



St. Francis

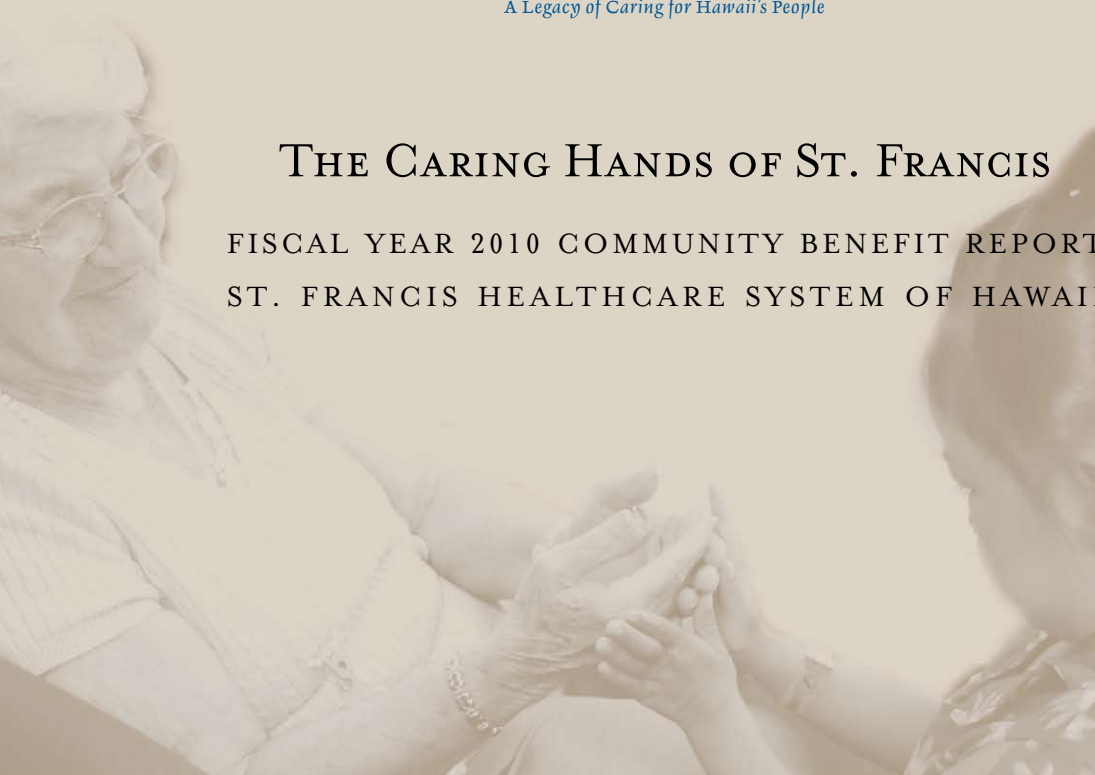
HEALTHCARE SYSTEM OF HAWAII

A Legacy of Caring for Hawaii's People

THE CARING HANDS OF ST. FRANCIS

FISCAL YEAR 2010 COMMUNITY BENEFIT REPORT

ST. FRANCIS HEALTHCARE SYSTEM OF HAWAII



About our logo



The St. Francis Healthcare System logo is rich in symbolism. The cross at the top of the logo represents Christ's healing ministry. The crossed hands of St. Francis of Assisi and of Christ express the Franciscan commitment of compassionate, loving care for all.

E na Lima Hana (The Working Hands)

E na lima hana, e malama aina,
Meke kino, meka pu'u wai.
(With our working hands, we will care for and nurture the land, the body and heart.)

With our hands we press onward to the plow,
Never turning back, we face the mystery far beyond.
With our hands, we will shape each other's stories,
We will write the vision down, never tire until it's done.

With our hands we will put our weapons down;
We will care for the earth, we will speak a word of peace.
With our hands we will wash each other's feet;
We will break the bread of justice, we will share the cup of dreams.

With our hands, we'll reach out to one another;
We will touch and heal each other, we will dry each other's tears.
With our hands we will work to build the promise,
For our God will be our strength and like the eagle we will fly.

