

# 1995 ACHIEVEMENT CITATION WINNERS AND NOMINEES



✦ The Achievement Citation is the highest honor bestowed by the Catholic Health Association of the United States. The CHA Board of Trustees outlines the following purpose for the Citation:

The Achievement Citation recognizes those Catholic organizations sponsoring programs, projects, and services which promote Christian community and the dignity of persons; have created a movement of influence or impact in the delivery of health services over and above ordinary community service programs, projects, and services; and serve as a model for others to emulate.

In 1995, three outstanding programs are honored with the Achievement Citation:

✦ **ARCHBISHOP'S COMMISSION ON  
COMMUNITY HEALTH**

*Sponsored by the Archdiocese of St. Louis*  
St. Louis

✦ **DOMESTIC VIOLENCE TASK FORCE**

*Sponsored by Sacred Heart Medical Center*  
Spokane, WA

✦ **PROJECT MOTHERCARE**

*Sponsored by the Hospital of Saint Raphael*  
New Haven, CT



✦ **ARCHBISHOP'S  
COMMISSION ON COMMUNITY  
HEALTH**

*Archdiocese of St. Louis*

St. Louis

Contact Sr. Betty Brucker, FSM, or

Sr. Mary Louise Stubbs, DC

314-531-0511

In 1990 Abp. John May established the Archbishop's Commission on Community Health. He spurred Catholic healthcare leaders, religious groups, and hospitals and public health agencies to come together to develop a network of services to fill the gaps of the current system and help community members—particularly the disadvantaged—access the healthcare services they need.

Catholic hospitals, grants, donations, and public health dollars fund the commission, which reaches rural and urban areas. The commission has launched many programs and is establishing more each year.

*The Friends of Moms program is an indigenous lay worker program. Volunteers visit pregnant women in their homes to promote early prenatal care. They follow up with new moms for one year. In the first year of the program, 3 volunteers assisted 97 clients, 60 of whom were pregnant. There were no infant deaths or low-birthweight babies. Many of the mothers returned to school and stable living situations.*

More than 350 physicians participate in the

Physician Referral Program, which links physicians with Medicaid patients. Medicaid supports this program by reimbursing participating physicians within 30 days.

The Parish Health Ministry/Nurse Program encourages church congregations to become involved in addressing the health needs of their community. The commission helps with initial health assessments, screenings, and education so each parish can tailor the program to its own needs. It also links hospitals with parishes to provide more seamless networks of care.

Physicians, hospitals, and interpreters donate their services to the Immigrant Clinic. Although the Vietnamese community is the first group to use the Immigrant Clinic, others, such as Ethiopian refugees, will be served as well.



## + DOMESTIC VIOLENCE TASK FORCE

*Sacred Heart Medical Center*

Spokane, WA

Contact Deborah Markin, RN

509-455-4619

If medical records do not properly identify domestic violence cases, healthcare providers cannot inform victims of the medical, social, and mental health resources available. To more effectively identify and treat victims of battering, Sacred Heart Medical Center formed the Domestic Violence Task Force in 1991. Since the task force was formed, the percentage of the medical center's cases identified as domestic violence related rose from 4 percent of all assault cases in 1991 to 28 percent in 1993.

Representatives from all the medical center's major departments serve on the task force. More than 700 staff members and physicians have attended domestic violence training programs, which help them identify and treat victims of abuse. To supplement this, the medical center has produced a videotape, *A Time of Opportunity: Helping Battered Women in the Health Care Setting*. More than 100 hospitals and healthcare organizations in 32 states and Canada have requested the video. The U.S. Air Force has purchased 79 copies for use at military hospitals worldwide.

Medical center staff have revised administrative policies and patient practice guidelines to more effectively identify and treat victims of domestic violence. For example, the inpatient chart was

revised so that every patient is now asked, Are you ever concerned about your safety or violence at home?

Sacred Heart's Domestic Violence Task Force also helps other organizations train staff on how to identify and treat victims of domestic violence. The task force has provided training to groups such as the Spokane Police Department; Diocesan Council of Catholic Women, Seattle Province; and Group Health Northwest, the region's largest health maintenance organization.

The medical center has published "An Introduction to the Battering Syndrome," a brochure that gives victims information about battering and how to leave an abusive situation. More than 12,000 have been distributed.



† **PROJECT MOTHERCARE**

*The Hospital of Saint Raphael*

New Haven, CT

Contact Department of Obstetrics and

Gynecology

203-789-3661

To reduce the number of infant deaths in New Haven, CT, Project MotherCare, a clinic housed in a 58-foot tractor trailer, rolled out in 1990 to provide prenatal care to women in the city's poorest neighborhoods. The program has since expanded to include pediatric and adult primary care.

Project MotherCare was the brainchild of Wilfred Reguero, MD, chief of Obstetrics and Gynecology at the Hospital of Saint Raphael, which agreed to sponsor the program. Dr. Reguero believed that the high infant mortality rate was linked to a lack of prenatal care and too many women abusing cocaine. He further reasoned that if pregnant women had to take several buses to receive prenatal care at the hospital, they would stay home. So Project MotherCare goes to them. No one is ever turned away, even those who are unable to pay for services or are abusing drugs.

The program has had positive results. In 1993 the hospital's perinatal death rate per 1,000 live births was 6.25—almost a third the 1989 rate of 17.1. Costs have dropped as well, since one premature baby can cost more than \$35,000. Between 1990 and 1993 Project MotherCare served more than 11,800 persons.

Clinic staff include a physician assistant, pediatrician, nutritionist, social service/substance abuse counselor, phlebotomist, receptionist, driver, and environmental control worker. The entire staff reach out to the neighborhoods and often go door-to-door to tell area residents about the clinic's services. Project MotherCare has two examination rooms, four offices, and a waiting area.

When first launched, Project MotherCare traveled to seven impoverished neighborhoods each week. At the request of the West Haven Emergency Assistance Taskforce, it has since added West Haven to its schedule. West Haven is a nearby middle-class suburb hit hard by job layoffs. On its first day, the mobile clinic found 400 people waiting to receive care.

# 1995 ACHIEVEMENT CITATION NOMINEES

## CARING FOR ADOLESCENTS AND YOUNG ADULTS

### ✦ TEEN HEARTLINE FOR HELP

*St. Joseph Medical Center*

Wichita, KS

Contact Kit Lambertz

316-689-6259

Teens in Wichita, like teens across the nation, are affected by a growing number of social problems—gangs, violence, suicide, and pregnancy. A local group, High School Ministry Network, organized a week of intensive intervention to make a difference. Seven nationally known speakers made more than 70 presentations. The final link in the program is a 24-hour hotline for teens—Teen Heartline for Help. Advertised on local billboards and the local MTV station, the hotline provides instant access to a caring individual and comprehensive resource bank. Trained volunteers answer the calls, with volunteer professionals providing back-up support. St. Joseph Medical Center provided start-up funding, two staff persons, office space, phone service, and other support services. Fund-raising provides ongoing support. In its first nine months, the Teen Heartline responded to 6,000 calls.

### ✦ TEENAGE GRIEF SUPPORT GROUP (TAG)

*St. Elizabeth Hospital Pastoral Care*

*Department*

Belleville, IL

Contact Dian Korb, Gay Lee Potere,

or Rev. Dennis Voss

618-234-2120

St. Elizabeth Hospital Pastoral Care Department developed the Teenage Grief Support Group (TAG) after seeing a need for grief support within the community. TAG offers teenagers a safe place for beginning to heal within the grieving process. Begun in 1993 at a local high school, the program established close ties with school counselors to identify students with grief issues. Pastoral care counselors got a positive response after meeting with students. The program grew into two eight-week programs and a full-fledged support group. Students battle feelings of isolation and grief through journaling, sharing memories, and using pictures and music. Many students have shown academic improvement and have begun to reach out to others. The program is offered at no cost to local schools and is staffed by three pastoral care chaplains from St. Elizabeth.

## ✦ **TRAUMA PREVENTION FOR TEENS**

*St. Francis Hospital and Medical Center*

Hartford, CT

Contact Anthony S. Morgan, MD

203-548-4633

St. Francis Hospital and Medical Center has two groundbreaking programs to address the high incidence of traumatic injury and violence in the local teenage population. Emergency and trauma professionals present both programs by describing and demonstrating the disastrous effects of risk-taking behaviors. Both programs provide realistic details and take place at the hospital's emergency room/trauma center, including a visit to the trauma resuscitation room. Lives at Risk addresses the high homicide rate among Hartford's 10- to 19-year-olds and uses teenage actors to bring the lesson to life. Since 1993, 500 students have participated in Lives at Risk; since 1990, 5,000 students have been part of Let's Not Meet by Accident. The programs are funded by St. Francis, the Urban League of Greater Hartford, and the Insurance Association of Connecticut.

