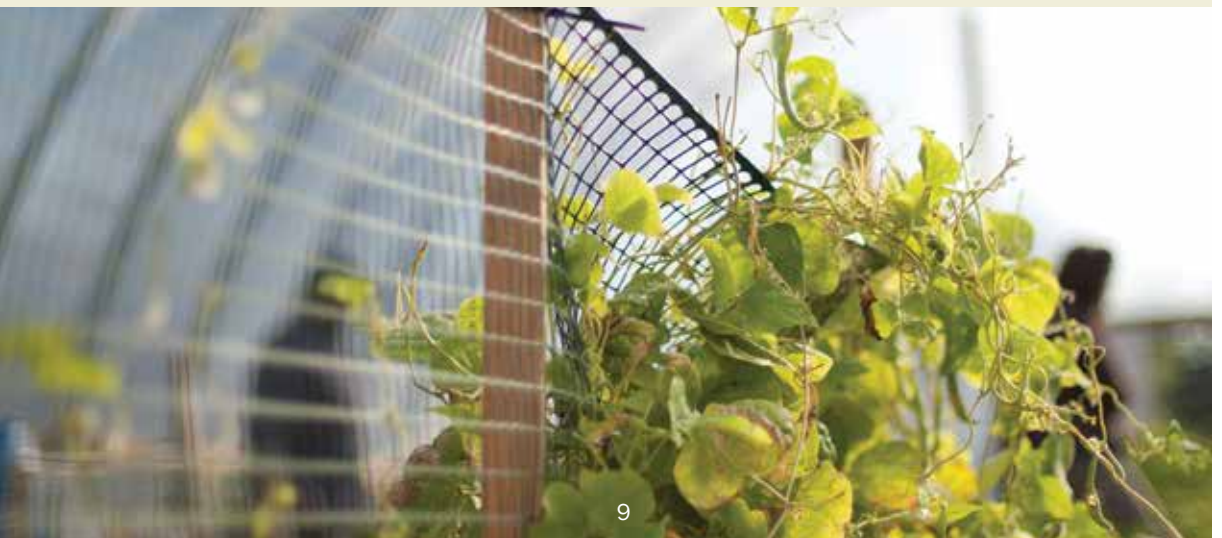


Supporting Partnerships
to Assure Ready Kids
Promise Neighborhood
Energy Star Alternatives to
Incarceration Housing First
Prescription Assistance
Network Carolina Academy
Health Literacy Initiative



BRINGING INNOVATIVE MODELS *for* COMMUNITY CHANGE

- **Supporting Partnerships to Assure Ready Kids (SPARK)** for early learning
Through the Sisters of Charity Foundation of Canton
 - Supporting 2,200 children and families since inception
 - Replicating in counties across Ohio with partnerships of nonprofits, foundations and more
- **Promise Neighborhood** for support from cradle to college and career
Through the Sisters of Charity Foundation of Cleveland
 - Attracting more than \$43M in new partner investment in Central Neighborhood since inception
- **Energy Star** for efficiency and environmental protection
Through Mercy Medical Center
 - Performing in the top 25% of similar facilities nationwide
- **Alternatives to Incarceration** for low-income fathers who are behind in child support
Through the South Carolina Center for Fathers and Families
 - Saving taxpayers more than \$4.3M annually
- **Housing First** for supportive housing
Through the Sisters of Charity Foundation of Cleveland
 - Partnering to reduce chronic homelessness in Cuyahoga County by 62% since 2006
- **Prescription Assistance Network of Stark County**
Through many partners, including the Sisters of Charity Foundation of Canton
 - Meeting medication needs of the uninsured and underinsured
- **Carolina Academy** to support the capacity building needs of nonprofits
Through the Sisters of Charity Foundation of South Carolina
 - Engaging 750+ nonprofit leaders from 480 nonprofits
- **Health Literacy Initiative** to improve health outcomes for those most in need
Through the Sisters of Charity Foundation of Cleveland and St. Vincent Charity Medical Center
 - Enhancing the health status of Cuyahoga County residents and beyond