Joe Camacho and David Haas (1995 BILAC theme song)

Meeting the Growing Health Needs of Hawaii Through the Caring Hands of St. Francis A Message from Sister Agnelle Ching



Aloha!

Creating and sustaining healthy communities is the very essence of our mission at St. Francis Health-care System of Hawaii. Whether it's providing nursing care for someone at home who is recovering from a surgery in Lihue, holding the hand of a terminally ill patient in Nuuanu, or affirming the dignity of a homeless woman in Waianae by offering a nutritious meal, we touch the lives of others every day, throughout the year.

The Sisters of St. Francis' legacy of caring in the Islands is based on a simple premise: Wherever the needs are, that's where we want to be. We follow our heart as God leads us, and as a result, have been able to bring peace and joy to others.

The needs in our community are great and continue to grow. As expressed in the Prayer of St. Francis, "For it is in giving that we receive." We have indeed been richly blessed by others as we serve them, and this inspires us further. The charity of Christ impels us. In this Community Benefit Report, we hope you become more aware of some of the ways we have contributed to the lives of others and hope it inspires you to also give to others.

Yours In St. Francis,

Sister Agnelle Ching, OSF

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



Changing Lives, With a Gentle Touch

How do you measure the value of...

- a simple act of kindness
- a gentle, healing touch
- an encouraging word
- a warm smile
- comfort for someone who has lost a family member
- a shoulder to cry on
- a shared laugh
- or a leisurely walk in the mall?

St. Francis Healthcare System employees and volunteers know all of these acts are precious and priceless. In quiet, unsung ways, we bring to life the mission of the Sisters of St. Francis and the tradition of caring for all of Hawaii's people regardless of race, color, creed or state in life.



Health for All, Regardless of Economic Status

We know the care we provide is important, even though not all of that care is compensated. As one of the state's leading providers of community-based, pre- and post-acute care services in Hawaii, we recognize the vital need to provide care to those in need, regardless of their ability to pay. We have also made it our responsibility to invest in the health of Hawaii's people.

- In fiscal year 2010, St. Francis Healthcare System provided \$1.9 million in community benefit, including community health improvement services, subsidized health services, community building activities, financial and in-kind contributions, and charity care.
- About 23 percent – or nearly \$237,000 – of the care we provide is charity care.
- Approximately 80 percent of St. Francis Healthcare System's patients are recipients of government programs such as Medicare or Medicaid.

Sister Miriam Dionesa Cabacungan, OSF, a nurse for more than 53 years, changed her ministry to Spiritual Services in 2008, visiting patients at the two Hawaii Medical Centers and The Sister Maureen Keleher Center in Nuuanu. As part of her ministry, she spends three hours a week each Wednesday at West Loch Village Elderly Apartments in Ewa Beach.

She helps seniors live independently, taking their blood pressure, talking story, providing a listening ear and prayerful support, and sharing recipes. Under her watchful eye, health issues are addressed early to keep medical treatment and costs under control.



Creating Healthy Communities for Hawaii

As the health care industry evolves, an ever-increasing number of regulations have created a more challenging economic environment; yet, we have not lost sight of our mission.

From the time Blessed Marianne Cope first reached out to care for those with Hansen's disease in the Islands, we have remained committed to the people of Hawaii. This would not be possible without the collaboration of other community partners who have entrusted us with resources to meet the needs of the community.

- Grants from such organizations as The Pettus Foundation allow St. Francis to offer Lifeline for older adults and disabled individuals who are unable to pay for this personal medical alert service.
- Trusts such as the Marian Constance Medeiros Fund enable St. Francis to provide tuition assistance awards as a benefit for employees with dependent children.
- Through a contract with the City & County of Honolulu's Elderly Affairs Division, St. Francis Health Services for Senior Citizens was able to serve a total of 440 clients 60 years and older by providing 25,259 baths in fiscal year 2010. An additional 10 clients were served with 349 baths through a grant from the Hawaii Community Foundation's Persons In Need Program.
- In fiscal year 2010, St. Francis Home Care Services provided care to nearly 1,400 patients in their homes.
- A total of 18,200 home visits were made in fiscal year 2010, of which 5,200 visits were for physical therapy.
- On Kauai, St. Francis made 4,200 home health visits to 366 patients.
- The St. Francis International Center for Healthcare Ethics provided ethics consultations free of charge to 146 patients and their families. Ethics consultations may be initiated by the patient, family member, physician, healthcare professional, or anyone involved in the care of the patient.