Contact Glyn Hughes

706-596-4254

The BAMMAS Program is an urban effort that helps people break the cycle of addiction by early intervention with the children of families affected by addictive diseases. The program increases teacher awareness of addiction's effects on families and trains teachers to identify and intervene with at-risk children, promote self-worth and healthy living skills, and provide crisis support through support groups for the children. The program has been presented to more than 600 teachers and intervention specialists in the region and has reached several thousand Georgia youngsters. Funding comes from a grant from the Coca-Cola Foundation, and clinicians from the Bradley Center of St. Francis Hospital provide the counseling and training.

## ✦ **COMPREHENSIVE HEALTH AND MEDICAL PREVENTIVE SERVICES (CHAMPS)**

*Fitzgerald Mercy Hospital and*

*Mercy Health Corporation*

Darby, PA

Contact Sr. Donna M. Watto, RSM

610-237-4895

An average of 250 nonemergency pediatric visits per month to Fitzgerald Mercy Hospital's emergency room led to a needs assessment that indicated many children lacked access to even the most basic preventive healthcare services. An innovative model for intervention, CHAMPS provides pediatric healthcare services in area schools and day-care centers. The program provides immunizations, hearing and vision

## **CARING FOR CHILDREN**

### ✦ **BREAKING ADDICTION MYTHS AND MYSTERIES THROUGH AWARENESS AND SUPPORT (BAMMAS) PROGRAM**

*St. Francis Hospital*

Columbus, GA

screenings, dental care, testing for anemia and lead poisoning, and physical examinations. More than 250 students are currently registered in the program. In 1994 Fitzgerald Mercy offered CHAMPS to 15 schools, day-care centers, and federally funded Head Start centers. The CHAMPS program funds a physician, nurse practitioner, transportation, and a clerk. Start-up costs of \$10,000 were provided by Fitzgerald Mercy Hospital, and federal and state funds cover children who participate in the program.

#### ✦ **HUEY FAMILY HEALTH CENTER**

*Misericordia Hospital and  
Mercy Health Corporation*  
Philadelphia

Contact Kay Stephens  
215-748-9420

Misericordia Hospital and the Samuel B. Huey Elementary School have forged a partnership to offer basic holistic healthcare services to urban elementary schoolchildren. Originally requested by the children's parents, the Huey Family Health Center is a school-based primary care center that provides immunizations, screenings, diagnostic tests, physical examinations, pediatric referrals, and psychosocial services. The school provides space and contributed initial renovations. The center was funded for the first two years by a Mercy Health Corporation grant; Misericordia has assumed subsequent expenses. Thirty percent of the school's 900 students were enrolled in the clinic by June 1994. The center sees about three to five students a day.

#### ✦ **INFANT STIMULATION AND CHILD DEVELOPMENT PROGRAM**

*St. John's Regional Health Center*  
Salina, KS

Contact Joyce Trower, RPT  
913-823-4382

The Infant Stimulation and Child Development Program provided physical therapy, occupational therapy, speech-language therapy, and early childhood special education services to special-needs children aged newborn to five years living in the rural area of Salina and surrounding counties. Each year the program serves more than 225 families with special-needs children. Seven employees and many volunteers assist children whose disabilities range from cerebral palsy to shaken-baby syndrome. The program, which includes vision care, is funded by area physicians, St. John's Regional Health Center, and a coalition of community organizations.

#### ✦ **KIDS HELPING KIDS**

*St. Joseph's Care Center*  
Phoenix

Contact Diane King  
602-406-6800

Kids Helping Kids is an annual program begun three years ago and sponsored by St. Joseph's Care Center. Beginning in October, elementary school students are asked to give money. The money is used to buy toys and clothing for children in need during the Christmas season. During 1993, \$9,957 was collected and used to purchase toys and clothes. Some children who donated money also helped wrap the gifts. Vol-

unteers, Care Center staff, and long-term care residents at the center contribute their time to make this project a success.

#### ✦ **NAZARETH HOME**

*St. Catherine Hospital and Ancilla Systems*

East Chicago, IN

Contact Toni Shropshire

219-392-7609

Nazareth Home provides a foster home of individualized attention, love, and care for children, newborn to five years old, with medical disabilities. Babies who are HIV positive, who have fetal anomalies, or who have been born to cocaine- or alcohol-addicted mothers receive care until they can be placed in an adoptive home or until their mothers can care for them. This licensed foster home, the only one of its kind in Indiana, is a joint effort of the Poor Handmaids of Jesus Christ; Our Lady of Victory of Huntington, IN; the Sisters of St. Joseph of Nazareth, MI; and the Franciscan Sisters of Tiffin, OH. The home is staffed by six sisters, two hired assistants, and many volunteers responsible for up to five children. The Lake County Welfare Department contributes some funds, and other monies are solicited from corporate and foundation sponsors. St. Catherine Hospital absorbs the remainder.

#### ✦ **NORTHWEST LOUISIANA SHOTS FOR TOTS COALITION**

*Schumpert Medical Center*

Shreveport, LA

Contact Sr. Katherine Redmond, CCVI

318-227-4215

Immunization against common childhood disease is one of the most simple, cost-effective steps in building a healthy community. But in early 1993, despite public health efforts and an ample supply of vaccines, the immunization rate for children under two years of age in the Shreveport-Bossier City area was only 47 percent. After identifying access issues—including lack of transportation, vaccine costs, inconvenient clinic hours, and lack of information and education—Schumpert Medical Center, Willis Knighton Medical Center, the Office of Public Health and a variety of community organizations, including Kiwanis and McDonald's, mobilized a massive and effective effort. Utilizing a mobile van and donated facilities around the community, the effort reached 251 clinics at 60 locations, giving 7,269 immunizations to 3,305 persons. As of September 1994, the immunization rate for children under two had risen to 72 percent. Funding and donated services come from the three major coalition partners.

#### ✦ **POSITIVE IMPACT**

*St. Rose Dominican Hospital*

Henderson, NV

Contact Sr. Robert Joseph Bailey

or Cynthia Higgason

702-564-4507

When one school principal in an urban area noticed children with untreated injuries and other conditions that required medical attention, he began to realize the problem of the growing number of uninsured and underinsured school-age children, and the seeds for Positive Impact were planted. Begun in 1989 by St. Rose Dominican Hospital, Positive Impact provides access to much-



needed healthcare for children. Students are screened by a school nurse to find those who do not have any form of assistance, including Medicaid. During the 1993-94 school year, the program helped 150 children—more than double the number served during 1992-93. Initial funding came from corporate donations. The program is now funded by businesses, local physicians, medical professionals, and not-for-profit organizations. St. Rose Dominican hospital donates services.

#### ✦ **YOUTH SERVICES/FAMILY FOCUS CENTER**

*St. Bernardine Medical Center*  
San Bernardino, CA

Contact Linda McDonald  
909-883-8711, ext. 3525

Youth and their families in urban San Bernardino have a viable alternative to gangs, drugs, guns, and the legacy of destruction. The Youth Services/Family Focus Center provides a safe haven and comprehensive outreach that supports and promotes total family wellness. In a partnership with key civic and community groups, the center offers a network of community resources under one umbrella. Services include a parenting program, late-night basketball leagues, job training, mentoring, volunteering, teen support group, image/attitude program, counseling, and a resource/referral library. Staffed by a mission projects coordinator, project specialist, youth leader, part-time job counselor, and 20 volunteers, the center is free and has served more than 750 families to date. St. Bernardine Medical Center provides all funding with donations of supplies and labor from sponsors.

## CARING FOR OLDER ADULTS

#### ✦ **ADULT DAY CARE—ST. CLARE'S HOSPITAL**

*St. Anthony's Health Center*  
Alton, IL

Contact Brenda Wyman, RN  
618-463-5333

In addition to working and caring for their own children, adult children often find themselves responsible for the daily care of older family members who have become frail or impaired. When nursing home care is not the answer, adult day care provides a daily respite for care givers. The program at St. Clare's Hospital provides medical supervision, special dietary provisions, social interaction, and therapeutic activities. Currently about 48 individuals are enrolled, about 75 percent of whom are Alzheimer's patients. Many participants take advantage of a county-operated transportation service. The Illinois Department on Aging and the hospital's Department of Rehabilitation provide funding for many of the program's participants.

