

Meeting the Health Care Needs of Hawaii's People with Joy

Fiscal Year 2009 Community Benefit Report



St. Francis

HEALTHCARE SYSTEM OF HAWAII

A Legacy of Caring for Hawaii's People



A Message from Sister Agnelle Ching, OSF

St. Francis Healthcare System of Hawaii's mission is to create healthy communities in the Spirit of Christ's healing ministry. Despite the challenges and regulations facing all health care organizations today, we have not strayed from that mission. In fact, as the economic downturn lingers, we have remained steadfast and are seeing that our mission has become even more relevant for Hawaii's people today. It is the charity of Christ that impels us to press forward.

Blessed Marianne Cope, who came to Hawaii more than 125 years ago to care for those with Hansen's disease, said it best: "If we, with the help of God, do our duty and work for His honor and glory, no one will interfere with us." It is that same pioneering spirit of optimism that encourages us today.

With Blessed Marianne as our inspiration, we constantly look at ways to be proactive by anticipating and meeting needs, which explains our ever-expanding range of pre- and post-acute care services. In this report, you'll see that our benefit to the community is often forward-looking, seeking ways to prevent chronic disease and to help people better manage their own health. We also address underlying social issues such as affordable housing that have a direct impact on the dignity and health of Hawaii's people, including our elders, one of the most vulnerable populations.

Community benefit is at the core of our mission. All of us at St. Francis believe that meeting the needs of those in our community is a joy and our privilege, and we thank all those who generously share in this important ministry.

Sincerely,

A handwritten signature in black ink that reads "Sister Agnelle Ching, OSF".

Sister Agnelle Ching, OSF
Chief Executive Officer



More than \$121 Million in Benefits to the Community

St. Francis Healthcare System of Hawaii provided \$1.4 million in 2009 in services that directly benefit our community, including \$130,000 in charity care. In addition, through St. Francis Hospice, we were able to free up acute care beds in hospitals so more patients could be served in the community. Based on the number of hospice patients and their length of care, this translated into \$120 million in care that otherwise would have been used for end-of-life care in hospitals.

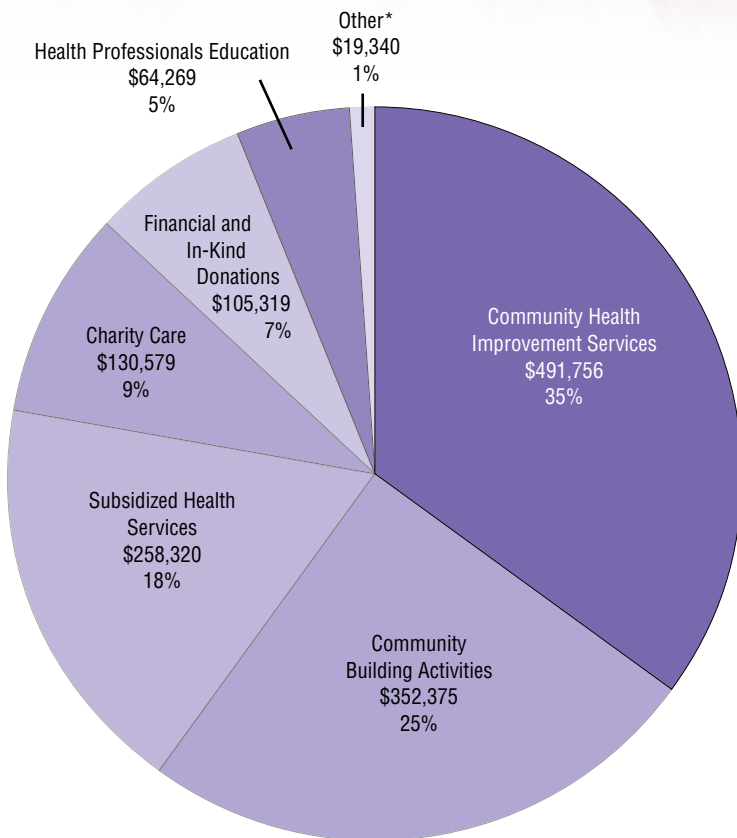
Community Benefit including Charity Care	\$ 1.4 million
Value of Hospital Stays Prevented by End-of-Life Care	\$ 120.0 million
Total	\$ 121.4 million



