Our Mission in the Community

2010 Community Benefit Report
St. Francis Hospital, The Heart Center®
A Member of Catholic Health Services of Long Island
100 Port Washington Boulevard, Roslyn, New York 11576
If you or someone you know has concerns about a hospital bill at St. Francis Hospital or the ability to afford health care, please call (516) 562-6616.

We are prepared to provide helpful information on financial assistance and applications for charity care. A copy of Catholic Health Services of Long Island’s charity care policy and financial assistance eligibility can also be found at http://www.chsli.org/charity-care-policy.html.
Quality healthcare is a basic need in any community. Meeting this need is St. Francis Hospital’s mission as a member of Catholic Health Services of Long Island.

What are community benefits?

Community benefits are programs and services designed to improve health in communities and increase access to health care. They are integral to the mission of Catholic and other not-for-profit health care organizations, and are the basis of tax exemption.

As defined by The Catholic Health Association of the United States at www.chausa.org.
Mission of Catholic Health Services of Long Island

Catholic Health Services of Long Island, as a ministry of the Catholic Church, continues Christ’s healing mission, promotes excellence in care, and commits itself to those in need.

CHSLI affirms the sanctity of life, advocates for the poor and underserved, and serves the common good. It conducts its healthcare practice, business, education and innovation with justice, integrity and respect for the dignity of each person.
Living Our Mission

A Message from Catholic Health Services of Long Island

Catholic Health Services of Long Island, as a ministry of the Catholic Church, continues Christ’s healing mission, promotes excellence in care, and commits itself to those in need. CHSLI affirms the sanctity of life, advocates for the poor and underserved, and serves the common good. It conducts its healthcare practice, business, education and innovation with justice, integrity and respect for the dignity of each person. Across Long Island each year, our hospitals and other integrated health organizations play an integral role in helping thousands of people maintain and return to active, healthy lives.

St. Francis Hospital has also made contributions beyond its exceptional clinical programs, which are nationally recognized for quality and safety. In an era when many community hospitals have struggled and more than a few have closed, St. Francis shared its strength by investing $156 million over 12 years to keep four affiliated community hospitals open.

This investment by St. Francis Hospital enabled the delivery of critical services to a large and socioeconomically diverse set of communities that rely upon these local hospitals as a necessary source of healthcare. Today, these four community hospitals are no longer dependent upon St. Francis for financial support. Without that assistance though, some and possibly all of these formerly struggling community hospitals would not have survived.

I remain proud of St. Francis Hospital for being one of the best heart centers in the nation, for providing compassionate care to its patients, and especially for its far-reaching contribution to the future of healthcare on Long Island.

James Harden
President & CEO
Catholic Health Services of Long Island
Tradition of Caring

A Message from St. Francis Hospital

Our tradition of caring for those most in need extends further back than the Hospital itself.

In 1936, several years after the Sisters of the Franciscan Missionaries of Mary established a summer camp in Roslyn for inner city children, a call for assistance came from a hospital in Brooklyn. They were overwhelmed with pediatric patients recovering from rheumatic fever and needed to find a suitable setting for the children to convalesce.

Within months, the Sisters pieced together their limited resources and accepted their first 12 patients to the new St. Francis Sanatorium. In the years that followed, volunteer physicians were recruited, the Sisters performed the day-to-day responsibilities of educating and caring for the children, and funds were raised to build new medical facilities.

The innovative cardiac procedures performed during those early years are the foundation for the nationally recognized cardiac center which St. Francis Hospital is today. We also carry with us the tradition of caring established by our founders. As such, we remain committed to identifying those in need and providing compassionate care to all, without regard for ability to pay.

Peter Quick
Chairman
Board of Trustees
St. Francis Hospital

Alan D. Guerci, M.D.
President & CEO
St. Francis Hospital
We, at St. Francis Hospital, are committed to excellence in the care of the body, mind and spirit of every person we serve.
Now more than ever before, many members of our community are unable to afford quality healthcare. In 2009, 2.5 million people in New York State were uninsured and a growing population is underinsured as a result of recent job losses or medical needs that are not fully covered by health insurance.