#### ✦ **MERCY BROWN BAG PROGRAM**

*Mercy Retirement and Care Center*  
Oakland, CA

Contact Mary Francis Giammona  
510-534-8540, ext. 369

Each week the Mercy Brown Bag Program collects and distributes donated and purchased nutritional

food to 540 low-income elderly in Alameda County. The program encourages seniors to help others and provides nutrition, consumer information, referrals, health tips, and personal enrichment education to promote recipients' self-help skills. Begun in 1982 with support from California's Brown Bag Network Act and now funded by California's Department of Aging and other private and public funds, the program is sponsored by Mercy Retirement and Care Center. It collects about 750,000 pounds of donated food a year.

#### ✦ **PROJECT ELDERCARE**

*The Hospital of Saint Raphael*

New Haven, CT

Contact John Merritt, MD  
203-789-3989

Saint Raphael's Project ElderCare was created in 1992 to provide convenient access to medical care for underserved, inner-city elderly persons in New Haven. Some of them had been using overcrowded local clinics or emergency rooms or were receiving no supervised medical care. Three clinics now operate within local low-income public housing projects for seniors. A multidisciplinary team that includes a geriatrician, social worker, and physician assistant provides screening, education programs, and basic medical care, as well as eye, ear, and podiatric services. Project ElderCare has led to reduced overcrowding in the hospital's clinics, increased medical compliance, and a healthier area elderly population.

#### ✦ **TRADING PLACES**

*United Samaritans Medical Center*

Danville, IL

Contact Patricia D. Adrain  
217-443-5677

More than one-third of the patient population of United Samaritans is elderly. In response to a market analysis and needs assessment, the United Samaritans Medical Center Foundation developed an older adult sensitivity training program for public service officials (i.e., law officers, fire fighters, and emergency workers), community businesses, and schools. The program is a joint effort between the foundation and First Midwest Bank. By simulating visual degeneration, hearing loss, and impaired dexterity in persons who work with or serve the elderly, the program allows them to experience life the way elderly persons do. This exercise therefore enhances their sensitivity, knowledge, and skills in working with elderly persons. Improved communication skills are part of the training. Foundation and Medical center staff members conduct the training.

### **CARING FOR PEOPLE OF DIVERSE CULTURES**

#### ✦ **CLINICA SANTA MARIA**

*Saint Mary's Health Services  
and Mercy Health Services*

Grand Rapids, MI

Contact Virginia Moralez, RN  
616-452-9092

Saint Mary's Health Services' 1988 Community Assessment of Human Need identified the Spanish-speaking community as having barriers—such as lack of insurance, language difficulties, and transportation problems—to access to healthcare. The director of the city's Hispanic Center approached Saint Mary's to discuss ways to provide accessible healthcare to members of his community. In 1990 Clinica Santa Maria was opened within the Hispanic Center. Funded by a grant from the Emily George Foundation and supported by Saint Mary's Health Services, the clinic provides healthcare and referrals to Hispanic and other minority residents. Clinica Santa Maria's multilingual staff of 5 full-time employees; 1 Women, Infants, and Children's coordinator; and nearly 30 volunteer physicians serve more than 1,000 people each month, largely women and children. Services include prenatal and well-baby care, immunizations, adult healthcare, dental care, and emergency care.

## CARING FOR PERSONS WITH AIDS

### † MCAULEY CLINIC

*St. Mary's Health Services  
and Mercy Health Services*  
Grand Rapids, MI

Contact Joyce Brown-Hassen, RN  
616-774-2255

This urban HIV/AIDS clinic uses a holistic approach to address the needs of persons living with AIDS by providing anonymous HIV/AIDS

testing, counseling, and nurse-centered case management services. McAuley currently serves more than 500 persons with HIV/AIDS. The clinic was opened in 1990 with a staff of two and now has an ethnically diverse staff of seven, including four registered nurses and two community outreach workers, as well as access to a nutritionist, a dermatologist, and four infectious disease specialists. McAuley Clinic is operated with federal funding obtained as part of the Ryan White Act, funds from the Michigan Department of Public Health, and private donations. The clinic serves as a model for other national programs and led to the establishment of a community AIDS hospice.

## CARING FOR THE POOR AND HOMELESS

### † CONTINUUM OF MATERNITY AND CHILD CARE FOR FAMILIES IN NEED

*St. Mary Medical Center of Langhorne*  
Langhorne, PA

Contact Dolores Cseplo  
215-750-2114

Despite the apparent affluence of the surrounding community, St. Mary Medical Center's Service Area Needs Assessment for 1992 indicated pockets of need for essential healthcare services, especially prenatal and well- and sick-child care. In response to this need, St. Mary established the Mother Bachmann Maternity Center and the Children's Health Center. Located in a shopping center, Mother Bachmann and

Children's Health serve a large population of lower-income women of childbearing age—many of whom are working poor and do not qualify for medical assistance or cannot find medical practitioners to serve them. Staffed by a director, receptionist, part-time nurse, and three midwives assisted by physicians, the Mother Bachmann center provides basic obstetric services, referral for counseling and chemical dependency services, and prenatal and parenting education. The Children's Health Center provides immunizations, screenings, and well-child care for children through age 18. St. Mary Medical Center provided start-up capital funding for both centers and absorbs operating losses from both programs each year.

#### ✦ **GATHERING PLACE AT THE HOLY CROSS CENTER FOR WOMEN**

*St. Agnes Medical Center*

Fresno, CA

Contact Sr. Christine Healy, CSC,

or Sr. Francis Christine, CSC

209-237-3379

In an area with high unemployment and a high teen pregnancy rate, the Gathering Place at the Holy Cross Center for Women provides a safe haven for women and children living on the street. Established in 1984, the center provides emotional, social, and outreach services. A large learning center (with books, toys, videotapes, computers, and a play yard) welcomes the children and provides them with a chance to learn social skills, to increase their self-esteem, and to establish respect. At the same time, their mothers get support at the adjacent Center for Women. The center became a reality with a grant from the Holy Cross Mission Ventures Fund and donations by

local contractors and women's groups and continues to have support from local corporations, schools, and individuals. It has five paid staff members and four client volunteers, as well as three "grandmothers" who work with the children.

#### ✦ **HEALTHCARE WITH DIGNITY**

*St. Joseph Medical Center*

Baltimore

Contact Sr. Anne Patrice Hefner, OSF

410-337-1646

St. Joseph Medical Center found an innovative way to reach out with health services to the poor at a convenient location. The center provides preventive health screenings at Our Daily Bread, an urban soup kitchen that serves more than 600 meals a day to poor and homeless persons. Services include immunization record reviews; immunizations for children; referrals to the Women, Infants, and Children's program; blood pressure screenings; and family information and education sessions. The staff includes professional and clerical positions, including a licensed social worker who provides referrals, resources, and case management services.

#### ✦ **HEARTSIDE CLINIC**

*Saint Mary's Health Services*

Grand Rapids, MI

Contact Anne Mawby, RN

616-774-6375

As a result of declining prosperity, loss of business, and fewer jobs, in the late 1980s the city of Grand Rapids witnessed a growth in its homeless population. Heartside Clinic, located in the depressed Heartside section of town, filled a

desperate need for adequate primary and preventive care for the area's homeless. The clinic has a bilingual staff of two nurses, two social workers, one patient coordinator, a medical director, and volunteer physicians. Heartside registered more than 7,000 visits in 1993. The clinic opened in 1988 and is funded by the U.S. Department of Health and Human Services with additional support from Saint Mary's Health Services and private donations. This storefront clinic is the only city provider of free medical and nursing care; social work, health education, and mental health services; and substance abuse counseling.

✦ **HOLY REDEEMER VISITING  
NURSE AGENCY FOOD BANK**

*Holy Redeemer Visiting Nurse Agency  
of New Jersey*

Swainton, NJ

Contact Sr. MaryAnne McDonagh, CSR  
609-465-2082

When visiting nurses started noticing the growing problem of hunger among this small-town area's poor and fixed-income elderly, the Sisters of the Holy Redeemer took action. The religious institute began the program in 1991 by providing a pound of rice here and a few loaves of bread there. In 1992 the sisters converted a storage facility outside their convent into a full-service food bank. Today the food bank serves more than 4,200 people in all parts of Cape May County, NJ. In 1993 the food bank distributed 18 tons of food to the area's needy—126,656 meals and \$82,000 worth of food. Coordinated by the convent superior, Sr. MaryAnne McDonagh, and run by 15 volunteers almost exclusively on donations from local business and community

members, the food bank holds food drives through local banks and radio stations. Its primary clients are senior citizens; young, single mothers with children living in poverty; and families affected by job loss or illness.

