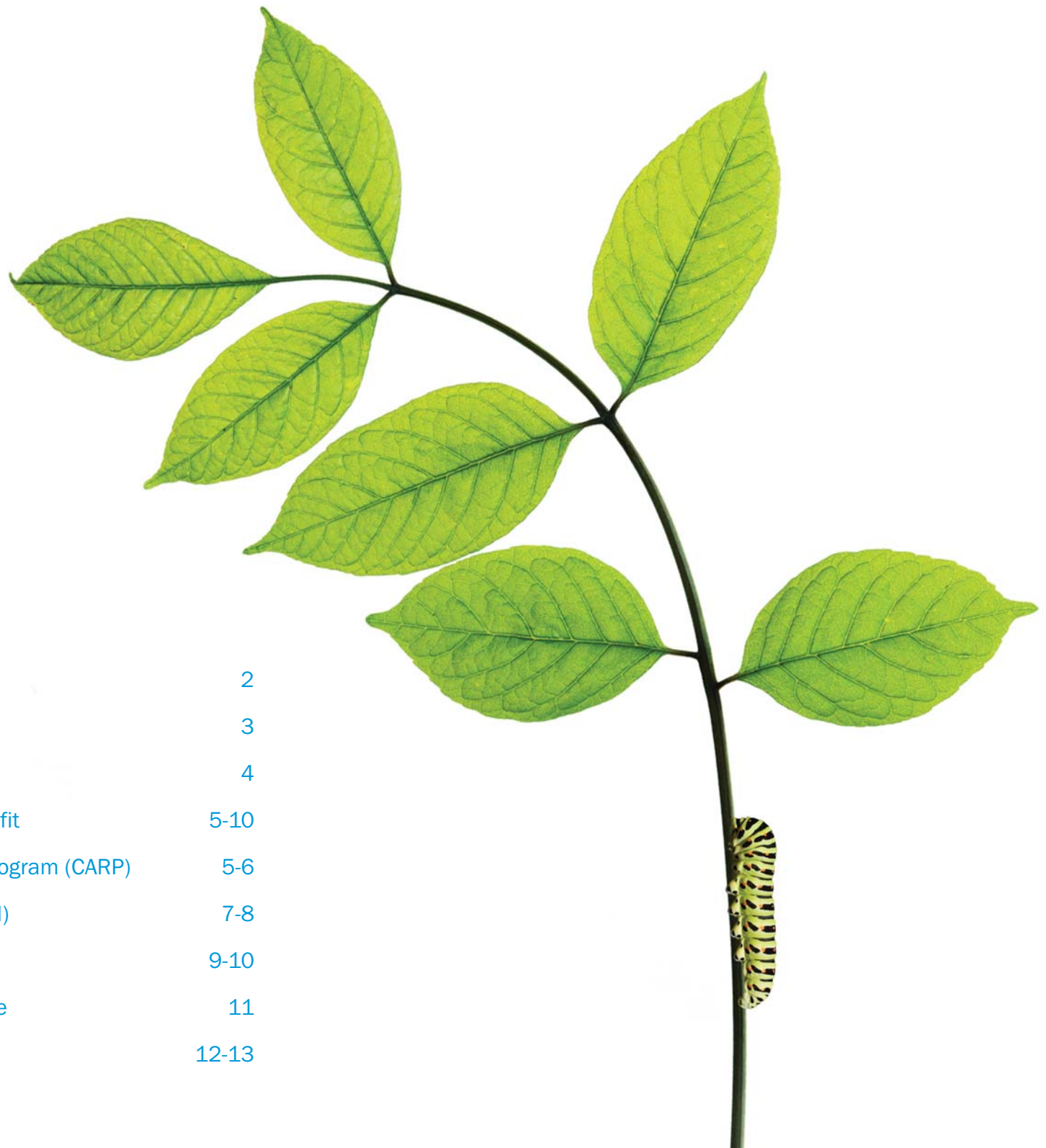




Beyond Our Comfort Zone: Healing Others, Healing Ourselves



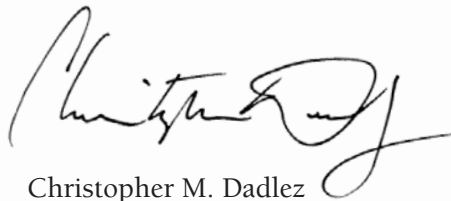
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Beyond Our Comfort Zone: Healing Others, Healing Ourselves