Restoring Dignity to the Homeless

Our Lady of Kea`au volunteers gather each Wednesday to prepare and serve 275 meals to those living at Kea`au Beach Park and the shoreline along the Waianae Coast. Each hot meal is delivered with words of encouragement as well as clothing, bedding, hygiene kits, or diapers. But the love of God does not stop there.

On special occasions such as Thanksgiving, the Franciscan spirit of hospitality is extended to those residing on the beach. They are invited to Our Lady of Kea`au to enjoy a dip in the pool, a hot shower, a special meal including kalua pig and turkey and all the trimmings, as well as musical entertainment and games. Everyone goes home with a box brimming with food for more meals and a gift bag with necessities.

JoAnn and Eddie were not only homeless, but also in debt. They suffered from health issues and were without hope. They were invited to become a part of the community at Our Lady of Kea`au. Housing and food would be provided in exchange for assistance with grounds keeping, cleaning the facility and serving the groups who came to use the retreat facilities. That was the beginning of a beautiful transformation. They found dignity

again as they developed skills and took pride in their accomplishments. Now that they have health insurance, they have begun to address their dental and personal health issues. They have also learned money management and paid off their debts. They have grown in spirit and are now healthy, active, contributing members of Our Lady of Kea`au and the community.

- In fiscal year 2010, Our Lady of Kea`au served more than 11,000 hot meals to homeless individuals, more than double the amount of meals served in fiscal year 2008.
- A total of 1,055 volunteers spent a total of 5,333 hours to reach out to the homeless in Kea`au.
- Our Lady of Kea`au also hosted more than 54 groups for meetings, retreats and other gatherings.



Keeping Hawaii's People Healthy

Keeping people well and out of the hospital is one of the goals of St. Francis Healthcare System. The St. Francis Healthy Lifestyles Program (HeLP) offers preventive health education sessions at no charge to private and public elementary schools. The program addresses some of the most pressing health issues facing our state, including nutrition as it relates to diabetes, kidney disease, and the growing epidemic of childhood obesity. The program also keeps pace with new, emerging health issues.

Healthy Lifestyles coaches, with the help of Wags the dog puppet, teach good hygiene practices to control the spread of global infectious diseases.

- In fiscal year 2010, the St. Francis Healthy Lifestyles Program educated more than 1,400 students in schools.
- St. Francis Healthcare System distributed more than 7,400 personal size canisters of antibacterial hand wipes to children in Catholic elementary schools and pre-schools on Oahu.

