



St. Francis

HEALTHCARE SYSTEM OF HAWAII

A Legacy of Caring for Hawaii's People

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We are St. Francis

*Bringing love and joy to
Hawaii's people.*



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HEALTHCARE SYSTEM OF HAWAII
A Legacy of Caring for Hawaii's People

Report to the Community • Fiscal Years 2007-2008

St. Francis Healthcare System of Hawaii consists of five entities, each focusing on different aspects of health care services for Hawaii's people. Together, these services are designed to create healthy, vibrant communities in our Islands, while honoring the Ethical and Religious Directives of Catholic Health Care Services, developed by the National Conference of Catholic Bishops.

- St. Francis Community Health Services
- St. Francis Healthcare Foundation of Hawaii
- St. Francis Healthcare Enterprises
- St. Francis Residential Care Community
- Our Lady of Kea'au

Mission Statement

We are a Catholic Healthcare System in Hawaii, sponsored by the Sisters of St. Francis, committed to creating healthy communities in the Spirit of Christ's healing ministry.

SFHS Values: Peacemaking, Simplicity, Charity and Joy





IN 2008, the employees and volunteers of St. Francis Healthcare System of Hawaii, led by the Sisters of St. Francis, continued to bring healing and hope to our Islands and meet the health care needs of others. This has been the core of our ministry in Hawaii that began when Blessed Marianne Cope and six Franciscan Sisters came to the Islands in 1883.

With a heart full of God's love and deep compassion for those with Hansen's disease, the pioneering Sisters restored dignity and faith to the men, women and children who had been shunned by others, and the Sisters have earned a permanent place in Hawaii's history.

Since then, the Sisters of St. Francis and all those associated with St. Francis Healthcare System have faithfully carried on that tradition to go wherever others are in need, making a lasting difference in the lives of many in our community. In fiscal years 2007 and 2008, St. Francis Healthcare System contributed \$14,160,260 in care to our community. The St. Francis Healthcare System team carries on our commitment. We are St. Francis. Whatever people's needs are and wherever they may be, that's where you'll find us.

The opening line of a Roman Catholic Latin hymn, "Ubi caritas est vera, Deus ibi est," can be translated: "Where charity and love prevail, God is there." Our prayer is simply to continue to bring God's love to all in our community as expressed through our numerous health care programs and ministries.

Yours in St. Francis,

A handwritten signature in black ink that reads "Sister Agnelle Ching, OSF". The signature is written in a cursive, flowing style.

Sister Agnelle Ching, OSF
Chief Executive Officer
St. Francis Healthcare System of Hawaii



St. Francis Hospice

Successful End-of-Life Transitions



ST. FRANCIS HOSPICE fills the need for quality care for terminally ill patients in their homes or at the two hospice centers in Nuuanu and Ewa. It is the first and largest hospice program in the state, nationally accredited by The Joint Commission, and it meets all of the requirements to be a Medicare-

certified program. The demand for hospice care is expected to increase in the future because Hawaii's elderly population is projected to grow significantly. Best practices in bereavement services for families make St. Francis Hospice the preferred choice among many in the Islands.

St. Francis Hospice:

- Served 1,279 hospice patients and their families in 2008, an increase of about 10% over the previous year
- The number of patient days increased by 12% from the previous year, jumping to 65,133 patient days
- Volunteers generously donated 10,235 hours of their time to support St. Francis Hospice and its patients
- Kept in contact with surviving family members with 1,001 letters and 2,202 phone calls
- Led monthly "Walks in the Mall" at Kahala Mall and Pearlridge Center for 614 family members and friends
- Conducted special grief workshops and classes with nearly 450 in attendance
- Provided various support groups for 397 survivors

St. Francis Health Services for Senior Citizens and Lifeline Vital Services Right Where People Are



THROUGH A GRANT FROM THE CITY & COUNTY OF HONOLULU'S ELDERLY AFFAIRS DIVISION, Department of Community Services, St. Francis Health Services for Senior Citizens has been able to provide a valuable service, reaching out to seniors 60 years or older in their own homes to provide baths, grooming, shaving or oral hygiene services. A total of 504 clients received 27,989 baths in fiscal year 2008. Seniors welcome this assistance because of challenging health conditions, and their family caregivers are equally as appreciative of the respite they receive. In Fiscal Year 2008, the Health Services for Senior Citizens team was recognized for its 25 years of service to the community.

Mobile Care Health Project

Free Dental Care to the Big Island's Most Vulnerable



**WITH ONGOING CLINICAL OVERSIGHT
BY ST. FRANCIS HEALTHCARE SYSTEM,**

the Mobile Care Health Project continued to serve as a safety net by providing dental care to the uninsured and underinsured on the Island of Hawaii. Using two vans to go to wherever people are, dentists provided a spectrum of services, from basic preventive oral exams and tooth extractions to root canals, filling in for the shortage of dentists who serve low-income populations on the Island.