At St. Francis, we recognize the growing challenges facing our patients, their families, and the community in general, especially in this economic downturn. Responding to these needs with a robust offering of community benefits remains an important part of the mission at Catholic Health Services of Long Island and St. Francis Hospital, which has had a tradition of caring for the underserved since it was founded in 1922 by the Sisters of the Franciscan Missionaries of Mary.

Despite the fact that hospitals today are facing significant economic challenges of their own, St. Francis Hospital continues to offer certain medical services with little to no return on investment, such as a congestive heart failure (CHF) program which helps reduce repeated hospital admissions among CHF patients. These expenses are justified in terms of the benefit they provide to our community. For the same reason, St. Francis Hospital also continues to invest in technology and research initiatives that have the potential to uncover new options in care for the next generation of patients.

Ultimately, we strive to build a stronger and healthier community, one that can weather today’s challenges and ensure a better future.
In 2009, our community turned to St. Francis Hospital for:

- **18,087** admissions
- **21,073** Emergency Department visits
- **12,331** cardiac catheterization procedures (including angioplasty)
- **1,597** open-heart surgeries
- **2,562** electrophysiology studies
- **1,937** defibrillator and pacemaker implants

St. Francis Hospital takes responsibility for identifying and helping patients who lack adequate health insurance or need more time to pay their hospital bills. We understand that the expense of healthcare, especially in a region with such a high cost of living, can be a major roadblock to accessing care.

St. Francis Hospital continues to be more generous in terms of its charity care eligibility standards than New York State requires by law. In 2009, St. Francis Hospital provided $5.4 million in charity care to patients unable to cover their healthcare expenses and another $1.8 million in uncompensated care, as well as more than $7.5 million for community service and charitable activities.

This is our way of ensuring that all members of our community have the most valuable resource of all – their health.
Public Health Priorities

Beyond delivering patient care to hundreds of individuals from the New York metropolitan area on a daily basis, St. Francis Hospital is involved with long-term planning to address public health concerns that affect a much broader population.

Public health issues, like the effects of smoking and obesity, have gained significant attention recently as local and state governments have launched initiatives to monitor the sodium and caloric content of restaurant food and eliminate sugary drinks in schools.

Community Health Assessments
St. Francis Hospital conducts annual community health assessments to guide its public health planning efforts. The Hospital actively gathers public feedback through surveys from patients and program participants to determine specific needs or gaps in care within the community. We set goals and shape programs according to this information, aiming to allocate financial resources and staff time toward projects that matter most to the health of our community.

Partners in the Community
Partnerships with other health care providers and community-based organizations also are an important part of our strategy to work toward solutions for certain public health issues.

One of our most recent efforts has been to collaborate with the Nassau County Department of Health and several other hospitals in Nassau County to address a specific New York State Prevention Agenda priority related to the aging population in this county.
Focus on Falls Prevention
Data show that there is a high incidence of fall-related hospitalizations among Nassau County residents age 65 and over, as compared to the rate for this age group in New York State.

Joint efforts are shaping a new program to raise awareness about safety for seniors, with the goal of reducing hospitalizations related to falls.

Along with partners at other hospitals in Nassau County, St. Francis Hospital has developed and incorporated standardized assessments and teaching tools into its community health education sessions, health fair activities, in-patient education, and outpatient exercise programs.

St. Francis Hospital now offers a Tai Chi class, which is specific to balance training and is one of the recommended activities in the 2008 Physical Activity Guidelines for Americans.

Improving Access to Care
Community partners also have been a significant factor in the successful expansion of St. Francis Hospital’s outreach programs over recent years. Now spanning Queens, Nassau and Suffolk counties, our outreach efforts have improved access to care for groups that are otherwise underserved.
Community Outreach

Each year, thousands of individuals across Long Island benefit from free health screenings and other community programs offered at no or low cost to men and women who are uninsured or underinsured.

Healthy Sundays is an outreach effort which bridges cultural and language barriers to provide free health screenings and health education following Sunday worship services.

Designed to reach men and women who are uninsured and/or undocumented – two of the most susceptible populations affected by lack of access to quality care – Healthy Sundays has been exceptionally successful in providing care to those most in need because many immigrants are also members of faith-based organizations. By partnering with local parishes, we are able to reach a group that might otherwise avoid or have trouble accessing the public health care system.

