



# VISION

FOR A WORLD OF COMPASSIONATE, QUALITY CARE

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*OPPORTUNITIES - ESPECIALLY  
FOR THE UNDERSERVED*



## St. Mary Medical Center Mission

St. Mary Medical Center is a community of caring people committed to extending and strengthening the healing ministry of Jesus.

– Member of Catholic Health East,  
Sponsored by Hope Ministries

## St. Mary Medical Center Vision

Through God's loving spirit, St. Mary Medical Center serves the needs of those who entrust their lives to us, cherishing the whole person — physically, emotionally, and spiritually — with special commitment for the poor and underserved.



June 2012

### Dear Friends of St. Mary Medical Center,

By far, the greatest privilege of working in healthcare is the ability to make a difference in peoples' lives. Not just in the lives of patients who need care in our hospital or at one of our outpatient facilities, but also in the lives of people who need help finding their way to resources that can bring about positive change in well-being and overall health. It is particularly rewarding to see the improvement people can make in their lives, especially underserved families in Bucks County who are fighting to overcome various socioeconomic, educational, and other challenges of daily living that ultimately affect one's personal health status.

For this reason, St. Mary Medical Center, in partnership with numerous social and human service agencies throughout the county, dedicates millions of dollars to address the most critical health concerns and disparities in our community. In 2011, this investment exceeded an all-time high of more than \$16.5 million.

Every one of our community benefit dollars is responsibly stewarded to address gaps in service and barriers to healthy living identified by a recent Community Health Needs Assessment. Using the insights of this countywide assessment as a guide, we continue to pinpoint the focus of our programs and services on the most prevalent healthcare needs of our culturally diverse and growing community. (For a copy of the final assessment report, "The Key to a Healthy Community," visit the St. Mary website at [www.StMaryHealthcare.org/communityreports](http://www.StMaryHealthcare.org/communityreports).)

Some of our top community benefit priorities for 2011 focused on expanding our outreach and services for homeless families and single mothers; facilitating greater access to primary and preventive healthcare and social services for the poor and uninsured; and providing targeted disease-prevention, health-promotion, and educational programs for community members of all ages.

St. Mary Medical Center is proud of its venerable tradition as a Catholic healthcare provider — and of our ongoing efforts to influence personal lifestyle choices and promote good health among all residents of our great county. This year's annual report highlights some of our more notable success stories and positive outcomes for children and adults at all stages of life, made possible one person and one program at a time.

Sincerely,

Gregory T. Wozniak  
President and Chief Executive Officer

## Elements of Our Community Benefit Program

- Age-appropriate educational outreach, health screenings, and programs to promote health, prevent disease, and manage chronic health conditions
- Uncompensated medical care and financial assistance (charity care) for the uninsured and underinsured
- Charitable gifts and in-kind donations to human service and social service organizations dedicated to improving the community's health



## Financial Assistance for Families in Need

Uninsured patients and those with limited incomes who cannot afford to pay for all or part of the care they received at St. Mary Medical Center are welcome to consult with a St. Mary financial counselor to discuss potential options for financial assistance. Our counselors assist individuals in applying for Medical Assistance and the Children's Health Insurance Program (CHIP).

For applicants who do not qualify for Medical Assistance or CHIP, the St. Mary Financial Assistance Program may be a possible resource. To qualify for no-cost medical care through the St. Mary Financial Assistance Program, family income must be at or below 250 percent of the federal poverty level. Family income must be below 400 percent of the federal poverty level to qualify for partial assistance.

For more information, please call 215.710.6546.

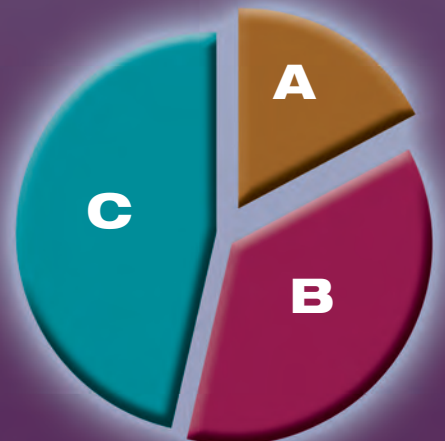


### St. Mary's Investment in Community Benefit — 2011

<b>A.</b> Financial Assistance (Charity Care)	<b>\$2,848,696</b>
<b>B.</b> Unpaid Cost of Medicaid	<b>\$6,044,797</b>
<b>C.</b> Community Programs and Services	<b>\$7,611,065</b>
<b>TOTAL</b>	<b>\$16,504,558</b>