Saint Francis Hospital and Medical Center provides community benefits because we are committed to our mission: health and healing through excellence, compassionate care and a reverence for the spirituality of each person. As a faith-based institution, the obligation to reach out – beyond our walls and even globally – to those in need is a critical part of the Community Benefits we provide. This year Saint Francis contributed \$64,090,786* in service to the community. We are proud to highlight three programs that provide examples of outreach and excellence in community benefit. They demonstrate the focus that Saint Francis treats people as individuals as we provide healthcare and support for healing.

We are proud of our ability to envision our work beyond the walls of the institution and to listen to the community as we serve those in need. We are honored to work hand-in-hand with other agencies, a plethora of healthcare providers, and international organizations to implement programs that serve those with needs outside the traditional definition of medicine. In doing this work “Beyond our Comfort Zone,” we are forced to grow and continually improve the care we provide, whether through Integrative Medicine services, support for the Connecticut Adaptive Rowing Program or through our Medical Missions to overseas communities.

This fiscal year 2010 Community Benefit Report tells the story of healing. The comprehensive care provided by Saint Francis staff is at the highest levels of healthcare available, and it continues to include a focus on the healing of the whole person. In allowing for that focus, we accept the challenge to heal ourselves in the process.



Christopher M. Dadlez
President and Chief Executive Officer



Christopher M. Dadlez
President and Chief Executive Officer

community

“ *It set the tone in my mind to be open to healing.
And it gives me positive energy
as I take an active role in my recovery.* ”

- Susan, Integrative Medicine Patient

Surprising Benefits to Our Community



Marcus M. McKinney, D. Min., LPC
Department of Pastoral Counseling
and Community Outreach

surprising

Some of the most meaningful experiences in life occur in un-suspecting places, with people helping us in a time of need. The challenges of life catch many of us off guard. Suddenly we may feel alone and vulnerable. The resources we count on everyday, like quality healthcare, may be far away at that moment.

The FY 2010 Saint Francis Community Benefit Report shines a light on those surprising and challenging moments when seemingly insurmountable obstacles are overcome through targeted healing outreach: under a sterile tent in the Dominican Republic, navigating the currents of the Connecticut River, or discovering the healing power of relaxation while undergoing chemotherapy. Surprises on the road to recovery that we use for the rest of our lives. Whether we are caregivers or patients – the stories touch us and often change the way we understand health and healing. In the end, we remember those moments as cornerstones that inspired us to deepen our resolve to move ahead, helping others.

Mission, then, becomes a real story we tell...firsthand knowledge that we can't wait to share with others. Join us for a glimpse of some of those stories in this Community Benefit Report. You may be surprised.

Marcus M. McKinney
Director, Pastoral Counseling and Community Outreach

Beyond Our Comfort Zone

So often we hear of people who work hard and push themselves to accomplish what seem like impossible tasks. In doing so, they often work at the limit of their abilities or indeed, beyond what they believe they are able to do. We have all experienced this feeling of trying our hardest and learning from the experience – be it a success or a failure. In this report we highlight some of the community benefit programs at Saint Francis that are “Beyond our Comfort Zone.” They are programs that people are surprised to learn belong to a hospital. They provide services where previously there were none, they push the limits of what is expected of a hospital, and they teach us the value of healing both for our patients and for ourselves as providers of care.



Joe Kristan, Jim Clary 1st Place, Adaptive Rowing Event, 2009 Head of the Riverfront.

The recreational therapists working at the Connecticut Adaptive Rowing Program go beyond what is expected by providing a service critical to both the emotional and physical healing of those involved. The Medical Missions supported by Saint Francis provide care for those in developing countries such as Bolivia, Ecuador and the Dominican Republic. The care provided is the most basic of assistance but it would not be available without our commitment. And the services of the Integrative Medicine Program are simply invaluable. More often than not, the patients making use of Integrative Medicine services are facing the difficult truth of a challenging new diagnosis. Their journey to health is enhanced by the healing and sense of control this program can offer patients.