INVESTING STRATEGICALLY *in OUR FUTURE*

- Leadership formation in mission and values
- \$24M investment in clinical transformation to electronic health records
- \$10M in life-saving equipment and technological advancement
- \$95.6M in construction and capital improvements from 2010 to 2012
 - *St. John Medical Center: \$30.6M*
 - *Providence Hospitals: \$27.5M*
 - *Mercy Medical Center: \$23.1M*
 - *Sisters of Charity Health System headquarters: \$6.9M*
 - *St. Vincent Charity Medical Center: \$6.8M*
 - *Early Childhood Resource Center: \$700K*
- \$14M in philanthropic gifts raised by our ministries
- 3 hospital development foundations launched
- 1 brand for 20+ ministries



2012 Data

CREATING LASTING IMPACT

- 500+ units of supportive housing by the local Housing First Initiative
Through the Sisters of Charity Foundation of Cleveland
 - *Yields a 2% return to homelessness compared to 20-30% with traditional models*
- \$11M in savings by identifying free or discounted drugs for people in need
Through many partners, including the Sisters of Charity Foundation of Canton
- 464 fathers gained employment and 895 fathers participated in parenting education programs
Through the South Carolina Center for Fathers and Families
- \$1.1M paid in child support by fatherhood program participants
Through the South Carolina Center for Fathers and Families
- 110,000 miles traveled to provide access to health care at no charge
Through Healthy Learners
- 27,000+ patients seen at program to address oral health and dental care needs of poor and underserved
Through the Sisters of Charity Foundation of Canton and Mercy Medical Center
- 1,025 dental services provided to children in South Carolina
Through Healthy Learners
- Creation of a medical home in a ZIP code that had none
Through Mercy Medical Center
- 400+ homeless men guided to health, sustainable income and permanent housing
Through Joseph's Home
- \$85M leveraged for supportive housing, fatherhood engagement and early education
Through the three Sisters of Charity Foundations



LOOKING TO THE FUTURE

AS A FAMILY OF MINISTRIES

Preparing for the future of health care Focusing on prevention, care coordination and quality outcomes
Understanding the unmet needs of the community and responding strategically Leveraging resources to create systemic change
Using best practices and evidence-based models to prevent or address individual or community challenges

OUR MISSION CONTINUES

Ours is a vibrant and much needed ministry. The Sisters of Charity Health System is committed to continuing our mission as a family of ministries, which will have lasting impact on the communities we serve. Together, we provide the very best care, we address unmet needs, we solve problems creatively, we invest strategically, we deliver on our mission and we do this best by collaborating with each other.

You are the heart and hands of our ministry. We ask each of you to search out how you can recommit to our mission today and always.



TOGETHER, WE LIGHT THE WAY TO
HEALING FOR INDIVIDUALS, FAMILIES
AND COMMUNITIES.

OUR MINISTRIES' NEWS IN CLEVELAND, OHIO

News about all ministries of the Sisters of Charity Health System is shared online every day.
Read more and join the conversation.

BLOG: sistersofcharityhealth.org

FACEBOOK PAGE: facebook.com/sistersofcharityhealth

TWITTER FEED: twitter.com/sohealthsystem

A sampling of local news from our Twitter feed:



SOCHealthSystem @SOCH...
Two Sisters of Charity Health System hospitals recognized by U.S. News and World Report tinyurl.com/SCHS5

PROMISE **ClevePromise** @CLE_Promise
Cleveland Central Promise Neighborhood continues work to make vibrant, thriving neighborhoods tinyurl.com/SCHS2

Retweeted by SOCHealthSystem



CLEstvincentcharity @StVincentCMC
St. Vincent Charity Medical Center and Austen BioInnovation Institute announce strategic partnership tinyurl.com/SCHS1