✦ **HOMELESS HAIRCUTTING  
MARATHON**

*St. Joseph's Care Center*

Phoenix

Contact Ruth Schutter  
602-406-6800

Four times a year, St. Joseph's Care Center presents a Homeless Haircutting Marathon staffed by a variety of volunteers to provide hair cuts and hygiene services to the community's homeless persons. Clients receive shampoos and blow-drying and styling services. They also receive gift bags full of personal hygiene products and enjoy dinner and musical entertainment. The Homeless Haircutting Marathon provides about 1,200 haircuts a year at a cost of about \$12,000 to \$15,000 in volunteer time and supplies.

✦ **INTERFAITH HEALTH CLINIC**

*Catholic Charities of Knoxville  
and St. Mary's Health System*

Knoxville, TN

Contact Robert McDonald, MD  
615-546-7330

In response to the estimated 130,000 uninsured and underinsured persons in the Knoxville, TN, area who had been using the emergency room for basic medical care, Catholic Charities of Knoxville and Associated Catholic Charities of East Tennessee collaborated to develop the InterFaith Health Clinic.

Through a multifaith task force, cooperation from six area hospitals, and a loan from the Diocese of Knoxville, a dilapidated building at a downtown site was renovated. This clinic now provides primary healthcare on a sliding scale to the homeless and the working poor through a small paid staff, supplemented by 150 volunteer physicians and other medical professionals. The clinic is open on week nights and Saturdays and in 1993 became completely independent. Additional funding comes from grants and private contributions. Since opening in 1991, the clinic has seen nearly 5,000 patients in more than 40,000 visits.

#### ✦ **MERCY MOBILE HEALTH CARE**

*St. Joseph's Mercy Care Services*

Atlanta

Contact Mary Hood

404-249-8102

For the past 10 years St. Joseph's has delivered comprehensive, compassionate primary care and social services to the homeless, to culturally and linguistically isolated Latinos, to other immigrants and refugees, to people with HIV/AIDS, and to many others excluded from the mainstream health system. Mercy Mobile Health Care is the only mobile healthcare provider for Atlanta's 15,000 to 20,000 homeless persons. A fleet of five vans and two fully equipped mobile clinics—one exclusively for women's and children's services—visits more than 25 daytime and evening clinics each week. The program is staffed by a culturally diverse group of more than 200 volunteers, 70 paid nurses, physicians, social workers, pharmacists, and health educators. Special efforts focus on preventing the high rate of HIV infection among the homeless population served. The Sisters of Mercy provided

seed money for the first van, and in 1987 a McKinney Homeless Assistance program grant allowed for major expansion. Other funds come from a variety of federal, state, local, and private sources.

#### ✦ **PORTLAND STREET CLINIC**

*Mercy Hospital*

Portland, ME

Contact Nathan Nickerson, RN

207-874-8981

Based on quantitative evaluation data and a 1992 United Way community needs assessment, Mercy Hospital and the city of Portland identified the need for a multiservice clinic to serve the working poor and the homeless. Mercy provided start-up funds of \$213,000 to equip the Portland Street Clinic, which is used by Portland's "Health Care for the Homeless Team" by day and supports a free, comprehensive primary care program for uninsured adults by night. Staffed by two part-time nurses and a part-time medical director and supported by nearly 200 professionals who volunteer services, the clinic serves more than 1,200 persons each year, 97 percent of whom have no insurance. The clinic serves as a model of public-private collaboration to fill a need.

#### ✦ **PROVIDENCE FAMILY MEDICAL CENTER**

*Providence Medical Center*

Seattle

Contact Sam Cullison, MD

206-320-2484

Providence Family Medical Center provides holistic, continuous, comprehensive healthcare to

diverse inner-city poor families, regardless of their ability to pay. At the same time, the center provides the means to train family practice residents. The program began in 1974 with 1 outpatient clinic and has grown into a 20-clinic network, with satellite residency programs that link community health centers and family practice residency programs. The effort now includes a High Risk Maternity Program and the first Native American residency program, launched with the Seattle Indian Health Board. Residents train by working with urban, multiracial, and ethnic populations and often go on to serve those populations. In fact, 25 percent of the program graduates choose to stay in the Providence system, and many others remain in the area to work in community clinics. Funding comes from the Providence Medical Center and federal, state, and private grants.

#### ✦ **ST. JOHN BOSCO CLINIC**

*Mercy Hospital*

Miami

Contact Pedro José Greer, MD, or Manolo Reyes, JD  
305-854-4400

Since Mercy Hospital's free clinic at St. John Bosco Church opened in July 1992, more than 7,000 people have received medical attention free of charge. St. John Bosco parish includes thousands of recent immigrants to Miami, most of whom are poor and have never had medical attention in their native countries. The clinic provides primary care, medicine, prenatal care, and instruction in basic health and nutrition. Social workers help patients complete paperwork and gain access to other services. The clinic is operated by 15 Mercy Hospital volunteer physicians and 20 volunteer staff persons. Other Mercy physicians accept

referrals and provide free specialized treatment and diagnostic tests to clinic patients. Mercy Hospital provides laboratory work, X rays, and equipment free of charge. The clinic is funded by Mercy Mission Services and charitable donations.

#### ✦ **ST. JOSEPH CENTER FOR HEALTH AND HUMAN SERVICES**

*St. Joseph Hospital*

Providence, RI

Contact Ernest A. Balasco  
401-456-4324

Recognizing the correlation between a lack of primary care and socioeconomic distress, St. Joseph Center for Health and Human Services provides "biopsychosocial" care to nearly 40,000 urban residents, 85 percent of whom are minorities, underinsured or uninsured, or homeless. The center offers a culturally sensitive continuum of integrated, comprehensive, accessible, and nonthreatening care. The hospital began the program by converting its emergency room into a "community health center," which is at the center of an integrated delivery model serving 16 census tracts. It provides screening, education, primary care, prenatal services, pediatric healthcare, pediatric substance abuse prevention programs, and mental health and walk-in clinic services. St. Joseph Hospital funds the bulk of the clinic, along with help from outside public- and private-sector grants.

## ✦ ST. MARY'S HEALTH CLINICS

*Sisters of St. Joseph of Carondelet*

St. Paul

Contact Sr. Mary Madonna Ashton, CSJ  
612-690-7020

Based on an identified need and a new vision for healthcare ministry in their province, in 1991 the Sisters of St. Joseph of Carondelet created Carondelet LifeCare Ministries, a series of eight urban and two suburban neighborhood health clinics for the working poor and uninsured. The clinic sites were established with consultation from local providers, elected officials, church groups, and community service organizations. The clinics provide easy access and convenient hours for clients in low-income areas. Staffing the clinics are 50 primary care physicians and more than 120 specialty physicians who see patients without charge based on clinic referrals. The clinics themselves are developed, coordinated and operated by a core staff of eight full-time employees. Last year, nine sites had 3,469 patient visits. Funding comes from the Sisters of St. Joseph of Carondelet-St. Paul Province, contributions, volunteers, and annual fund-raising.

## CARING FOR TEENAGE PARENTS AND YOUNG PREGNANT WOMEN

### ✦ AD MOMS

*Saint Michael's Medical Center*

*and AD House, Inc.*

Newark, NJ

Contact Audrey Alvarez or Lula Linder  
201-877-2868

AD Moms provides prenatal care and social services for at-risk pregnant adolescents in Newark, East Orange, and Irvington, NJ. A joint venture of AD House, Inc., and Saint Michael's Medical Center, the program provides prenatal health services and an educational program in a comfortable, homelike setting. AD Moms' goal is to decrease infant mortality, repeat pregnancies, child abuse, and neglect and improve child health and service utilization. The program uses peer leaders who have been at-risk mothers. It addresses substance abuse, AIDS/HIV, self-esteem, nutrition, hygiene, sexuality, and prenatal and child care. The program serves more than 50 pregnant teens a year and is funded by a three-year grant from the Robert Wood Johnson Foundation.



## ✦ **MATERNAL/CHILD OUTREACH PROGRAM**

*St. Joseph Medical Center*

Burbank, CA

Contact Kathy Nelson

818-843-5111, ext. 7289

St. Joseph Medical Center developed the Maternal/Child Outreach Program to complement its BabyWise Maternal/Child Education Program after identifying a need for education for latchkey teens and adolescents, as well as Spanish-speaking parents and child-care givers. The program offers education in adolescent pregnancy and parenting, teen latchkey and babysitting skills, and Spanish-language perinatal education. In addition to classes for pregnant adolescents, the program offers high-risk teen postpartum support; Spanish-language childbirth and infant CPR classes; and CPR, safety, and accident-prevention skills to older latchkey children who may be responsible for babysitting siblings. The Sisters of Providence provided start-up funding. Ongoing support comes from St. Joseph Medical Center Foundation and community contributions.

