



# A Tradition of Healing A Legacy of Caring

2014-2015 Report to the Community



# An Enduring Healthcare Ministry

Among the greatest gifts Jesus gave us was his ability to heal the sick, bring comfort to the dying and give hope to the suffering. It is this sacred legacy that guides and inspires Catholic Health as our family of providers work each day to meet the medical, emotional and spiritual needs of the sick and injured in our community.

Today, that legacy is a calling to serve others as Jesus did, articulated in Catholic Health's values of *Reverence, Compassion, Justice* and *Excellence*. Taking up that calling from the health system's religious founders is a highly skilled team of associates, physicians, volunteers and community supporters, who are dedicated to bringing comfort, hope and healing to all those who come to our facilities for care.

Over the last decade, Catholic Health has established itself as a local and national leader in quality and patient safety, bringing the latest clinical technology and advanced medical treatments to patients throughout Western New York. Along with the physicians of Catholic Medical Partners, Catholic Health is also developing new and better ways to keep people healthy and more effectively manage chronic medical conditions to improve the overall health of our community.

Tracing its roots to Buffalo's first hospital, Catholic Health is an enduring healthcare ministry born out of caring for all God's people, regardless of race, religion, economic means or personal circumstance. Together, our hospitals, health centers, long-term care facilities and home care providers continue to be a healing presence in the communities we serve.

Throughout life's journey, in sickness and in health, you, members of your family, friends or neighbors have likely benefited from the high quality, compassionate care that is the hallmark of Catholic Health. Together, we continue to reveal the healing love of Jesus to those in need.

In this special report, we invite you to share this journey with us and learn more about this legacy of caring and how Catholic Health is leading the transformation of healthcare in our community.

Sincerely,

**Most Reverend  
Richard J. Malone, Th.D.**  
Bishop of Buffalo

**Reverend Monsignor  
Robert E. Zapfel, STD, MBA**  
Chair, Catholic Health Corporate  
Members & Sponsors Board

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# A Tradition of Healing... Yesterday, Today & Tomorrow

For more than 160 years, Catholic-sponsored healthcare providers have been caring for generations of Western New York families. Today, as part of Catholic Health, we continue this longstanding commitment through a common mission to reveal the healing love of Jesus to those in need.

Long known for its holistic and compassionate care, Catholic Health is also recognized for embracing new technologies to deliver the most advanced treatment options available. With national awards for quality, safety and value, our 8,000 associates and nearly 1,000 affiliated physicians with Catholic Medical Partners are transforming healthcare in our community.

With world-class medical technology and the best medical minds and hands all working as one, Catholic Health is focused on improving the health of our community with:



Comprehensive Cardiac Care services anchored by the Catholic Health Heart Center at Mercy Hospital of Buffalo.



Advanced Orthopedics and Spine Services, including an Orthopedic Campus of Excellence at Kenmore Mercy Hospital.



Patient- and family-centered Women's Services, including the area's only hospitals – Sisters and Mercy – that offer intensive care for mothers and babies under one roof.



Western New York's largest network of Designated Stroke Centers and Buffalo's only Joint Commission Comprehensive Stroke Center located at Mercy Hospital of Buffalo.



Home & Community Based Care services, including home health, skilled nursing, residential and adult day care services, in homes and facilities throughout the area.



The area's leading Vascular Services program at Mercy Hospital of Buffalo and Sisters of Charity Hospital.

Recognizing that healthcare extends beyond the walls of our hospitals, Catholic Health offers a wide variety of primary care, diagnostic and rehabilitation services in convenient locations to better serve our community.

As a faith-based healthcare ministry with deep roots in our community, Catholic Health has been there for you in the past and we'll be here for you in the future with unparalleled compassion and the highest quality care.

# Building on the Legacy of Catholic Healthcare in WNY

## 1848 – Buffalo's first hospital is opened by the Daughters of Charity on Pearl Street

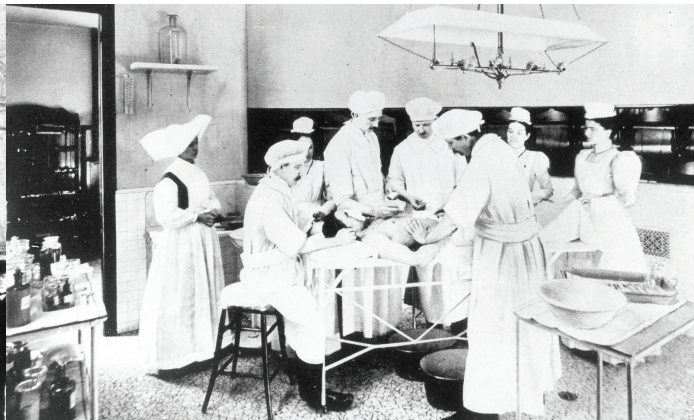
As Catholic Health prepares to welcome Mount St. Mary's Hospital into its fold this July, it will mark another important milestone on a historical timeline that began more than 160 years ago with the opening of Sisters of Charity Hospital – Buffalo's first hospital – on Pearl Street in 1848. Since that time, Catholic-sponsored healthcare services have left their mark on our community and touched the lives of countless numbers of area residents.