Healthcare has changed significantly since the Sisters of Chambéry founded Saint Francis over 114 years ago. The founding sisters might find a program that today provides acupuncture and mind-body services within the hospital setting “Beyond their Comfort Zone.” But, they would clearly see the support for a vision of care that honors individuals as physical, emotional and spiritual beings, as familiar. We continue to keep that vision in mind as we develop programs designed to meet the needs of those in the community and push the boundaries of what it means to “care” for our patients as they heal.

comfort



Linda Sindler, RN, post-op Dominican Republic.



Soft touch hand massage offers comfort and relaxation to patients in need.

The Connecticut Adaptive Rowing Program (CARP)



Adaptive seating allows therapy to take place on the river.

The Connecticut Adaptive Rowing Program at Mount Sinai Rehabilitation Hospital was founded in 2005 in response to a need identified by individuals who previously had been active but were unable to continue that lifestyle due to a recent change in their health – namely, a physical disability. The program offers a way for people with disabilities to stay active and continue to enjoy the beauty of the outdoors.

This program is the first-of-its-kind in Connecticut and provides individuals an opportunity to participate in the sport of rowing on the Connecticut River, one of the most scenic settings in New England. Rowing is a unique sport in that it is done in partnership with others, thereby allowing for support but enabling the athlete with a disability to make use of all possible muscle groups as they participate in the activity. Rowing is a sport of mind and body.

It requires as much concentration as it does physical motion. It is a smooth non-jarring exercise and an excellent way to enhance well-being through an enjoyable leisure activity in a stunning outdoor setting. In essence, the program allows rowers an opportunity to blend the healing activities of exercise, group recreation and rehabilitation as they focus on the task of moving their boat through the water.

Fifteen years ago Alexia, a participant in the rowing program, was in a tragic accident when a tree fell on her car and killed her husband and son. Alexia was in a coma for over a month and when she woke up, was unable to use her legs. She now uses a wheelchair to get around: moving around her house, going out with friends, or participating in a marathon. But she does not use her “chair” when she is on the river rowing. “Suddenly I wasn’t disabled – I’m at the same level as others,” observed Alexia.

The CARP program is a community based collaboration with Riverfront Recapture, Inc. at the Greater Hartford Jaycees Community Boathouse in Hartford’s Riverside Park, and is led by therapeutic recreation specialists and physical therapists from Mount Sinai Rehabilitation Hospital. Each participant is accompanied in the two-person shell by an experienced rower who has been specially trained in adaptive rowing by the staff of Mount Sinai Rehabilitation Hospital.

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“It’s great because I don’t have to be a world-class athlete to participate.”

- Alexia, CARP Participant



The Connecticut Adaptive Rowing Program

Although not all program participants can master all of the skills of rowing with the same degree of ability and ease, all are able to progress steadily and enjoy the challenges and benefits of the activity. The experience provides more than a realization of one's limits and abilities, it teaches confidence and acceptance – it helps participants recognize the connection between the body, mind and spirit, all of which contribute to a full life. As Alexia pointed out, “It's great because I don't have to be a world-class athlete to participate.”

Alexia has been involved with CARP for three years. During the first year she showed up every day they offered rowing, even if she wasn't signed up. As she explains, “Just in case there was room in a boat, I wanted to get out there as often as possible.” She even noted that when she was having a bad week, her kids would ask, “Mom, when are you getting back on the river?” The CARP program has offered Alexia a chance to move on and see herself in a new light in spite of the overwhelming loss she experienced.

Saint Francis is proud to offer this healing opportunity for a community that can easily get overlooked by traditional medicine. As Alexia noted, “The view from the river is glorious, it is great to be out in nature like that. There is something about being on the water that seems to serve as a healing force.”

adaptive



Rower's view of the Hartford skyline while sculling north on the Connecticut River.

“ There is something about being on the water that seems to serve as a healing force. ”

- Alexia, CARP Participant

International Medical Missions (IMM)



Drs. Ibrahim Daoud (right) and Clayton Frenzel, Dominican Republic.