In fiscal year 2008, the Mobile Care Health Project:

- Provided dental services in an average of 15 clinics per month in Honoka‘a, Kapa‘au, Kailua-Kona and Ocean View
- 81% of the patients served were Medicaid recipients and 19% were uninsured
- 64% of the patients required acute dental care
- A total of 4,668 dental procedures were performed, including palliative care, restorative and preventive services
- 110 residents in long-term care facilities in Honoka‘a, Kapa‘au and Pahala received dental assessments
- 268 adults and children received dental assessments and fluoride treatment at community health fairs
- Oral health education was provided to 132 adults and children in schools or transitional shelters

In addition, St. Francis provides Lifeline, a personal alert service for seniors and disabled individuals who want peace of mind, knowing they can get appropriate help at the press of a button from a neighbor, relative or ambulance 24 hours a day, 365 days a year. Lifeline is not just for medical emergencies. It also allows seniors to answer the phone by pushing a button, so that they do not have to rush to the handset and incur injuries from falls.



St. Francis Parish Nurse/Community Outreach Program

Health Education to Parishes and Schools for Adults and Children

DESPITE HAVING A SMALL TEAM OF NURSES, the St. Francis Parish Nurse/Community Outreach Program made great strides in fiscal years 2007 - 2008. They provided diabetes and nutrition information in schools and at health fairs to show children and adults how to improve their diets as a way of stemming the high prevalence of diabetes in the Islands. In addition, they shared life-saving messages about early detection and screening for breast cancer and also held blood drives to ensure a reliable blood supply is available for those who are chronically ill or require surgery.

In fiscal year 2008, the St. Francis Parish Nurse/Community Outreach Program:

- Educated 880 on nutrition and diabetes in schools and at health fairs
- Provided heart health education to 500 children at Holy Family Academy, using the American Heart Association's "Jump Rope for Heart" activities
- Reached out to 1,000 with breast health information
- Conducted a Breast Health Lay Advisor workshop that allows advisors to now teach others
- Checked the blood pressure of 1,300 in parishes and in the community



St. Francis Home Care Services

Health Care Services to People in Their Homes

ST. FRANCIS HOME CARE SERVICES provides care for people right in their own homes. Accredited by The Joint Commission and certified by Medicare, this home health agency's team of nurses, physical and occupational therapists, medical social workers and certified home health aides provided follow-up care to patients after being discharged from the hospital, so that patients could recover in the comfort of their own homes. The team also provided health education to help patients better manage their health conditions and prevent future hospitalizations.

Facts on St. Francis Home Care Services on Oahu for fiscal year 2008:

- Accepted 1,222 patients for home care services, of which just over 50% were Medicare patients
- 74% of referrals to home care came from hospitals
- Made 15,726 home visits, a third of which were made by skilled nursing
- Slightly more than 37% of the home care visits were for physical therapy
- On Kauai, a total of 5,380 home visits were made to 328 patients

Our Lady of Kea'au

Reaching Out to Hawaii's Homeless in Waianae

AS MORE IN OUR COMMUNITY FACE ECONOMIC CHALLENGES, many are being driven from the comfort of their homes to live on the beaches along the Waianae Coast. Our Lady of Kea'au reached out to the homeless, providing nourishing, hot meals to those living in tents and in the bushes in Waianae. In fiscal year 2008, Our Lady of Kea'au, led by Sister Beatrice Tom, OSF, continued to upgrade the facilities and make infrastructure improvements to become a center for restoration and reflection, providing the perfect backdrop for schools, churches and nonprofit organizations to conduct meetings or retreats. Our Lady of Kea'au's goal is to create a community that embraces Christian values and the Hawaiian ahupua'a system of living and caring for the land and each other.

Our Lady of Kea'au has not only become a haven of peace and serenity, but is also a gathering place for healing and community celebrations. Participants in Ho'omau Ke Ola, a drug rehabilitation program, come to volunteer at Our Lady of Kea'au every other week, cleaning up the facilities and grounds. Each month, eight to 10 of the participants graduate from the program with a joyous celebration with 200 family and friends at Our Lady of Kea'au.

In addition, Our Lady of Kea'au is one of three sites for the JROTC's annual Waianae Adventure Challenge, which emphasizes leadership, teamwork, motivation, physical fitness, and friendship. In 2008, more than 250 cadets from 19 Oahu, Maui and Kauai high schools gathered at Our Lady of Kea'au for the event's final day of competition that included rappelling down the mountainside, obstacle courses and a tug-of-war contest, topped off with a hearty meal.