## ✦ **MOTHERCARE HOME: A SAFE HAVEN FOR PREGNANT TEENS**

*St. Joseph Mishawaka Health Services*

Mishawaka, IN

Contact Carol S. VanGoey

219-254-1711

Mothercare Home opened in spring 1993 to provide a safe haven to pregnant urban teens and young mothers of infants. Formed by an ecumenical coalition of three agencies and St.

Joseph Mishawaka Health Services (SJMHS), it provides comprehensive support services and a nurturing home environment. The home employs a full-time executive director and a team of house mothers. Able to house seven mothers or children at a time, Mothercare sheltered 35 pregnant young women between 1993 and 1994. These women have achieved new skills, improved their self-esteem, and had no repeat pregnancies. Mothercare Home was initiated and is funded by SJMHS, United Way, a community foundation, and a local contractor who contributed renovations on the home.

## ✦ **PARENT EDUCATION SERVICES**

*Saint Mary's Health Services*

Grand Rapids, MI

Contact Becky Nauta, RN

616-774-6667

Parent Education Services is an innovative community outreach program for inner-city mothers. Classes are held in neighborhood locations. The program has three components: Smart Start teaches parenting skills to first-time parents; Teen Pregnancy Education Program addresses the area's high teen pregnancy rate by offering pregnancy counseling, prenatal classes, and STD/HIV prevention education, as well as encouragement to young mothers to stay in school; and the Parent Education Video allows new mothers to take home information on baby care (also available in Spanish). Parent Education Services is funded by Saint Mary's and a private foundation grant.

✦ **PARENTS AS TEACHERS  
PROGRAM**

*St. Luke's Midland Regional Medical Center  
and Aberdeen Public Schools*

Aberdeen, SD

Contact Steve Herr  
605-622-5000

Parents as Teachers (PAT) is a national program found in 43 states, but the Aberdeen program is the first in this rural region of South Dakota. PAT sends parent educators to the home and offers monthly group sessions that teach parenting skills, optimize child development, and screen for developmental problems. Special services also focus on teen parents. As part of its long-term goal to build healthier families, St. Luke's Midland provided the initial funding for the program. Aberdeen School District provides office space, support services, a full-time coordinator and six part-time parent educators. Grants provide additional funding. The program currently serves 73 families and 86 children.

✦ **TEEN PREGNANCY AND  
SEXUALLY TRANSMITTED  
DISEASES**

*St. Bernard's Regional Medical Center*  
Jonesboro, AR

Contact Sherry Richard, RN,  
and Debbie Lockridge, RN  
501-972-4100

Arkansas has a high incidence not only of teenage pregnancies (19 percent of all deliveries statewide) but also of sexually transmitted diseases (STDs). After receiving a grant, two patient

educators at St. Bernard's Regional Medical Center took their program into high schools in northeast Arkansas to provide human sexuality education and reproductive health information on preventing pregnancy and STDs. The program advocates abstinence for deterring pregnancy and STDs and encourages responsible behavior and staying in school. The educators reached 700 high-school and junior-high students during the program's first two years.

## CARING FOR VICTIMS OF ABUSE OR ASSAULT

✦ **DOMESTIC VIOLENCE PROGRAM**

*The Hospital of Saint Raphael*  
New Haven, CT

Contact Clifford R. Briggie, PsyD,  
or Stephanie Farber, PhD  
203-789-4287

Saint Raphael's Domestic Violence Program reaches out to those who are enmeshed in the shame-laden web of domestic violence—whether abused, abuser, or witness. The program, linked to a continuum of community services, provides therapy for abused women and abusive men through the hospital's psychiatric clinic. Services include comprehensive assessment and substance abuse treatment, since this is often a factor in abuse. The program is staffed entirely by hospital employees. The total yearly cost is \$8,500. About 260 women and 28 men, including a few hospital employees, have been served since the program began seven years ago.

## ✦ **PEDIATRIC SEXUAL ABUSE PROGRAM**

*Saint Anne's Hospital*

Fall River, MA

Contact Curtis P. Wilkins  
508-674-5600, ext. 2270

The Pediatric Sexual Abuse Program was developed in 1984 to serve sexually victimized children who were not eligible for help from local agencies supported by the Massachusetts Department of Social Services. Those whose families cannot afford private therapy may not get the help and support they need or may become victims of "system-induced trauma," becoming entangled in a confusing legal system. The Pediatric Sexual Abuse Program provides psychotherapeutic evaluation, treatment, and advocacy for sex abuse victims aged 2 to 20 and provides support for their families. The program includes educating pediatricians on sexual abuse sensitivity, accompanying child clients to court, and providing a protocol for evaluation. Staff consists of a clinical coordinator, one part-time and two full-time clinicians, and one social work intern. The program is funded by a Massachusetts Office of Victim Assistance grant, a Victims of Crime grant, and Saint Anne's Hospital.

## ✦ **RIVER HOUSE SHELTER**

*Mercy Hospital*

Grayling, MI

Contact Ferne A. Farber  
517-348-3169

The only shelter of its kind in the area, River House Shelter serves victims of domestic vio-

lence from four rural counties in northern Michigan. A collaborative effort of the Sisters of Mercy and the Crawford County Department of Social Services, the shelter provides a 24-hour crisis line, housing, food, clothing, transportation, medical and financial assistance, individual and group counseling, advocacy, and special children's programs. The shelter has 13 staff members and is funded by Michigan's Domestic Violence Prevention and Treatment Board, the federal office of Criminal Justice, Mercy Hospital, the United Way, corporations, foundations, individuals and local groups. Each year, 350 women and children are served; since opening in 1987, the shelter has helped more than 2,200 women and children.

## **CARING FOR WOMEN**

### ✦ **BREAST CANCER DETECTION AND EDUCATION PROGRAM**

*Mary Immaculate Hospital*

Jamaica, NY

Contact Alice Reichenberger  
718-291-3300, ext. 2054

Statistics from Mary Immaculate Hospital's tumor registry showed that, from 1988 to 1992, 45 percent of women diagnosed with breast cancer were African American or Latino. Most of these cases had advanced beyond Stage II. These statistics pointed to a need for early detection, especially in minority women. In 1992, with its own contributions and New York State Health Fund-

ing, Mary Immaculate developed the breast cancer screening program to educate African-American and Latino women, in an ethnically sensitive way, on prevention, risk factors, and early detection through mammography and breast self-examination. The program also aimed to decrease financial barriers to screening and treatment. The program offers convenient hours, accepts walk-ins, and has even reached homeless women in local shelters and elderly women in senior centers. In 1993 the program served 310 participants.

† **CENTER FOR WOMEN'S AND CHILDREN'S HEALTH**

*Good Samaritan Medical Center*

Zanesville, OH

Contact Debbie Wilson

614-454-5090

In this high-infant mortality community, mothers were receiving little or no prenatal care. The Center for Women's and Children's Health opened in 1988 to provide prenatal care to uninsured or Medicaid patients. Four staff obstetricians see patients; staff has grown from 3 to 60 members. The number of patients has grown as well, from 600 patients in 1989 to 1,222 in 1993. Patients receive childbirth education, nutrition counseling, social services, and billing assistance. Gynecological services, high-risk pregnancy specialized services, and children's health services are now also provided. The center's budget comes from fees for service, the medical center, special events, and local charities.

† **FAMILYCARE CENTER**

*Mother Frances Hospital*

*Regional Health Care Center*

Tyler, TX

Contact Martha Saxon

903-531-4520

Before the opening of the FamilyCARE Center, community maternal and child services in Smith County, TX, were fragmented and costly. Mother Frances opened this private, not-for-profit facility to provide comprehensive and affordable services to women and children in a way that increases the continuity of and access to healthcare. Supported through funding by a variety of community agencies and the University of Texas Health Center, a 17-member, multidisciplinary team of doctors, midwives, nurse practitioners, and social workers provide an average of 2,100 patient visits each month. Statistics to date show increased access to prenatal care, significant cost savings to the hospital for mother and newborn care, and healthier babies.