“ Finding some way to give of yourself to others makes you a much happier person. ”

- Kathy Aries, RN



The core values of service and leadership are exemplified by the Saint Francis medical missions. Saint Francis sponsors teams that travel to Ecuador, Bolivia and the Dominican Republic to provide much-needed medical treatment. The mission trips are organized by Saint Francis staff and have been led by Dr. Ibrahim Daoud for the past 10 years. Dr. Michael Bourque recently began to lead a second team which returned from the Dominican Republic where a group of 50 missionaries,

including surgeons, pediatricians, nurses, and a dentist, treated over 400 patients. “The need is just so overwhelming, it just kind of boggles your mind when you see how many people are waiting in line for help,” noted Dr. Bourque. Staff volunteers pay for their own transportation and donate their time, resources and skills to help those in need. They go for many reasons but one thing is certain – those who receive their services benefit greatly from the effort.

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International Medical Missions



The medical mission team brings thousands of pounds of medical equipment and collaborates with Medical Ministry International, who supplies operating room beds and anesthesia machines. Services include surgery, child birth, treatment of infections, preventive care and whenever possible, dentistry. The mission experience involves personnel from several departments: clinical, store room, engineering and administration – all assisting in the organization and preparation necessary to extend the reach of Saint Francis' mission.

Kathy Aries, RN, a Labor and Delivery nurse at Saint Francis, has become passionate about medical missions. She explained her commitment by saying, "As we grow older, we have to find something to become passionate about. It just keeps us involved in life, and it keeps us connected to humanity. I have found mine. I hope to continue until I can't any more." Mrs. Aries is inspired by the people she meets. She told the story of a woman who had a fibroid tumor that weighed over 15 pounds. After the surgery she went home with just Motrin, despite a surgical incision that spanned her entire abdomen. The next day she was out on the street selling plantains. Mrs. Aries went on, "It amazes me how strong and happy they are with the little they have in life. And how grateful they are for what we can offer."

The work is definitely challenging. "It's difficult," Dr. Bourque acknowledged, "it's the hardest thing I've ever done, because you are responsible for so many things,

the logistics, the people on the trip and the patients you serve. All this in conditions that are hard to imagine." The satisfaction that staff get by helping those in need is deeply fulfilling. "Nothing external will satisfy you as what you experience internally in your mind. Finding some way to give of yourself to others makes you a much happier person" noted Kathy Aries.

The Medical Missions Program at Saint Francis is guided by the statement, "See the World, Make a Difference, Change Your Life." "It's been incredible," Dr. Bourque shared. "It's made me happier, a better person, a better father, a better obstetrician. Just about in every way it has brought me inner peace to see what we can bring. And now I want to share this with as many people as I can." Dr. Bourque put it best when he said, "If you are more interested in the smile on the other person's face, rather than on your own, life is easy."



Ambulance transfer of post-op patient.

missions

“ If you are more interested
in the smile on the other person's face, rather than on your own,
life is easy. ”

- Michael Bourque, MD

Integrative Medicine



Joan Harovas, RN, BSN, provides relaxation techniques to her patient in the quiet comfort of the Center for Integrative Medicine.

Integrative Medicine at Saint Francis provides patients and families services that compliment and support conventional medical treatments and embrace the individual strengths each person brings to healing.

When Susan, an Integrative Medicine patient, was first told of her diagnosis of uterine cancer back in July she was overwhelmed. “It was very hard to hear what was being said. It was such a shock.” Then the doctors outlined the plan for her treatment which included: surgery, chemotherapy, time off, radiation for 25 days, time off, and then more chemotherapy and radiation in rotation. Susan remembers crying and breaking down. While she realized this medical treatment could save her life she knew she needed support on this journey. She had been given a brochure outlining Integrative Medicine at Saint Francis, so she asked her oncology nurse to set up a meeting with someone to talk about the alternative therapies that might help her. Working in a collaborative role, Integrative Medicine practitioners can help patients actualize their innate healing capacities while honoring and integrating body, mind and spirit.

Susan and her Integrative Medicine practitioner have worked out a schedule for treatment on the days she has an appointment for chemotherapy or radiation. Susan also used guided imagery prior to the initial surgery and continues to use it daily throughout her conventional medicine treatment schedule. Integrative Medicine techniques and treatments help Susan to relax and keep her energy levels up during radiation and chemotherapy. “It set the tone in my mind to be open to healing. And it gives me positive energy as I take an active role in my recovery.”