### Financial Assistance - Eligibility Guidelines

Family Size	Free Services (250 percent)	75 Percent Discount (300 percent)	50 Percent Discount (350 percent)	25 Percent Discount (400 percent)
1	\$27,925	\$33,510	\$39,095	\$44,680
2	\$37,825	\$45,390	\$52,955	\$60,520
3	\$47,725	\$57,270	\$66,815	\$76,360
4	\$57,625	\$69,150	\$80,675	\$92,200
5	\$67,525	\$81,030	\$94,535	\$108,040
6	\$77,425	\$92,910	\$108,395	\$123,880
7	\$87,325	\$104,790	\$122,255	\$139,720
8	\$97,225	\$116,670	\$136,115	\$155,560





## Promoting Health and Preventing Disease

For many years, St. Mary Medical Center has connected families and individuals to a world of quality care that reaches far beyond hospital walls. Through our community benefit program, we have demonstrated our long-standing commitment to health promotion and disease prevention, and have taken a leadership role in our efforts to counter the increasing prevalence of chronic diseases and poor health brought on by lifestyle and genetic risk factors, as well as the natural process of aging.

In recognition of this ongoing work, St. Mary, for the first time in 2011, was named to the World Health Organization's International Health Promoting Hospitals (HPH) Network. Through our HPH designation, St. Mary will be able to align our existing and future community benefit programs with internationally proven best practices — and to share our own knowledge and successes for the greater good of the global community.

### Programs for Children, Teens, and Families

In Bucks County, 43 percent of all children, as well as 46 percent of children in low-income households are overweight. Pennsylvania ranks 25th in the nation for the number of children aged 10 to 17 who are obese, according to the National Survey of Children's Health.

Childhood obesity is a disconcerting national and local health issue that St. Mary Medical Center is working to address. We believe that it's never too early to engage children in an outlook of wellness that can last a lifetime, so our community benefit program includes a wide variety of educational activities and programs to impart the building blocks of good health at every age and for every family member. Thanks to our strong and growing partnerships with school districts, school nurses, physicians, local farms, businesses and townships, and dedicated families, we have helped improve the wellness of hundreds of children in Bucks County.

An excellent example of this philosophy in practice is our multifaceted Families Living Well initiative. The goal of our Families Living Well programs is to improve the overall health of children and adults by increasing fruit and vegetable consumption, increasing physical activity, and increasing self-esteem at an early age through specific programs such as such as KidShape 2.0 (which includes TeenShape and KinderShape), Now You're Cookin'!, CATCH (Coordinated Approach To Child Health) Kids Club, and Chop-Chop Cooking Camp. In all, for calendar year 2011, 4,406 students and families took part in our Families Living Well programs.

Nearly nine years ago, St. Mary Community Health Services launched KidShape®, a family-focused weight-management program for students 6 to 13 years old, in the Neshaminy School District. The national program came with an interactive agenda designed to help children who

#### Targeting the Greatest Areas of Unmet Need

To better partner with our community in promoting health and preventing disease, our community health needs assessment included the Behavioral Risk Factor Surveillance Survey (BRFSS) of Bucks County Adults, which tracks health behaviors and risk factors for chronic disease. The survey found that:

**32%**

did not visit the doctor in the last year for a routine visit

**8%**

could not purchase medication in the last year due to cost

**18%**

indicated that access to healthcare has the greatest impact on their family

**14%**

cited lack of affordable housing as the greatest impact on their family vs. community

**62%**

said they were overweight or obese

**38%**

were told by their healthcare provider that their cholesterol is high

**10%**

were told they had a heart attack, coronary heart disease, or stroke

**7%**

were told they had diabetes

**21%**

said they had no leisure time for physical activity

**20%**

said they were a current smoker



## PORTRAIT OF SUCCESS

### THE SENKUNGU FAMILY

Drucilla Senkungu is the mother of three daughters — Peace, Joy, and Grace — all of whom participated in the KidShape program and attended the Kidshape reunions in October 2007 and March 2011. KidShape is a fun family-centered lifestyle program designed to help families start a lifetime of health and confidence.

Drucilla decided to enroll her family in the program because she wanted her children to have the opportunity to hear about healthy choices from someone other than herself. As a family, they were trying to exercise and eat healthier.

“In the classes, we learned different ways of introducing children to new foods, how to read labels and nutrition facts, and how to make better food choices,” Drucilla explains.