Retweeted by SOCHealthSystem



SOCHealthSystem @SOCH...
Sr. Judith Ann Karam, CSA receives humanitarian award from Diversity Center tinyurl.com/SCHS6



SOCFoundationCle @SOCF...
Sisters of Charity Foundation of Cleveland publishes health literacy report tinyurl.com/SCHS7

Retweeted by SOCHealthSystem



SOCHealthSystem @SOCH...
Joseph's Home featured in Plain Dealer Holiday Spirit Campaign tinyurl.com/SCHS8



CLEstvincentcharity @StVincentCMC
St. Vincent Charity Medical Center celebrates 60th anniversary of Rosary Hall tinyurl.com/SCHS9

Retweeted by SOCHealthSystem



SOCHealthSystem @SOCH...
Regina Health Center continues to receive high patient and family satisfaction scores tinyurl.com/SCHS10



SOCHealthSystem @SOCHealthSystem
Building Healthy Communities and St. Vincent Charity Medical Center host Celebration of Wellness tinyurl.com/SCHS14



SJMC @SJMConline
St. John Medical Center's new CT system offers improved images and reduced radiation tinyurl.com/SCHS15

Retweeted by SOCHealthSystem



SOCHealthSystem @SOCHealthSystem
Joseph's Home transforms the lives of homeless men one man at a time tinyurl.com/SCHS16



CLEstvincentcharity @StVincentCMC
St. Vincent Charity Medical Center Addiction Medicine Fellowship receives accreditation by ABAM Foundation tinyurl.com/SCHS17

Retweeted by SOCHealthSystem



SOCFoundationCle @SOCFoundationCI
Sisters of Charity Foundation of Cleveland opens Ohio's first Ben Carson Reading Room tinyurl.com/SCHS18

Retweeted by SOCHealthSystem



SJMC @SJMConline
St. John Medical Center cancer program accredited by Commission on Cancer of American College of Surgeons tinyurl.com/SCHS20

Retweeted by SOCHealthSystem

OUR MINISTRIES' NEWS IN SOUTH CAROLINA

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BLOG: sistersofcharityhealth.org

FACEBOOK PAGE: facebook.com/sistersofcharityhealth

TWITTER FEED: twitter.com/sohealthsystem

A sampling of local news from our Twitter feed:



SOCHealthSystem @SOCH...

Catholic Health World: @SCFathers parenting program overcomes distrust to bring men into the health care system tinyurl.com/SCHS26



Providence Hospitals @ProvHospSC

Providence Hospitals receives 12th consecutive 3-star rating from Society of Thoracic Surgeons tinyurl.com/SCHS24

Retweeted by SOCHealthSystem



SCCFF @SCFathers

Editorial from The State: A decade of helping dads — and counting tinyurl.com/SCHS27

Retweeted by SOCHealthSystem



SOCHealthSystem @SOCH...

@SCFSC and @SOCFoundationCI co-sponsor 8th annual statewide conference for women religious tinyurl.com/SCHS29



SCFSC @SCFSC

Sisters of Charity Foundation of South Carolina dedicates new education center tinyurl.com/SCHS30

Retweeted by SOCHealthSystem



Providence Hospitals @ProvHospSC

Providence Hospitals provides behind-the-scenes look at beating open-heart surgery tinyurl.com/SCHS31

Retweeted by SOCHealthSystem



SOCHealthSystem @SOCH...