† **HEALTHY LIVING FOR WOMEN**

*Mercy Hospital of Buffalo*

Buffalo, NY

Contact Virginia Lyons, RN

716-826-7000

One out of eight U.S. women will have breast cancer in her lifetime, yet in Erie County, NY, an area with an incidence of breast cancer above the national average, fewer than 40 percent of adult women perform breast self-examinations. Mercy Hospital addresses this problem through an inpatient nurse educator who visits female

patients aged 18 to 60 to discuss their diagnoses, the importance of breast self-examinations, risk factors, and other pertinent topics. In four months in 1994, 835 patients were visited and another 770 were reached through community health fairs and local universities and colleges. The nurse educator is the program's sole staff member and spends about 20 hours a week visiting patients.

#### ✦ **HEALTHY MOMS PROGRAM**

*HealthReach of St. Mary's Hospital*

Rochester, NY

Contact Patricia Hope

716-464-5819

Healthy Moms is a comprehensive prenatal educational program for at-risk, culturally diverse, pregnant women. Rochester's African-American population has a high number of low birthweight babies and one of the highest infant mortality rates in the United States. Although an assortment of specific programs and services is available, St. Mary's saw the need for an all-encompassing, needs-based healthcare program that emphasizes prevention and health promotion in a way that is attuned to the language and cultural needs of these women and their families. Healthy Moms has a staff of 30, 3 full-time; the remainder are volunteers and program graduates. St. Mary's provides in-kind services, and funding comes from the United Way and Blue Cross and Blue Shield of Greater Rochester.

#### ✦ **NEW STEPS**

*Mercy Hospital-Detroit*

Detroit

Contact Barbara Simons

313-579-4427

Mercy Hospital's community needs assessment identified child-bearing, addicted women as having some of the greatest unmet needs in Detroit. New Steps began in 1990, with funding from the Michigan Department of Health and help from 12 area social service agencies, as a way to address the problems of these women and their children and to coordinate and link the fragmented services available. Not a treatment program itself, New Steps offers case management and pretreatment services to link participants to those services. It coordinated the services of 43 agencies and served 272 women and 199 children during its first four years. Seven full-time staff members provide case management, family education, research, child care assistance, support services, and program and volunteer coordination.

#### ✦ **PARENTS PLACE**

*St. John's Medical Center*

Longview, WA

Contact Darlene Smolen

206-636-4177

Concerned over ever-shorter hospital stays for new mothers after delivery, a board member at St. John's Medical Center initiated a perinatal outreach service to provide information to new parents. St. John's provided space and materials, and, with the help of charitable grants, the Parents Place became the first family resource center in Washington State. The center offers home

visits, with support from childbirth classes, physicians, and hospital volunteers; information resources and referrals; a monthly Mom's Night Out; and a transportation van. Parents Place is staffed by three full-time and eight part-time employees, providing services to more than 200 families a month.

#### ✦ **PRENATAL CARE CENTER**

*Providence General Medical Center*

Everett, WA

Contact Emily Ghilarducci

206-261-2626

Since 1986, the Prenatal Care Center (PCC) at Providence General Medical Center has been providing free education and comprehensive medical care to low-income women in Snohomish County, WA. In response to high numbers of pregnant women and teens arriving at the emergency room in labor, with no previous history of prenatal care, concerned physicians and hospital staff initiated the PCC, which delivers well-woman care, prenatal care, delivery and postpartum services, and special services to teens. During the past six years, PCC has served more than 2,800 families. PCC employs seven full-time staff members, including certified nurse-midwives and support staff. Since PCC began, there has been a 50 percent drop in infant mortality in Snohomish County, a lowered cesarean section rate, and a high patient-satisfaction rate. The program is funded by Medicaid, the hospital, and its foundation.

#### ✦ **PROJECT WINGS!**

*St. Mary's Regional Health Center*

Detroit Lakes, MN

Contact Mary Sullivan

218-847-0843

Project WINGS! is a small-town, residential, chemical-dependency effort that provides whole-family healing. Recognizing that it is difficult for women to forgo their child-rearing responsibilities to enter residential treatment programs, St. Mary's Regional Health Center opened its FOCUS unit for women and later began Project WINGS! with a grant from the state. The grant provided a renovated house for 24 pregnant women or women with children. The project offers assessments, referrals, physical and psychological evaluation, and education. Women receive transportation to and services at the FOCUS unit during the day and return to the house as their children are returning from local schools or day care. Staff consists of one full-time therapist and three full-time and three half-time program assistants.

#### ✦ **PROVIDENCE HOSPITAL PRENATAL CENTER**

*Mercy Hospital, Providence Hospital,  
and Sisters of Providence Health System*

Holyoke, MA

Contact Delores Jones

413-536-7385

Holyoke's poverty rate is among the highest in Massachusetts, with almost half the children under age five living in poverty. The Sisters of Providence had been providing prenatal care in their Providence Hospital auditorium since the

1970s. In 1985, with the help of the Holyoke Infant Mortality Task Force and the Massachusetts Department of Public Health, a new, convenient, downtown site was opened to provide prenatal services, nutritional education, childbirth classes (offered in Spanish and English), breastfeeding guidance and counseling for substance abuse problems. Bilingual staff and transportation to the clinic further reduced barriers to access. Funding comes from a combination of federal and state monies, grants, and the hospitals. The program serves 700 women a year with a staff of three obstetrician/gynecologists, seven bilingual certified nurse-midwives, two registered nurses, two medical assistants, a social worker, a nutritionist, a secretary and a receptionist. The prenatal center has cut Holyoke's infant mortality rate and served as a model for other programs around the nation.

#### ✦ **SACRED HEART PRENATAL CLINIC**

*Sacred Heart Health System*

Eugene, OR

Contact JoAnne Lutz

503-686-6868

During the mid- to late 1980s, high unemployment, a declining number of obstetrical practices, and high health insurance costs all combined to form significant barriers to prenatal care for a large percentage of low-income pregnant women in the Eugene area. Sacred Heart General Hospital, in collaboration with Lane County Public Health Services, opened the Sacred Heart Prenatal Clinic in August 1987. Six certified nurse-midwives provide primary and postpartum care. Other staff include a medical director, nurse educator, nurse manager and

office coordinator. To date, the clinic has served more than 2,000 women who were unable to receive prenatal care anywhere else. Funding comes from Sacred Heart Health System and Lane County Public Health, along with state assistance, grants, and community support. A study commissioned by the University of Oregon documents dramatic improvement in prenatal care, healthy outcomes, and decreased costs.

#### ✦ **WINDOW OF OPPORTUNITY PROGRAM**

*Saint Joseph Health Centers and Hospital*  
Chicago

Contact Lee McDonnell

312-665-3441

In a city where infant mortality rates in low-income communities rival statistics for developing nations, Saint Joseph Health Centers and Hospital identified the need for early detection of problem pregnancies and improved prenatal and maternal health education. With the help of a grant from the Lloyd A. Fry Foundation, the hospital's St. Catherine Laboure Clinic began the Window of Opportunity Program. The program provides childbirth and health education, improves access to services, increases awareness of community resources, strengthens support systems for young parents, and assists young women in identifying needs and setting goals. To date, 153 babies have been born to mothers enrolled in the program. Window of Opportunity is funded by several foundations and many social agencies.

✦ **WOMEN'S ADDICTION  
TREATMENT CENTER OF HAWAII  
(WATCH)**

*St. Francis Medical Center*

Honolulu

Contact Marie Ferrin-Hughes

808-547-6273

The traditional view of alcoholism as a "men's problem" means that often the needs of alcohol-dependent women are not being met. In the 1970s the Sisters of the Third Franciscan Order established a halfway house for these women, which grew into a full-fledged residential treatment center for addiction and substance abuse. WATCH provides full-service, holistic treatment along the continuum of care to alleviate the social stigmas, isolation, and lack of social support for poor and minority women seeking treatment. Services include outreach, interim services for pregnant women, residential and day treatment, outpatient services for both men and women, and a structured, six-month after-care program. WATCH has 12 full-time employees and 2 clinical consultants. Funding comes from Honolulu's "Model Cities" program, donations, state grants, hospital-sponsored funds and charities, and private payment.

**CARING THROUGH  
COMMUNITY  
COLLABORATION AND  
PARISH/CONGREGATIONAL  
OUTREACH**

✦ **APPALACHIAN OUTREACH  
SERVICE AND DIETITIAN  
OUTREACH PROGRAM**

*St. Joseph Hospital*

Lexington, KY

Contact Betty Shelton, SCN

606-278-3436

About 50 percent of patients served at 468-bed St. Joseph Hospital are from outlying rural areas of Kentucky. The Appalachian Outreach Service was developed to follow up on the medical and spiritual needs of these patients after they return home. Covering 15 designated counties, the program has met with great success and tremendous demand. Services also include a registered dietitian who oversees dietary follow up in 5 of the 15 counties. The dietitian visits homes of the discharged patients, gives seminars, and visits senior citizen centers and county schools to provide education on the importance of a healthy diet and life-style. The Dietitian Outreach Program is funded by grants to the St. Joseph Hospital Foundation.