In fiscal year 2008,
Our Lady of Kea'au:

- Served 5,770 meals to homeless in Waianae
- Made 2,000 clothing donations and 2,500 donations of other items such as toiletries
- Volunteers donated 2,000 hours

Stay Healthy at Home

Giving Seniors Greater Independence



A **BRAND NEW**, innovative pilot program called Stay Healthy at Home debuted in 2008 as a solution to the rising costs of health care for Hawaii's growing elderly population. The user-friendly program offers an efficient way of delivering services to help seniors live independently at home for as long as possible. Through collaboration with a number of service providers, Stay Healthy at Home allows seniors to make just one phone call to access a range of pre-screened, community-based services.

Stay Healthy at Home served 334 seniors in fiscal year 2008, providing blood pressure screenings, pharmacist medication reviews, home safety evaluations, chronic disease management seminars, and educational sessions on diet, exercise and nutrition.

A pilot program at the Honuakaha affordable senior rental apartment complex in Kakaako served more than 220 seniors between the ages of 60 and 90. The program was funded by a Hawaii Department of Health grant to focus primarily on medication management. A licensed pharmacist provided seniors with information on the importance of taking medications and the potential side effects of taking multiple prescriptions. One client needed housekeeping services, and Stay Healthy at Home was able to help that resident pass an inspection to continue living in the affordable senior housing building.

Residents gave the new program high marks because it provided them greater confidence to remain at home. The Stay Healthy at Home team was able to refer seniors to other services they needed that are provided by St. Francis Healthcare System. A second pilot is under way at Kukui Gardens, with plans to expand to two senior communities each year over the next five years. The fee-based membership program is also being introduced to the public.



St. Francis Residential Care Community / Franciscan Adult Day Center

*A Safe Environment for Seniors,
A Place of Respite for Caregivers*

THE FRANCISCAN ADULT DAY CENTER, a joint program of St. Francis Healthcare System and the Sisters of St. Francis, is a blessing to numerous families who want peace of mind and assurance that their loved one will be well cared for during the day while they are at work. The Franciscan Adult Day Center recorded 50 registered clients at the end of fiscal year 2008. On any given weekday, the Franciscan Adult Day Center, located on the grounds of the Sisters of St. Francis' home in Manoa Valley, provides an array of engaging activities in a comfortable and secure environment to an average of 30 seniors in need of some assistance or companionship.

In March 2008, Soroptimists International clubs from Waikiki, Honolulu, Windward Oahu and Central Oahu adopted the Franciscan Adult Day Center as their "Saturday of Service" project, organizing a full day of activities for the participants. The day included a continental breakfast, music and entertainment, craft projects, games and lunch. This gave caregivers a day to catch up on errands or respite from their day-to-day caregiving duties. The positive response from caregivers pointed to the need to extend the Center's operating hours to include Saturdays, and the Center is responding to fill this need in the community.



Enhancing Health Care through Advocacy

AS A CATHOLIC HEALTHCARE SYSTEM, we are committed to the Ethical and Religious Directives of Catholic Health Care Services and enjoy the privilege of being able to practice without government mandates to the contrary. Advocacy serves as the underlying foundation for all of our programs. In fiscal years 2007 and 2008, St. Francis Healthcare System introduced proposed health initiatives and monitored and tracked numerous bills in the Hawaii State Legislature. St. Francis testified in favor of bills relating to death and dying and palliative care resources to benefit the community. We also strongly opposed dispensing of emergency contraceptives and provided testimony for religious exemption for St. Francis as a Catholic health care facility. And with Hawaii having one of the highest rates of chronic kidney disease in the nation per capita, St. Francis collaborated with the National Kidney Foundation of Hawaii, Clinical Laboratories of Hawaii and University of Hawaii John A. Burns School of Medicine in 2008 to conduct free kidney disease screenings at the Hawaii State Capitol to raise awareness and advocate for early detection.

Spiritual Services

Meeting the Spiritual Needs of Others

LOOKING AFTER THE SPIRITUAL AND EMOTIONAL NEEDS of others is just as important as caring for their physical needs. In 2008, St. Francis Healthcare System's Spiritual Services team of chaplains and trained religious and lay volunteers continued to play a critical role in complementing the other services St. Francis provides. For example, Spiritual Services has two full-time chaplains devoted to serving the inpatient and home hospice patients of St. Francis Hospice. Whether it is sacraments, prayers or just some time to talk, the team is available to those of all faiths. Mass, communion services and spiritual services are also available at Hawaii Medical Center East and Hawaii Medical Center West.