For many patients, Integrative Medicine is something they embrace without hesitation – for others, Integrative Medicine modalities may be unfamiliar to them, but most are open to trying something which may prove to expedite their healing. Susan was open to participating in Integrative Medicine because she was familiar with meditation and massage. One day she was receiving energy work treatment during a chemotherapy session. The older gentleman sharing her room looked very anxious as he awaited his treatment. The Integrative Medicine practitioner suggested he try a massage. He somewhat reluctantly agreed to have a hand massage. Susan noted, “You could just see his anxiety melt away, he was so much more relaxed after the massage. He was clearly grateful for the support.”

Integrative Medicine
at Saint Francis

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Integrative Medicine

Integrative Medicine combines treatments from conventional medicine and complementary and Integrative Medicine. A variety of evidence-based modalities are available which can help decrease pain, reduce anxiety and stress, and promote sleep. Over 250 patients per month are able to receive free Integrative Medicine services as they heal in the Hospital. For cancer patients, acupuncture, massage, energy therapy and guided imagery are able to help reduce some of the side effects of treatment and can be effective in relaxing patients with anxiety and rejuvenating those experiencing depleted energy levels.

Outreach to those in the military is another focus for Integrative Medicine. Supportive programs designed to help soldiers reconnect when returning from tours of duty and address the effects of post-traumatic stress disorder and depression are offered on a regular basis. Many of the issues faced by returning soldiers respond well to the modalities offered by Integrative Medicine.

In addition to improving health outcomes, the use of Integrative Medicine practitioners provides patients with another resource for healing. They can offer support during the sometimes difficult journey from illness to health. As Susan noted, “Having an alternative medicine practitioner offers a balance to the traditional therapies which are focused on the physical body – and I can talk to her, too. It’s been a huge help to me.”

Did You Know?

All Hospital practitioners are credentialed through Saint Francis Integrative Medicine Service. The modalities offered, include:

- Acupuncture
- Cranial Sacral Therapy
- Energy Therapy
- Hypnosis
- Lymphatic Therapy
- Meditation and Relaxation Techniques
- Pet Therapy
- Reflexology
- Soft Touch Hand Massage
- Sound Therapy
- Therapeutic Massage (Patients and Families)
- Yoga



Acupuncture is proven to reduce pain and improve functionality.

“ Having an alternative medicine practitioner offers a balance to the traditional therapies which are focused on the physical body – and I can talk to her, too. It’s been a huge help to me. ”

- Susan, Integrative Medicine Patient

integrative

Community Benefit Activity at a Glance

Did You Know?

During 2010, Saint Francis provided community benefit services to over 169,650 individuals who received financial assistance for their medical care and support through our Community Benefit programs.

Charity Care

\$5,436,460

Free or discounted health services are provided to persons who cannot afford to pay and who meet the organization's financial assistance policy criteria. Generally, a patient record and bill are generated. Charity care is reported in terms of costs, not charges. Charity care does not include bad debt, which may be reported elsewhere but not as a community benefit.

Government-Sponsored Healthcare

\$30,259,429

Government-sponsored means-tested healthcare community benefits include unpaid costs of public programs for low-income persons – the shortfall created when a facility receives payments that are less than the cost of caring for public program beneficiaries. This payment shortfall is not the same as a contractual allowance, which is the full difference between charges and government payments.

Community Benefit Services

\$28,394,897

An organization provides these services because the community needs them and other providers are unwilling to offer them, or because the services would otherwise not be available to meet patient demand. Among them are clinical patient care services that are provided despite a negative margin – public health programs, community outreach and education, and partnerships to meet community needs.

Total Community Benefit

\$64,090,786

benefit



What are the Numbers?

As noted earlier, Community Benefits are categorized into three broad areas which include: Charity Care, Government Sponsored Healthcare, and Community Benefit Services.

The following list outlines, in more detail, the Community Benefit Services portion which this past year totaled \$28,394,897.

A. Community Health Improvement Services

\$2,843,238

These activities are carried out to improve community health, and are usually subsidized by the healthcare organization. There are four groupings within this category: Community Health Education, Community Based Clinical Services, Healthcare Support Services and Other Community Health Improvement Services. The following is a sample of programs and activities in each of these categories and their annual community benefit amount.