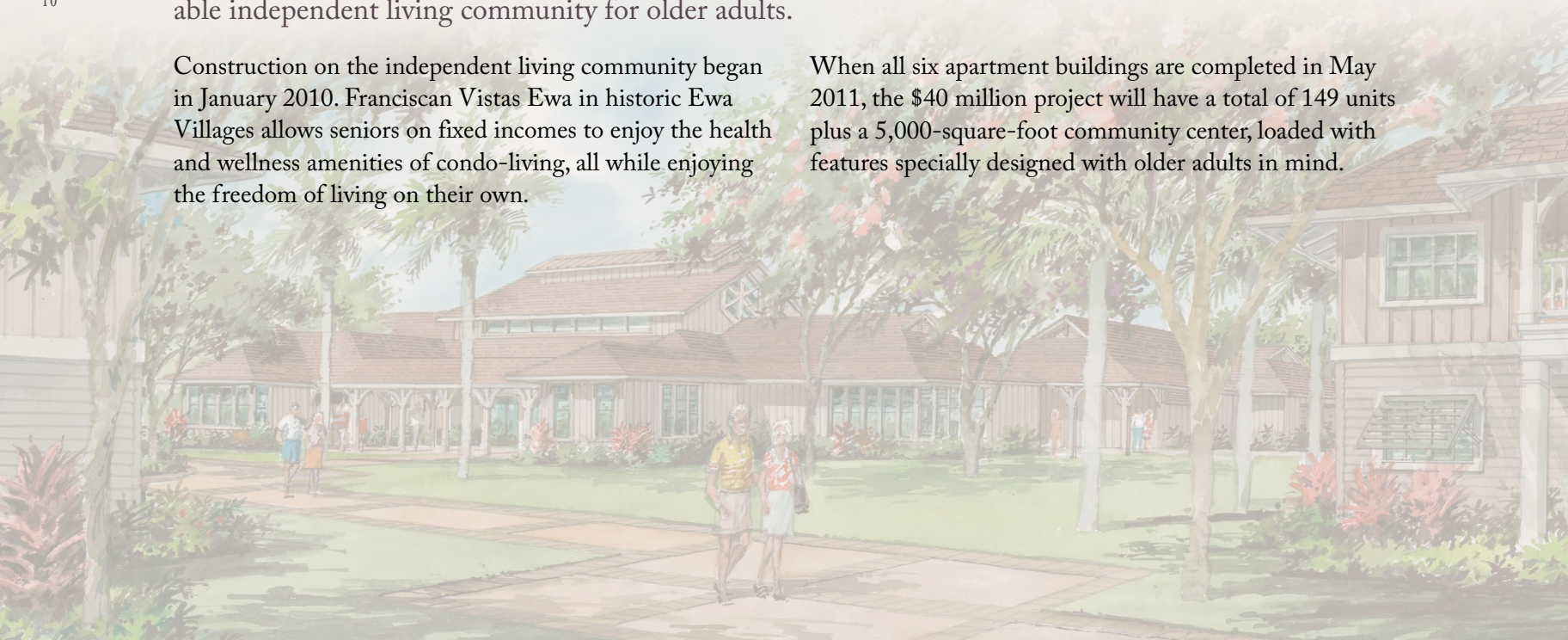


An Advocate for Hawaii's Seniors

Affordable housing and access to health and wellness services are two of the most difficult challenges facing Hawaii's seniors. St. Francis will address both issues at Franciscan Vistas Ewa, the first affordable independent living community for older adults.

Construction on the independent living community began in January 2010. Franciscan Vistas Ewa in historic Ewa Villages allows seniors on fixed incomes to enjoy the health and wellness amenities of condo-living, all while enjoying the freedom of living on their own.

When all six apartment buildings are completed in May 2011, the \$40 million project will have a total of 149 units plus a 5,000-square-foot community center, loaded with features specially designed with older adults in mind.





Bringing Life to Those Who are Dying

When a doctor has given you six months or less to live, the prognosis can change your world overnight. It is an emotionally and psychologically challenging time. The St. Francis Hospice team of health care professionals specializes in end-of-life care and helps to make the transition as smooth as possible for both terminally ill patients and their family.

St. Francis upholds the dignity of those who are dying, bringing more life into their final days and weeks. Medical directors, nurses, social workers, chaplains, home health aides, and volunteers work together to ensure terminally ill patients, whether they are suffering from the effects of aging, cancer or other illnesses, receive the best care. Hospice care is provided in a patient's own home, St. Francis Hospice's two free-standing inpatient facilities in Nuuanu and Ewa, care homes or nursing facilities.

Here is one touching story: *John's last month was spent with dignity, caring and safety because he was accepted at St. Francis Hospice despite his inability to pay. For reasons unclear, John lived a life of isolation from his family. Toward the end of his life, he expressed regret and guilt over this alienation.*

Recognizing his isolation and rapidly deteriorating condition, the nurses and social workers facilitated his transition from home to inpatient care. The nursing staff provided the best of care, displaying unwavering patience and empathy. He passed peacefully without pain. Following John's death, with his express permission, his hospital nurse tracked down his family, locating his stepfather, two sisters and a brother who had been searching for him over the past 30 years. One of his sisters later wrote, "... A donation is enclosed as a heartfelt thank you to all who cared for my brother who was a patient during the latter part of his illness. Our family is grateful that St. Francis took him in and was there for him. Although he had distanced himself from our family so many years ago, we are thankful there were 'so many angels' around him."