@SCFathers executive director participates in launch of national fatherhood initiative tinyurl.com/SCHS32



Providence Hospitals @ProvHospSC

Providence Hospital recognized as Hospital of the Year by national Mended Hearts organization tinyurl.com/SCHS33

Retweeted by SOCHealthSystem



SOCHealthSystem @SOCHealthSystem

13th Annual Healthy Learners Champions for Children Golf Tournament in Memory of George Younginer nets \$86K tinyurl.com/SCHS34



SCFSC @SCFSC

Sisters of Charity Foundation of South Carolina president receives leadership award tinyurl.com/SCHS35

Retweeted by SOCHealthSystem



SOCHealthSystem @SOCHealthSystem

Nashville Songwriters event raises \$20K to support health care services to school children in Georgetown County tinyurl.com/SCHS36



SCCFF @SCFathers

Division of Child Support Enforcement partners with @SCFathers on \$2M grant tinyurl.com/SCHS37

Retweeted by SOCHealthSystem



SCFSC @SCFSC

Sisters of Charity Foundation of South Carolina releases Research Brief: Latino Immigrant Families tinyurl.com/SCHS38

Retweeted by SOCHealthSystem



SOCHealthSystem @SOCHealthSystem

Healthy Learners board chair letter to the editor: Healthy kids mean better students, communities tinyurl.com/SCHS39

OUR MINISTRIES' NEWS IN CANTON, OHIO

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TWITTER FEED: twitter.com/sochealthsystem

A sampling of local news from our Twitter feed:



EarlyChildhoodRecCtr @ECResCenter

Early Childhood Resource Center provides \$1M in annual local impact tinyurl.com/SCHS49

Retweeted by SOCHHealthSystem



Mercy Medical Center @CantonMercy

Mercy Medical Center's Palliative Care team to receive national award for quality tinyurl.com/SCHS45

Retweeted by SOCHHealthSystem



SOCHealthSystem @SOCHealthSystem

Sisters of Charity Foundation of Canton president selected as 1 of 70 people nationwide to participate in Clinton Global Initiative on Early Childhood tinyurl.com/SCHS43



EarlyChildhoodRecCtr @ECResCenter

Early Childhood Resource Center improves language skills for Hispanic American parents and their children tinyurl.com/SCHS55

Retweeted by SOCHHealthSystem



Mercy Medical Center @CantonMercy

Mercy Medical Center opens new Mercy Primary Care at St. Paul Square health care facility on site of former church tinyurl.com/SCHS44

Retweeted by SOCHHealthSystem



Mercy Medical Center @CantonMercy

Mercy Medical Center receives top environmental award from Ohio Hospital Association tinyurl.com/SCHS47

Retweeted by SOCHHealthSystem



EarlyChildhoodRecCtr @ECResCenter

Friend-Ship Center steps up with help from Early Childhood Resource Center tinyurl.com/SCHS52

Retweeted by SOCHHealthSystem



SOCHealthSystem @SOCHealthSystem

Two Sisters of Charity Health System hospitals recognized by U.S. News and World Report tinyurl.com/SCHS53



SOCHealthSystem @SOCHealthSystem

Sisters of Charity Foundation of Canton supports Stark County Traumatized Child Task Force tinyurl.com/SCHS40



SOCHealthSystem @SOCHealthSystem

Sisters of Charity Foundation of Canton president appointed chair of Ohio Governor's statewide Early Childhood Advisory Council tinyurl.com/SCHS42



Mercy Medical Center @CantonMercy

Mercy Medical Center named one of nation's top cardiovascular hospitals for sixth time tinyurl.com/SCHS46

Retweeted by SOCHHealthSystem



EarlyChildhoodRecCtr @ECResCenter

Early Childhood Resource Center provides education, empowerment for entire family tinyurl.com/SCHS51

Retweeted by SOCHHealthSystem



SOCHealthSystem @SOCHealthSystem

As seen in Sisters of Charity Foundation of Canton newsletter: SPARK Races to Expand tinyurl.com/SCHS41



Mercy Medical Center @CantonMercy

Mercy Medical Center achieves full Heart Failure Accreditation tinyurl.com/SCHS48

Retweeted by SOCHHealthSystem

SISTERS *of* CHARITY HEALTH SYSTEM

A Ministry of the Sisters of Charity of St. Augustine

sistersofcharityhealth.org