Healthy Sundays is a collaboration of seven member organizations of Catholic Health Services of Long Island. The events are staffed by hospital volunteers, doctors, physician assistants, nurses, management staff, and support staff who volunteer their time and talent. Since May 2008, St. Francis Hospital has provided a total of 1,266 health screenings at 17 Healthy Sundays events (through October 2010). Participants with abnormal test results are referred to community physicians, the Martin Luther King, Jr. Community Health Center (which is staffed by Catholic Health Services of Long Island), or one of our affiliated hospitals. The cost of follow-up care is funded by Catholic Health Services. For information on upcoming Healthy Sundays events, call 516-629-2013.
St. Francis Hospital’s new community outreach van set out on its maiden voyage in August 2009, expanding a cardiac outreach program that has been providing free health screenings to the medically underserved population on Long Island for the last 20 years.

Previously limited by space constraints at community centers and parish outreach sites, the program is now based out of a customized three-room van that is well-equipped with an examination room/EKG area, a lab station and counseling area, and a waiting room offering educational materials.

Free health screenings are offered frequently across Long Island to men and women age 18 years or older who are not currently under the care of a physician and either have Medicaid or lack health insurance. Screenings include a cardiac history, blood pressure, simple blood test for cholesterol, and diabetes screening. Call 516-629-2013 for upcoming dates and locations.
Striving for a Broader Reach

Over the next few years, St. Francis Hospital will expand its community outreach effort even further by finalizing new partnerships with other health care providers. These include:

- Hiring an internist to coordinate care for outreach patients with needs beyond cardiac care.
- Collaborating with the staff at South Bay Cardiovascular Associates, a physician practice which recently joined St. Francis Hospital, to identify and provide care for the underserved in their primary service area on the South Shore of Suffolk County.
- Working within Catholic Health Services of Long Island to support the operations of a new community health clinic.
- Coordinating screenings with Catholic Charities to build upon their existing relationships at senior day care centers and immigration centers.

In addition to its formal outreach program, St. Francis Hospital regularly identifies and provides care for patients without health insurance referred through health clinics such as Rotacare, a free medical clinic for the uninsured based in Nassau County, and plans to expand through another health clinic in Hicksville.

For more than 30 years, St. Francis Hospital also has been providing pro bono cardiac care to children from economically and technologically disadvantaged countries through a partnership with the international Gift of Life program (a few children are pictured above). For more information, call 516-562-6025.
Emergency Care and Response

The Emergency Department of St. Francis Hospital provides full-time emergency care to all patients regardless of ability to pay. St. Francis has invested in a major expansion of its emergency department to better accommodate the demand for care. Among the enhancements are wireless telemetry monitoring and a dedicated CT scanner which can noninvasively detect a heart attack in less than 15 seconds.

Emergency preparedness activities are yet another way St. Francis Hospital helps assure the health of the community. It is not enough to house the best medical resources on-site. By training other medical responders and the general public about using Automated External Defibrillators (AEDs), administering first aid, and performing CPR, we can prepare others to respond in medical emergencies when seconds count. Many courses are offered at no or low cost.

In 2010, St. Francis Hospital hosted two free AED training sessions to provide an introduction to the device which is now widely available in public settings and can prevent sudden death following a cardiac event. St. Francis Hospital also sponsored a well-publicized CPR marathon in February 2010, to emphasize the importance of learning this life-saving technique. For more information on emergency response courses such as these, call 516-629-2036.

St. Francis Hospital takes an active role in disaster planning, and has made major investments in training and equipment to support this effort. The Hospital’s decontamination team partners with the Office of Emergency Management in both Nassau and Suffolk counties. St. Francis is also a member of the Regional Resource Center, which is a collaboration of groups prepared to mobilize in the event of a disaster in the region.
Promoting Health and Wellness

We have all heard tragic stories of student athletes collapsing on fields because of undetected underlying heart conditions. A string of recent tragedies inspired Richard D’Agostino, M.D., to create the Student Athlete Cardiac Screening Program at St. Francis Hospital, a free community benefit which is available to all high school student athletes.