- In fiscal year 2010, St. Francis Hospice served 1,579 patients and their families, an increase of 10 percent over the previous year.
- The program provided charity care to 14 patients.
- Volunteers donated 13,475 hours to support St. Francis Hospice and its patients.
- St. Francis Hospice Bereavement Services maintained contact with more than 1,217 surviving family members through support groups, letters and phone calls.
- More than 884 family members and friends of terminally ill patients who have died participated in monthly “Walk in the Mall” events held at Kahala Mall, Pearlridge Center and Windward Mall.



Upholding the Dignity of Every Individual

With changes in federal health care reform and other government mandates on the horizon, St. Francis Healthcare System will continue to focus on championing the sanctity of life and the dignity of the individual in the spirit of Christ’s healing ministry.

As a Catholic health care provider, we believe care should:

- Be available and accessible to everyone, paying special attention to the poor and vulnerable
- Be health and prevention oriented, making preventive care a core part of health benefits in every community
- Be transparent and consensus-driven, managing cost growth to promote affordability and sustainability and spending resources on care that is most medically beneficial
- Be patient centered
- Build on efforts to expand the use of electronic medical records to improve quality and reduce costs



St. Francis Healthcare Foundation

Total Philanthropy

(Fiscal Year July 1, 2009 – June 30, 2010)

Individuals	\$367,663
Foundations and Eleemosynary Organizations	\$536,842
Corporations, Business, Government	\$120,549
Total	\$1,025,054

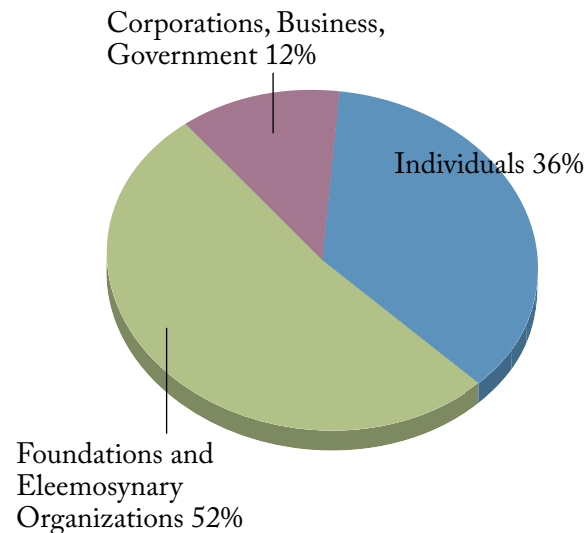
Total Donors

(Fiscal Year July 1, 2009 – June 30, 2010)

Individuals	2,915
Foundations and Eleemosynary Organizations	31
Corporations, Business, Government	110
Total	3,056

Percent Of Total Philanthropy

13

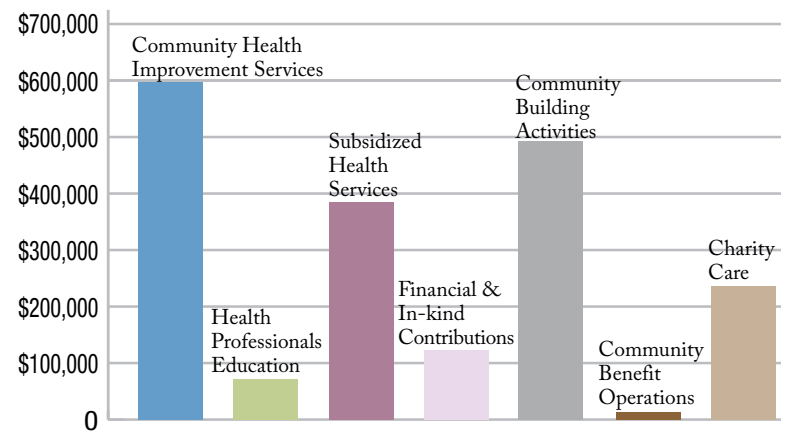




2010 Community Benefit

14

Community Health Improvement Services	\$597,889
Health Professionals Education	\$72,605
Subsidized Health Services	\$385,580
Financial & In-kind Contributions	\$123,093
Community Building Activities	\$492,370
Community Benefit Operations	\$14,368
Charity Care	\$236,914
TOTAL	\$1,922,818



For more information, go to www.stfrancishawaii.org or call 808-547-6883.



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A Legacy of Caring for Hawaii's People

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