The St. Francis International Center for Healthcare Ethics

*Upholding High
Standards of Care for the
Community*

THE ST. FRANCIS INTERNATIONAL CENTER FOR HEALTHCARE ETHICS is best known for boldly confronting today's health care challenges and providing esteemed guest speakers to address these issues at its biennial bioethics conferences that attract audiences throughout the Pacific Basin. The center's 2008 conference provided scholarly discussions on a number of thought-provoking health care issues that ultimately impact all health care consumers. Led by Dr. S. Y. Tan, who has been trained as both a medical doctor and attorney, the center also provides consultations, ethics seminars and conducts research and policy development.

St. Francis Healthcare Foundation of Hawaii

Providing the Financial Support for St. Francis Programs

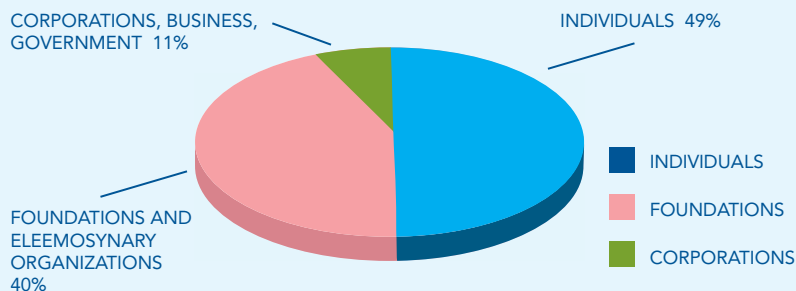
ST. FRANCIS HEALTHCARE FOUNDATION launched an ambitious five-year, \$20 million Vision Campaign in fiscal year 2008 to meet the needs of the major initiatives of the various entities and programs under St. Francis Healthcare System. This included \$3 million for St. Francis Community Health Services of which \$2.5 million was earmarked for renovations of the two inpatient hospice facilities; \$3 million for St. Francis Residential Care Community; \$2 million for Our Lady of Kea'au; \$5 million for a hospice center for East Honolulu; and \$7 million for planned giving and general development. The Foundation plays a key role in obtaining the funding for the various programs, so that employees and volunteers can focus on outreach and the clinical aspects of care.

In addition to fundraising efforts, St. Francis Healthcare Foundation also arranged for free wealth preservation seminars for donors and others in the community.

Total Philanthropy

(Fiscal Year July 1, 2007 – June 30, 2008)

Individuals	\$487,517
Foundations and Eleemosynary Organizations	\$399,181
Corporations, Business, Government	\$103,640
Total	\$990,338



Total Donors

(Fiscal Year July 1, 2007 – June 30, 2008)

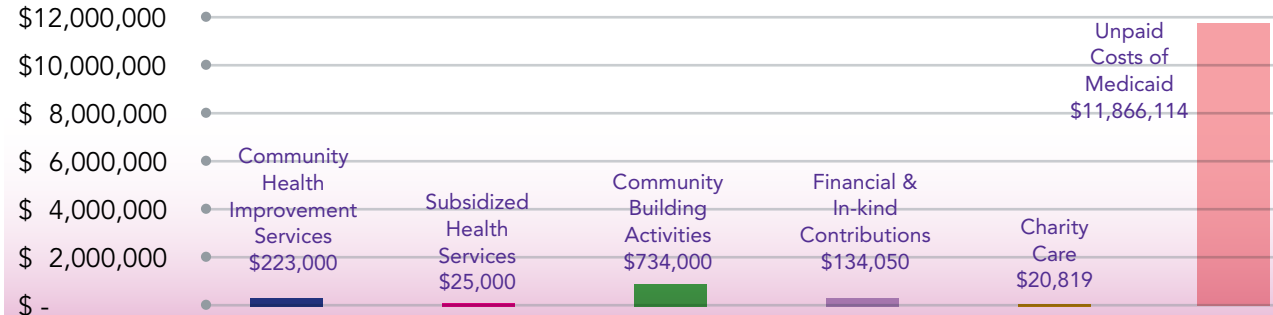
Individuals	2,805
Foundations and Eleemosynary Organizations	18
Corporations, Business, Government	98
Total	2,921

St. Francis Healthcare System Community Benefit

	FY 2007	FY 2008
Community Health Improvement Services	\$223,000	\$338,000
Subsidized Health Services	\$25,000	\$18,000
Community Building Activities	\$734,000	\$536,000
Financial & In-kind Contributions	\$134,050	\$246,450
Charity Care	\$20,819	\$6,356
Unpaid Costs of Medicaid	\$11,866,114	\$12,471
TOTAL	\$13,002,983	\$1,157,277

FY 2007 Total \$13,002,983

(Includes Hospital activities from 7/1/06 to 1/13/07 prior to divestiture)



FY 2008 Total \$1,157,277