Community Health Education - \$750,939

- Access to Recovery for Substance Abuse Clients
- Adaptive Rowing Program
- Breast and Cervical Cancer Education and Outreach
- Breastfeeding Support

- Child Abuse Prevention Education and Outreach
- Childbirth Education Classes
- Diabetes Care Program Education and Outreach
- Domestic Violence Prevention Training
- Healthy Start and Parenting Programs
- Integrative Health Services Classes
- Lead Poisoning Prevention Education and Outreach
- Medical Legal Partnership Program
- Violence and Injury Prevention Programs:
 - Let's Not Meet By Accident
 - Kids in Safety Seats
- Women's Heart Program Education

Community Based Clinical Services - \$1,422,110

- Diabetes Screening
- Malta Van Services
- Preventive Health Screenings:
 - Mammograms
 - Pap Smears
 - Prostate Cancer
 - Cardiovascular Risk Assessment
 - Child Seat Safety
 - Blood Drives
- Services for Children and Families Impacted by Child Abuse

Healthcare Support Services - \$602,230

- Diabetes Support Services
- Emergency Food Bank

- Keep the Power On Utility Clinic
- Multidisciplinary Case Management Team for Child Abuse
- Nurturing Families Network Case Management Services
- Pharmacy Take Back Event
- Procurement of Medicines for Indigent Clients

Other Health Improvement Services - \$67,959

- Caregiver Support Services
- Literacy Support Programs

B. Health Professions Education¹

\$21,489,560

Included here are the unpaid costs of undergraduate training, internships, clerkships, residencies, nursing training, residency education, and continuing medical education (CME) offered to physicians outside of the medical staff.

- Academic Summer Medicine Camp
- Clinical Pastoral Education Mentorship
- Community Pastoral Counseling Program
- Dental Assistant and Dental Hygienist Training
- Dietician Training

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services

¹A portion of Health Professions Education reported for 2010 (\$21,265,909) is from 2009 data. The figure for fiscal year 2010 is not available until April 2011.

Community Benefit Services

- Medical Student Education
- Nurses and Nursing Student Education
- Other Health Professional Education
- Pharm-D Training Site
- Residency Training
- Soul of Medicine – Thomas Moore Project
- Support of CREC Medical Profession and Teacher Education Magnet School

C. Subsidized Health Services

\$2,084,435

This category includes health services and clinical programs that are provided despite a financial loss. These services are provided because it meets an identified community need that is not being fulfilled by the government or other not-for-profit organization.

- Uncompensated Care – Dental Clinic
- Uncompensated Care – Family Medicine

D. Research

\$1,303,552

This category includes clinical and community health research that is shared with the public and funded by the government or a tax-exempt entity (including the organization itself).

- Federal Research Grants
- State and Local Research Grants
- Trainee Research Grants
- Community Research Grants

E. Financial and In-Kind Donations

\$356,868

This category includes funds and in-kind services donated to individuals not affiliated with the organization or to community groups and other not-for-profit organizations. In-kind services include hours contributed by staff to the community while on healthcare organization work time, overhead expenses of space donated to not-for-profit community groups (such as for meetings) and the donation of food, equipment, and supplies.

- Support for Local Community Organizations
- In-Kind Use of Facilities
- Donations to Charitable Organizations
- Medical Mission Support

F. Community-Building Activities

\$264,161

Community-building activities include programs that address the root causes of health problems, such as poverty, homelessness, and environmental problems. These activities support community assets by offering the expertise and resources of the healthcare organization. Costs for these activities include cash, in-kind donations, and budgeted expenditures for the development of community-building programs and partnerships.

G. Community Benefit Operations

\$53,083

Community benefit operations include costs associated with assigned staff and community health needs and/or assets assessment, as well as other costs associated with community benefit strategy and operations.

services



Our Mission

We are committed to health and healing through excellence, compassionate care and reverence for the spirituality of each person.

Our Core Values

Respect

We honor the worth and dignity of those we serve and with whom we work.

Integrity

We are faithful, trustworthy and just.

Service

We reach out to the community, especially those most in need.

Leadership

We encourage initiative, creativity, learning and research.

Stewardship

We care for and strengthen resources entrusted to us.

Saint Francis Care is a healthcare ministry of the Catholic Archdiocese of Hartford.





SAINT FRANCIS Care

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Just when the caterpillar thought the world was over, it became a butterfly.” -Anonymous



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