Both Dr. D’Agostino, Chief of Orthopedics at St. Francis, and Sean Levchuck, M.D. (pictured above), the Hospital’s Director of Pediatric Cardiology, are spurred on by the mission of preventing these episodes by detecting and assessing cardiac abnormalities that can put a strain on an athlete’s heart, particularly when he or she engages in strenuous physical activity.

St. Francis Hospital has held several student athlete screening events at the Hospital since November 2009 and plans to continue on a quarterly basis. The screening includes noninvasive diagnostic tests such as an EKG and echocardiogram. Each student athlete is evaluated by a St. Francis pediatric cardiologist who reviews the findings of the tests and determines if further testing is necessary. For information on upcoming student athlete screenings, call 516-629-2038.

Each year, thousands of individuals receive free blood pressure and cholesterol screenings and/or wellness screenings provided by a team of St. Francis Hospital nurses. They bring these services out into the community at local libraries, parishes, senior centers, companies, and community centers across Long Island. For information on upcoming screenings, call 516-629-2038.
During Father’s Day week in 2010, 334 men received free prostate cancer screenings sponsored by St. Francis Hospital at three sites. Several of the men attending the event were motivated by a family history of the disease, and many others felt just as strongly about early detection. Free screenings are also offered every September. For information, call 516-629-2038.

The Women’s Center of St. Francis Hospital, a state-of-the-art imaging center featuring a wide range of diagnostic services, also organizes no-cost activities related to breast cancer awareness for the benefit of the community. For information, call 516-629-2400.

Free flu immunizations are offered to hundreds of seniors and members of their household both at the Hospital and in conjunction with the Healthy Sundays program at local parishes. For information, call 516-629-2038.

In addition to its outreach efforts, St. Francis Hospital offers free or low-cost health education sessions on topics such as nutrition, smoking cessation, safety and fitness at its satellite campus. A newly expanded stop smoking clinic at St. Francis provides free services, including a seven-session class, 24-hour Smoker’s Hotline, and support through an “I Quit Club.”

The Hospital’s annual health fair features all of these offerings as well as a special program focusing on the health needs of seniors. To request a community calendar with a complete listing of educational events, call 516-629-2038.
Our Mission in the Community

More than 60,000 visits are made each year to the St. Francis Hospital Cardiac Fitness and Rehabilitation Center at the DeMatteis Center campus. This medically-supervised exercise program has proven beneficial for those who have had a cardiac procedure or a heart attack, as well as for anyone at risk for heart disease. Programs for physical therapy, pulmonary rehabilitation, specialized senior exercise groups, tai chi, yoga and more are also offered at the DeMatteis Center. For information, call 516-629-2040.

Through its Diabetes Care Center, St. Francis Hospital provides a comprehensive disease management program to diabetics and their families. The educational program emphasizes knowledge of the disease, treatment, self-management and awareness of possible complications and their prevention. Participants meet individually with a certified diabetes nurse and nutritionist educators, as well as in small groups for learning activities. For information, call 516-629-2045.

The Congestive Heart Failure (CHF) Program at St. Francis Hospital provides outpatient evaluation and treatment for patients with CHF, which is the number one cause of hospitalization in patients over age 65. A new telehealth program and transportation assistance make this program accessible to those for whom access to care is a concern. For information, call 516-629-2090.

The St. Francis Cardiac Research Institute is a recognized national leader in cardiac noninvasive imaging, including cardiac magnetic resonance imaging (cardiac MRI), nuclear imaging and three-dimensional echocardiography. This technology helps detect disease in its earliest stages so that preventive measures can be taken years before symptoms even appear. St. Francis Hospital subsidizes the research program with approximately $4.5 million annually. Patients participating in studies have access to diagnostic tools and therapies which may not be otherwise available. For information on volunteering for a study, call 516-629-2037.
Health Resources
St. Francis Hospital Physician Referral Line
1-888-HEARTNY (1-888-432-7869)

For more information or to request the latest community calendar with all of our Community Health and Education programs, call 516-629-2038.

Visit our website at www.stfrancisheartcenter.com. Additional information and a schedule of community health and education programs can be found by clicking on Education and Prevention Programs.

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