Fiscal Year 2009 Facts and Figures

Through our numerous programs and services, St. Francis Healthcare System served thousands of Hawaii residents and made significant contributions to create healthy communities in Fiscal Year 2009:

- **1,152** elementary-age students were taught the basics of nutrition by the St. Francis Healthy Lifestyles Program (HeLP)
- **1,128** women received information on breast health and the importance of mammograms through HeLP
- **327** students in grades 3-6 learned the basics of diabetes and how a healthy lifestyle can prevent or delay the onset of the disease through HeLP
- **1,427** hospice patients and families were served by St. Francis Hospice at home, in our two inpatient facilities and at various nursing facilities
- **12,240** volunteer hours supported St. Francis Hospice and our patients and families
- **2,747** people participated in St. Francis Hospice bereavement events, including monthly "Walks in the Mall" at Kahala Mall and Pearlridge Center, grief workshops, a "Rose for Remembrance" memorial service, and support groups
- **1,320** patients on Oahu received post-acute care in their homes through St. Francis Home Care Services
- **406** patients received post-acute care at home through St. Francis Home Care Services-Kauai
- **28,125** baths were given to Oahu's frail elderly living at home
- **646** individuals learned how wellness, disease prevention, and accepting outside help can reduce hospitalization for seniors and decrease caregiver stress through Stay Healthy at Home
- **\$241,515** in uncompensated costs for patients who received palliative care services
- **\$77,803** for St. Francis Spiritual Services to meet the emotional and spiritual needs of patients and their families without cost
- **\$76,320** in cash donations from St. Francis to other non-profit organizations
- **\$29,000** in in-kind contributions to support healthy communities
- **180** patients/families requested and were provided ethics consultations on issues such as end-of-life care and surrogate decision-making by The St. Francis International Center for Healthcare Ethics
- **12,000** hot meals served to homeless at Kea`au Beach Park and along the shoreline in Waianae by Our Lady of Kea`au
- **40** events, such as the JROTC Waianae Adventure Challenge, Waianae Coast Comprehensive Health Center's Healing in Hawaii program, and Ho`omau Ke Ola graduation programs, were held at Our Lady of Kea`au in the spirit of Franciscan hospitality



2009 Community Benefit

Community Health Improvement Services	\$491,756	35%
Community Building Activities	\$352,375	25%
Subsidized Health Services	\$258,320	18%
Charity Care	\$130,579	9%
Financial and In-Kind Donations	\$105,319	7%
Health Professionals Education	\$ 64,269	5%
Other*	\$ 19,340	1%
Total	\$1,421,958	

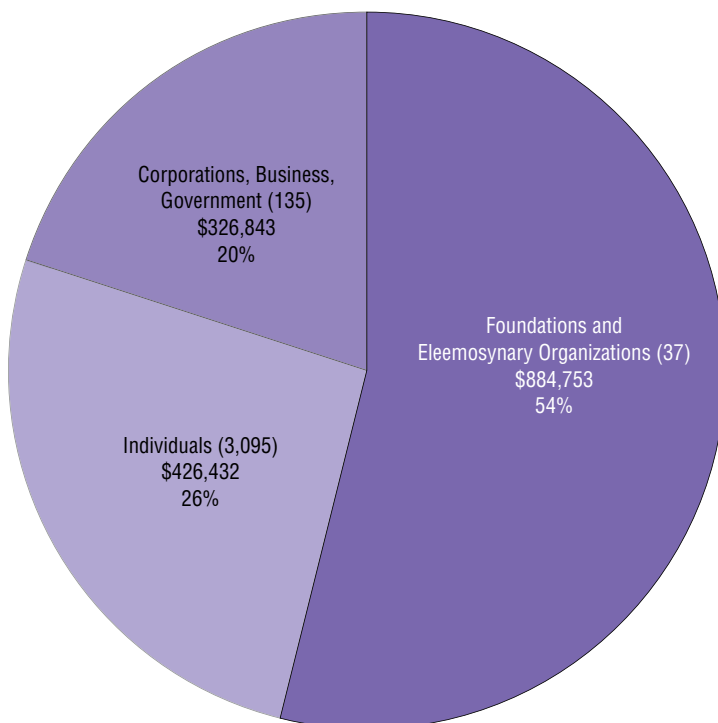
* Community Benefit Operations and Unpaid Medicaid Costs