† **BATON ROUGE COMMUNITY  
HEALTH NEEDS ASSESSMENT**

*Our Lady of the Lake*

*Regional Medical Center*

Baton Rouge, LA

Contact Virginia Pearson

504-765-8994

To better meet its commitment to community members' common good, 10 area healthcare facilities developed the Baton Rouge Community Health Needs Assessment. Its goals were to gain insights into the population's health-related problems, to stimulate the community's motivation and understanding in solving those problems, and to build relationships. Three separate task forces gathered existing data, interviewed 140 individuals and 26 small focus groups, sent 65 surveys, and built internal and external public awareness of the project. The task forces contacted more than 300 individuals, including community leaders, businesspersons, senior citizens, advocates, educators, residents, and teenagers. The study's results pointed to 10 priority needs, which have been further refined and sent to seven task forces for development of future specific efforts, including preventive education for junior-high and elementary students and a "Community Health Report Card."

† **COMMUNITY-BASED PRIMARY  
CARE IN RURAL NEBRASKA**

*Good Samaritan Health Systems*

Kearney, NE

Contact Joan Lindenstein

308-236-4217

Good Samaritan Health Systems (GSHS) operates a primary care network of four community-based clinics that represent partnerships with rural communities, practitioners, and the systems' medical staff. One clinic serves a small farming community of 540 whose solo practitioner had died; another serves a community of 1,200 people whose only hospital had closed; a third flexible arrangement serves an area that had previously had one over-extended solo practitioner. The Rural Health Clinic Network offers clinics certified by Medicare. The network makes reimbursement easier for providers and allows for greater use of physician assistants in providing care. Because of the clinics, rural residents have access to GSHS, its medical staff, and close-to-home primary care.

† **HEALTHLINE INFORMATION AND  
PHYSICIAN REFERRAL**

*Providence Hospital, Inc.*

Sandusky, OH

Contact JoAnn McMahon

419-621-7000

Providence Hospital's HealthLine provides free health information and physician referral in a cost-effective manner. The hospital purchased a health information data base that is available via a toll-free number, 14 hours a day on weekdays and 10 hours a day on weekends. Registered nurses

provide callers with information and follow up with printed information. During its first two years, the Providence HealthLine answered nearly 17,000 inquiries, providing reassurance to many new mothers and others who might otherwise visit an emergency room (ER). In fact, only 10 percent of its calls result in an ER visit. The hospital paid initial costs and continues to provide funds for software and advertising.

#### † PASTORAL OUTREACH PROGRAM

*Mercy Hospital*

Wilkes-Barre, PA

Contact Sr. Paulette Berrang, RSM

717-826-3667

Recognizing a critical need for community outreach services to the elderly, homebound, sick, and physically challenged, Mercy Hospital began the Pastoral Outreach Program in 1989. An assessment showed that some of the greatest needs were for companionship and spiritual care; one of the great problems was loneliness. The Pastoral Outreach Program addresses these needs with companionship, light housekeeping, and shopping services. Working with local faith communities and agencies, the program seeks to allow the frail and homebound to maintain their independence. The Wilkes-Barre hospital's program has one full-time supervisor, a part-time coordinator, and a part-time secretary. Other participating hospitals have one part-time coordinator. Mercy Hospital provides support for the program's operation, and other grants and fundraisers also contribute funds.

#### † PROFESSIONAL NURSING CASE MANAGEMENT

*Daniel Freeman Hospitals*

Inglewood, CA

Contact Mickie Tynan, RN

310-674-7050

Because 5 percent of patients were utilizing 50 percent of hospital resources as a result of higher levels of acute illness, the Daniel Freeman Hospitals developed the Professional Nursing Case Management (PNCM) program to serve those who are more frequently admitted to the hospital. The PNCM manager offers a personal connection for the patient, acts as a coordinator and broker of services and resources, and monitors patients' compliance and therapy through home visits. The case manager works closely with discharge planners, home health nurses, diabetes educators, and other healthcare professionals to provide a link to the full continuum of services. Community organizations are also tied into the effort. The program is funded by Daniel Freeman Hospitals through savings achieved by PNCM interventions. Data show a 51 percent drop in admissions among participants and a three-year total net benefit from cost reductions of \$1.3 million.

#### † PROJECT GOOD HELP

*Bon Secours Hospital-Villa Maria*

*Nursing Center*

North Miami, FL

Contact Evelyn Jordan

305-891-8850

The Sisters of Bon Secours began Project Good Help in 1990 as a way to reach out to the poor and frail elderly so that they may retain their independence. South Florida has a growing

geriatric population and limited health services for the poor. Originally started at one Catholic church in North Miami, the program is now offered at six multiethnic churches in high-need areas throughout the city. The program trains church volunteers, educates them about community services, and provides voluntary assistance for home-based long-term care. During its first four years the program served more than 850 clients and evaluated another 450. Only 5 of its clients thus far have needed to be institutionalized. The Bon Secours Foundation funds the project. It has also received a grant from the Retirement Research Foundation, the Kellogg Foundation, and the Dade/Monroe County Alliance for Aging.

#### † **ST. CLARE HEALTH MISSION**

*St. Francis Medical Center  
and Lutheran Hospital La Crosse*

La Crosse, WI

Contact Sr. Leclare Beres, FSPA  
608-791-9545

St. Clare Health Mission brings together competitors in the La Crosse area to provide health services for the needy. Two hospitals and two major clinics created an ecumenically sponsored free clinic for the area's uninsured, homeless, and poor persons. Area churches have contributed funds. Physicians are surprised at the high number of people utilizing the clinic—from pregnant teens to persons with undiagnosed diabetes. The clinic offers convenient evening hours and is staffed by volunteer social workers, receptionists, nurses, laboratory technicians, and doctors. During the clinic's first year, more than 5,500 volunteer hours were served, and more than 1,450 new patients and as many repeat patients were treated.

#### † **SAINT JOSEPH MEDICAL CENTER SOCIAL ACCOUNTABILITY AND COMMUNITY COLLABORATION GRANT**

*Saint Joseph Medical Center*

Joliet, IL

Contact Helena H. Wang  
815-725-7133, ext. 3517

Saint Joseph Medical Center Social Accountability and Community Collaboration Grant provides resources that help community groups develop programs which improve the health status of community members or address root causes that adversely affect their health. Grants are available to all agencies and organizations within the center's service areas, especially those designated as "medically underserved." Besides helping improve community health, the grant program's goals are to improve community collaboration and communication within organizations and to address factors that cause health status to deteriorate, such as joblessness, gang formation, drug or substance abuse, child abuse, heart disease, rising health costs, and gaps in social services. To ensure objectivity, applications for grants are accepted annually and are reviewed and scored with a weighting tool by a cross-section of individuals from the hospital. A quarterly review process oversees outcomes.

† **SIoux EMPIRE STRESS  
DEBRIEFING NETWORK**

*McKenna Hospital Behavioral*

*Health Services*

Sioux Falls, SD

Contact Pat Lovely

605-333-8316

The Sioux Empire Stress Debriefing Network is a "care for the care givers" program providing stress management and critical incident stress debriefing (CISD) for emergency workers and first responders to accidents and traumas. Many of the emergency responders in the Sioux Falls area actually know the victims of the emergency calls they receive, and this compounds their grief and stress. CISD, a free and confidential service, allows these workers to talk about their stress, vent it, and manage it. CISD was begun after an airplane crash in Sioux City, IA, killed 112 people. In three weeks, 1,000 people took part in debriefings related to that accident, and 2 individuals, now the clinical director and coordinator, recognized the need to begin the program. Volunteers, available 24 hours a day, are professionally trained and include 26 mental health counselors and 36 peer emergency responders. The program is funded by donations from hospitals, agencies, and individuals.

† **VISITATION MINISTRY PROGRAM**

*Borgess Medical Center*

Kalamazoo, MI

Contact Char Manion

616-383-4898

The Visitation Ministry Program is an ecumenical and holistic approach to healthcare. Pastoral care staff from Borgess Medical Center work with local clergy, who recruit congregation members for training and pastoral care home visitation to those whose shortened hospital stays provide little time for spiritual care. Since 1982, more than 800 people have been trained from more than 100 churches. The program has a part-time coordinator, office space within the medical center's pastoral care department, and services provided by Borgess's director of pastoral care. The hospital provides funding. The program has promoted the role of the lay pastoral visitor within the church community and provided an excellent resource for recruiting volunteers for the pastoral care department. It has also served as a model for others across the state and region.