As Buffalo grew into a major industrial hub during the 1800s and 1900s, so did Catholic healthcare throughout the region. Over the next century, other Catholic providers would join the Daughters of Charity to begin healthcare ministries in Buffalo and its surrounding communities.

The Sisters of Mercy would establish hospitals in Buffalo and Kenmore, Father Nelson Baker would turn his devotion to Our Lady of Victory into a hospital in Lackawanna, the Franciscan Sisters of St. Joseph would bring a community hospital to Cheektowaga, and the Catholic Diocese of Buffalo would sponsor healthcare services for the aged and infirmed.

## 1904 – Mercy Hospital of Buffalo opens on Tifft Street

Today, Sisters Hospital stands as a familiar landmark on Main Street, offering a wide array of services, ranging from maternity services and intensive care for newborns with special needs, to skilled nursing care for aging seniors. Mercy Hospital, which first opened on Tifft Street in 1904, moved to its present site on Abbott Road in 1928, and now stands as a full-service regional hospital and home to the Catholic Health Heart Center and a Joint Commission Comprehensive Stroke Center.



While the Sisters of Mercy, who trace their roots to Dublin, Ireland, felt right at home in South Buffalo's largely Irish community, they ventured into Kenmore in the late 1950s to serve the city's growing northern suburbs. Opened in 1951, Kenmore Mercy continues to serve its community as well as residents throughout the region, and today includes an Orthopedic Campus of Excellence.

## 1951 – Kenmore Mercy Hospital opens

While changing times saw the closure of Our Lady of Victory Hospital and the transition of St. Joseph Hospital to a campus of Sisters Hospital, they also signaled a rebirth for these two institutions. The OLV Senior Neighborhood is now a thriving senior living community, joining Catholic Health's growing Home & Community Based Care services; while Sisters of Charity Hospital, St. Joseph Campus continues to serve the surrounding community, offering inpatient, outpatient and emergency services, including a new state-of-the-art Ambulatory Surgery Center.

Brought together by a common thread – a mission to reveal the healing love of Jesus to those in need – these organizations joined as one to form the Catholic Health System in 1998. Since then, Catholic Health has made tremendous strides in clinical excellence through a relentless focus on quality, patient safety and by investing in some of the most advanced healthcare technology available.

## 1998 – Organizations join to form the Catholic Health System

Today, more people are choosing Catholic Health than ever before for the quality of care that is delivered in its hospitals, health centers, long-term care facilities and through its home care programs. With the addition of Mount St. Mary's Hospital into our Catholic Health family, we look back with pride and gratitude to see how far we've come and look ahead to the future with renewed energy to lead the transformation of healthcare in our community.

## Mount St. Mary's Hospital joins the Catholic Health family - 2015



# Reviewing a Year in Numbers

Selected Statistics & Financial Information	2014
<b>Net Margin</b> Funds used to reinvest in technology, new programs, our facilities and our people.	\$42,788,000
<b>Net Operating Revenues</b>	\$953,563,000
<b>Charity Care and Community Service</b> Services to patients and the community for which Catholic Health receives no payment or payments below the cost of care.	\$82,070,000
<b>Hospital Statistics</b>	
Operating Beds (Excl. Newborn, Rehab, SNF)	799
Total Discharges	47,839
Births	5,974
Surgeries	
Inpatient	15,365
Outpatient	47,092
Total Surgeries	62,457
Total Patient Days (Excl. SNF)	229,834
<b>Outpatient Activities</b>	
Total ER Visits (Net of Admits and Observation)	150,678
Observation Cases	6,614
Primary Care Visits	126,960
Referred Ambulatory Visits	520,085
Total (Including OP Surgeries Above)	851,429
<b>Home Care Visits</b>	332,203
<b>Residents in Our Nursing and Adult Homes</b>	718

In 2014, Catholic Health provided more than

# \$82 Million

in charity care and community benefit activities to help make our community a healthier place, especially for the poor and underserved. These activities included:

- + Spearheading Project Homeless Connect – An outreach initiative to link homeless individuals and families with medical and other support services.
- + Supporting charitable organizations, like the Buffalo City Mission and Friends of Night People, that help the poor and vulnerable in our community.
- + Hosting numerous health education and screening programs to help people learn their health risks and take steps to improve their health.
- + Offering a Healthcare Assistance Program to ensure that people without insurance or financial means get the care they need.
- + Providing health and wellness information in places of worship through our Faith Community Nursing program.
- + Helping refugees access quality medical care through our Primary Care and School Based Health Centers, including the Mercy Comprehensive Care Center in Buffalo's Old First Ward.
- + Providing free care and services to those in need, like our "Cribs for Kids" program, which helps families provide a safe sleeping environment for their newborns.
- + Nationally recognized "green" initiatives to remain good stewards of our natural resources and protect the environment.