St. Francis Healthcare Foundation Report

St. Francis Healthcare Foundation launched a five-year \$20 million campaign in 2008 to provide support for the various programs of St. Francis Healthcare System. Despite economically challenging times, more than \$5 million has been raised to date. The funds will be used to support the following programs:

- Franciscan Vistas Ewa: 149 low-income senior living units currently under construction;
- Stay Healthy at Home: A health and wellness “concierge” program empowering seniors to live safely and independently at home;
- Lifeline: A personal emergency response service for older adults and disabled individuals residing at home;
- Our Lady of Kea`au: Outreach programs addressing the needs of the homeless;
- Electronic Medical Records: A medical record system for patients receiving home health and hospice care; and
- Telehealth: In-home monitors to improve response time to home health patients requiring medical attention.



Total Philanthropy

Foundations and Eleemosynary Organizations (37)	\$884,753	54%
Individuals (3,095)	\$426,432	26%
Corporations, Business, Government (135)	\$326,843	20%
Total	\$1,638,028	



Serving the Community in Many Different Ways

People are our priority, and we serve them with joy, whether through services for fees, services that are substantially subsidized by St. Francis, or services that we offer free of charge. At a time when there is less personalization, even in health care, most St. Francis programs involve going to people's homes. We're also able to bring the personal touch of house calls through our use of new technology.

We serve the community in many different ways:

- **Community Health Improvement Services**
Preventing disease starts with proper health education. Reaching out to youth and adults and encouraging them to take charge of their health pays dividends. St. Francis helps to raise the standard of health in our communities, and this can directly reduce health care costs for Hawaii's families.
- **Community Building Activities**
Many of the health conditions today are related to other root causes such as poverty, homelessness or environmental problems. Tackling the underlying causes of those issues can help improve the health and quality of life for these populations.
- **Subsidized Health Services**
All health care facilities are committed to providing care regardless of a patient's ability to pay. St. Francis Healthcare System finds it must often go beyond this to ensure proper care is provided, even if it results in a financial deficit in the short term.
- **Health Professionals Education**
St. Francis makes ongoing training and continuing education a priority. The employees of St. Francis Healthcare System share their knowledge and experience with students, future health care professionals and other organizations as a way to maintain a high standard of care in the community.
- **Charity Care**
As a Catholic health care organization, we believe providing access to quality health care is a right for every individual, regardless of their ability to pay. St. Francis Healthcare System provides charity care not only because it is a requirement for a tax-exempt organization, but also because it is an important part of our mission to provide care to all, including the neediest populations.
- **Financial and In-Kind Donations**
No organization can successfully meet all of the growing needs in the community alone. We are pleased to lend our support to other organizations through collaboration and sponsorship of events, as well as in-kind donations of food, meeting space, equipment, and supplies.

For more details about our 2009 Community Benefit contributions, visit the St. Francis Healthcare System website at www.stfrancishawaii.org.



St. Francis

HEALTHCARE SYSTEM OF HAWAII

A Legacy of Caring for Hawaii's People

2226 Liliha Street, Suite 227
Honolulu, Hawaii 96817

CHANGE SERVICE REQUESTED

NON-PROFIT ORG.
US POSTAGE PAID
HONOLULU, HI
PERMIT NO. 1647