# ACHIEVEMENT CITATIONS 1975-94

## ✦ 1975

### **CITY DOCTOR PROGRAM**

*Columbus-Cuneo-Cabrini Medical Center*  
Chicago

### **MINORITY COMMUNITY SERVICE**

*St. Bernard Hospital*  
Chicago

### **ST. JOSEPH'S HOSPITAL**

Marshfield, WI

### **STAFF E/R PROGRAM**

*St. Therese Hospital*  
Waukegan, IL

## ✦ 1976

### **CATHOLIC HOSPITAL PROGRAM**

*Hospitals Sisters, Third Order of St. Francis*  
Springfield, IL

### **MERCY HOSPITAL, INC.**

*Mercy Southern Health Center*  
Baltimore

### **O'CONNOR HOSPITAL**

San Jose, CA

### **ONCOLOGY UNIT**

*Our Lady of Lourdes Hospital*  
Binghamton, NY

### **PASTORAL CARE PROGRAM**

*St. Joseph Hospital*  
Houston

## ✦ 1977

### **EAST COST MIGRANT HEALTH PROJECT**

Washington, DC

### **GUATEMALAN EARTHQUAKE RELIEF PROJECT**

*Holy Cross Hospital*  
Salt Lake City

### **HOSPICE PROGRAM**

*Calvary Hospital*  
Bronx, NY

### **MENTAL HEALTH CENTER**

*Good Samaritan Hospital and Health Center*  
Dayton, OH

### **POST-EARTHQUAKE REBUILDING PROJECT**

*Holy Cross Hospital*  
San Fernando, CA

### **TEENAGE EDUCATION AND CARE SERVICE PROJECT**

*St. Margaret's Hospital*  
Boston

## ✦ 1978

### **CENTER FOR LIFE**

*Providence Hospital*  
Washington, DC

### **CORPORATE OFFICE OF MEDICAL-MORALS**

*Sisters of Providence*  
Seattle

### **PROJECT HELP**

*Holy Rosary Hospital*  
Miles City, MT

**+ 1979**

**FAMILY HEALTH ASSOCIATES**

*St. Mary's Hospital*

Rochester, NY

**HOSPITAL WITHOUT WALLS**

*St. Francis Hospital*

LaCrosse, WI

**SAINT ANN FOUNDATION**

*Sisters of Charity of St. Augustine*

Cleveland

**+ 1980**

**INSTITUTE OF RENAL DISEASES**

*St. Francis Hospital*

Honolulu

**LA CASA DE LOS NIÑOS**

**CRISIS NURSERY**

Tucson, AZ

**TEENAGE PREGNANCY PROGRAM**

*St. Margaret's Hospital for Women*

Boston

**+ 1981**

**GEORGETOWN VOLUNTEER**

**MEDICAL TEAM**

*Georgetown University School of Medicine*

Washington, DC

**TENSAS RURAL CLINIC**

*Sisters of Charity of the Incarnate Word*

Houston

**+ 1982**

**DUTCHESS COUNTY CRIME VICTIMS  
ASSISTANCE PROGRAM**

*St. Francis Hospital*

Poughkeepsie, NY

**LAY MINISTRY TO THE SICK  
AND AGING**

*St. Benedict Hospital and Nursing Home*

San Antonio

**SHARE PROGRAM**

*St. John's Hospital*

Springfield, IL

**YEARS OF CHANGE: A SENSITIVE  
LOOK AT GROWING UP**

*Saint Anthony's Hospital*

Alton, IL

**+ 1983**

**AMELIA HEALTH CARE CENTER**

*St. Mary's Hospital*

Richmond, VA

**INDIAN HEALTH SERVICE  
MATERNAL/CHILD OUTREACH CLINICS**

*Sacred Heart Hospital et al.*

Yankton, SD

**KIDS GROUP**

*St. Anthony's Medical Center*

St. Louis

**REGIONAL HEALTH  
INFORMATION CENTER**

*Hospital of Saint Raphael*

New Haven, CT

**✦ 1984**

**CATHOLIC HEALTH CORPORATION**

*Sisters of Mercy, Province of Omaha*  
Omaha

**CHILD ABUSE AND NEGLECT  
PREVENTION PROGRAM**

*Mount Carmel Mercy Hospital*  
Detroit

**CHILD ABUSE MANAGEMENT/  
SEXUAL ABUSE MANAGEMENT TEAM**

*Cardinal Glennon Memorial Hospital*  
St. Louis

**INTERNATIONAL HEALTH PROGRAM**

*Sisters of Mercy Health Corporation*  
Farmington Hills, MI

**✦ 1985**

**DWELLING PLACE**

*Franciscan Sisters of Allegany*  
Allegany, NY

**KIDS ON THE BLOCK**

*St. Mary's Hospital Auxiliary*  
Galesburg, IL

**MENTAL HEALTH SERVICES  
FOR HEARING IMPAIRED PERSONS**

*St. John's Hospital and Health Center*  
Santa Monica, CA

**ROSARY HALL PROGRAM**

*St. Vincent Charity Hospital and Health Center*  
Cleveland

**✦ 1986**

**PROJECT MAGIC**

*Daniel Freeman Memorial Hospital*  
Inglewood, CA

**SUPPORTIVE CARE PROGRAM  
FOR INDIVIDUALS WITH AIDS**

*St. Vincent's Hospital and Medical Center*  
New York City

**TRADITIONAL INDIAN MEDICINE'S  
ROLE IN THE CARONDELET  
HEALTH SYSTEM**

*St. Mary's Hospital and Health Center*  
Tucson, AZ

**✦ 1987**

**HEALTHY MOMS AND BABES**

*Program for the Medically Underserved  
of Cincinnati*  
Cincinnati

**RISEN PROGRAM  
(RE-INVESTING SPIRITUALITY  
AND ETHICS IN NURSING)**

*Catholic Health Association of Wisconsin*  
Madison, WI

**✦ 1988**

**CHURCH PROGRAM**

*Mercy Catholic Medical Center*  
Darby, PA

**INTERNATIONAL CENTER  
FOR SKELETAL DYSPLASIA**

*St. Joseph Hospital*  
Towson, MD

**✦ 1989**

**CATHERINE KASPER CENTER**

East St. Louis, IL

**PARISH NURSE MINISTRY**

*Columbus-Cabrini Medical Center*  
Chicago

**+ 1990**

**THE BRIDGE**

*Our Lady of Lourdes Medical Center*  
Camden, NJ

**A COMMITMENT CONTINUED:  
CENTRO SAN VICENTE**

*Daughters of Charity—West Central Region*  
El Paso, TX

**SISTERS CARE**

*Sisters of St. Joseph of Carondelet*  
St. Paul

**+ 1991**

**APPALACHIAN OUTREACH PROGRAM**

*Saint Joseph Hospital*  
Lexington, KY

**INFANT MORTALITY PROJECT**

*Michigan Catholic Systems Leadership*  
Farmington Hills, MI

**+ 1992**

**CATHOLIC CHARITIES  
PHYSICIAN REFERRAL SERVICE**

*Catholic Charities of Chicago/  
Alexian Brothers Health System*  
Rolling Meadows, IL

**CLARK STREET HOUSE OF MERCY**

*Mercy Foundation*  
Des Moines

**SCL HEALTH SERVICES  
CORPORATION CLINICS**

*Sisters of Charity of Leavenworth  
Health Services Corporation*  
Leavenworth, KS

**+ 1993**

**DRUEDING CENTER/  
PROJECT RAINBOW**

*Holy Redeemer Health System*  
Philadelphia

**INDOCHINESE PSYCHIATRIC CLINIC**

*St. Elizabeth's Hospital of Boston*  
Brighton, MA

**ST. ELIZABETH HEALTH CENTER**

*Daughters of Charity National Health System—  
West Central*  
Gould, AR

**+ 1994**

**COMPREHENSIVE AIDS RESOURCE  
EDUCATION PROGRAM (C.A.R.E.)**

*St. Mary Medical Center*  
Long Beach, CA

**OPERATION SAFETY NET**

*The Mercy Hospital of Pittsburgh*  
Pittsburgh

**SEXUAL ASSAULT CENTER**

*Providence Hospital*  
Everett, WA