For every

# \$1

in operating income

=

Catholic Health provided

# \$2.01

in social accountability & community services.

# Creating Healthy Communities

Eat right. Stay active. Get regular check-ups. We know what we're supposed to do to keep ourselves healthy, but how do you keep a community healthy?

For Catholic Health, it starts with caring for every patient who walks through our doors, regardless of their need or their finances. We then reach out beyond our doors, giving people the support and information they need to get healthy, stay healthy or better manage an existing medical condition.



## Giving Translates into Caring with The Foundations of Catholic Health



The Foundations of Catholic Health help guide the funding of initiatives that make better healthcare possible for the communities we serve. Among the many worthwhile projects supported in 2014 was the new state-of-the-art Ambulatory Surgery Unit at Sisters Hospital, St. Joseph Campus. Made possible with a generous donation from the Sisters Hospital Foundation, the 10,000-square-foot unit was dedicated in June 2014.

## Working Together for Better Health

With its broad network of programs and services, Catholic Health and its physician partners provide nearly half of all the healthcare that is delivered in our community. Beyond that, we collaborate with other health providers to improve the quality of care in towns and villages throughout the region.

Over the last several years, we have partnered with Bertrand Chaffee Hospital in Springville, Orleans Community Health in Orleans County, United Memorial Hospital in Genesee County and WCA Hospital in Chautauqua County to enhance care and service for residents in those communities. This July, Mount St. Mary's Hospital and Health Center in Lewiston will officially become part of Catholic Health, giving us the opportunity to serve residents throughout Niagara County.

Providing quality healthcare also involves developing collaborative solutions to pressing community needs. In 2014, Catholic Health's St. Vincent Health Center and Laboratory Services division joined with the Erie County Health Department, University at Buffalo, Lakeshore Behavioral Health and Mid-Erie Counseling & Treatment Services, to open the new Erie County Health Mall, bringing needed services to Buffalo's Broadway/Bailey neighborhood. Similar partnerships with Evergreen Health Services and Spectrum Human Services have helped us create "Health Homes" to improve access to care for our most vulnerable populations.

We also work with a number of health and human service agencies, including Horizon Health Services, the American Cancer Society, the American Heart/Stroke Association and Crisis Services. Together, all these partnerships are helping Catholic Health enhance care across our region, improve the health of our community and make healthcare more affordable and accessible for those who need it most.

## Our Mission

We are called to reveal the healing love of Jesus to those in need.

## Our 2020 Vision

Inspired by faith and committed to excellence, we will lead the transformation of healthcare in our communities.

## Our Values

### Reverence

We honor the value of each individual we encounter at Catholic Health.

### Compassion

We commit to walking with others through both joy and suffering.

### Justice

We dedicate ourselves to treat all people with respect, dignity and fairness.

### Excellence

We commit to exceed the expectations of our patients, residents, their families and all the people we meet at Catholic Health.

### Our Sponsors

Ascension Health  
Diocese of Buffalo  
Trinity Health



Administrative & Regional Training Center  
144 Genesee Street  
Buffalo, NY 14203

To learn more, visit [chsannualreport.org](http://chsannualreport.org)  
or call (716) 923-9790.



## The Catholic Health Difference

At Catholic Health, we are different and proud of it. By bringing together a special blend of people, technology and expertise, all working together to provide superior patient care, we are not only creating a better health system, we are creating a healthier community.

For us, it's much more than a social obligation. It defines who we are, forming the foundation of our culture, work ethic and community spirit. We wouldn't have it any other way. Our talented team of nurses, physicians, clinicians and support staff are the heart and soul of Catholic Health. Their skill, when fused with state-of-the-art facilities and nationally proven treatment methods, is creating an exceptional model of what healthcare should be — and it's available every day at Catholic Health.

In this new era of greater accountability, Catholic Health is well positioned for success, taking its place among some of the top performing health systems in the country. Our investments in our people, facilities, technology and the use of best practices, are making healthcare safer, more affordable and more accessible for all. The proof is in the people we serve and the lives we touch.

This is an exciting time for Catholic Health. Our associates continue to set a standard of excellence that is matched only by the compassionate care they provide. Together, we are leading the transformation of healthcare in our community.

What can you expect in the future? We will continue to pursue collaborative partnerships to make Western New York a healthier place to live and work. We will seek out innovative ways to deliver quality care where it is needed most. We will draw upon the strengths of our associates and provide them with avenues for personal and professional growth. Finally, we will continue to embrace our mission, which is the foundation of our commitment to serve all those in need.