“Putting a visual to the sugar in a cup of lemonade had a great effect on the girls. We also learned how to do exercises together as a family.”



Drucilla says the program has benefitted her family because they now have the tools and resources for adopting a healthier lifestyle along with family support.

“They’re children, so once in a while we allow them to have something that is not the most healthy, but often remind them of the healthier choice they could have made. The children eat more vegetables now with their meals and have learned how to prepare their own healthy snacks. We also read the nutrition labels on the products we buy at the market.”

For the Sengunku family, the KidShape reunions were great reminders of the goals they have set for themselves, and seeing other people keeping up with a commitment to lead healthy lifestyles was inspirational.

“Thanks to KidShape, the habits our children learn now will stick with them through adulthood. As parents, we are models for our children when it comes to leading a healthy lifestyle. The program taught us so much,” says Drucilla.

were identified as being overweight to become healthier by making better food choices and being more active. Over the next several years, KidShape expanded into nine Bucks County school districts, and in the fall of 2011 we launched the next generation of the popular program, KidShape 2.0.

In 2011, 92 children and 64 families took part in KidShape — the highest enrollment to date. Participation in this and our other Families Living Well programs such as Now You’re Cookin’!, Chop-Chop Cooking Camp, Time for Teens and CATCH — with an additional combined enrollment of over 700 participants — demonstrates our commitment to further assist families in Bucks County to achieve optimum health and wellness. For more information on KidShape 2.0, visit [www.StMaryHealthcare.org/kidshape](http://www.StMaryHealthcare.org/kidshape).

In 2011, we intensified our educational outreach in the area of pediatric injury prevention and sports injury prevention in partnership with the Bucks County chapter of Safe Kids USA®, the Bucks

County Department of Health, the American Red Cross, area school districts, other community agencies, and St. Mary physicians and staff. Areas of focus included teen driving safety, car seat safety, home safety, child passenger safety, bike safety, poison prevention, playground safety, and fire safety.

Recognizing that concussions have become a significant concern among school athletes, the St. Mary Trauma Center held a series of

concussion prevention and management programs during 2011. Through this initiative, we provided concussion education and neuro-cognitive baseline testing for 2,500 high school athletes, as well as targeted education to 500 coaches, parents, teachers, nurses, and school counselors. A regional trauma conference also was held in the spring for primary care providers and emergency personnel.



## Programs for Adults and Senior Adults

As we age, our risk of having a stroke or being diagnosed with heart disease or cancer increases with each passing year. To help county residents better understand and manage their personal risk factors for these and other potentially life-threatening diseases, St. Mary Community Health Services offers a variety of targeted educational programs, health-related special events, and free health screenings for adults of all ages.

A new initiative rolled out in October, 2011 was "Road to Healthier Living," a chronic disease self-management program designed for individuals diagnosed with heart disease, chronic obstructive pulmonary disease, diabetes, arthritis, asthma, or another persistent medical condition. Stroke and cancer survivors also are encouraged to attend the six weekly workshops, which are held in local community settings, such as senior centers



free skin cancer screening, held in May 2011, was attended by 115 community members. Twelve suspected skin cancers were detected during the screening.

St. Mary also provided 294 free influenza vaccinations and 50 free pneumonia vaccinations to community members in 2011. As a health-promoting hospital, we also host special events throughout the year to raise awareness about risk factors and warning signs for some of the most commonly diagnosed diseases in our region.

Among the events held in 2011 were:

- Our third annual Jog for Joints event, a professionally timed 5K run/walk and orthopedic patient reunion walk of up to one mile, attracted more than 300 people. Jog for Joints is held each spring to promote a healthy lifestyle that includes regular physical activity.
- "We Are Family" a Power to End Stroke Awareness and Educational Event, held during National Stroke Awareness Month in May in partnership with the American Stroke Association. More than 300 attendees received information about stroke prevention, risk factors, and warning signs; and more than 40 stroke screenings were conducted during the event.
- A breast cancer awareness event that highlighted the touching stories of three women who received care at the St. Mary Breast Center. More than 150 people attended the event, which was held during Breast Cancer Awareness Month in October.
- Two educational and screening events, held in the fall at the St. Mary Heart and Vascular Center in collaboration with St. Mary vascular specialists, focusing on peripheral artery disease (PAD). PAD is a dangerous buildup of fatty plaques in the lower extremities that can lead to a heart attack or stroke if untreated.



### Promoting the Health of Body, Mind, and Spirit

St. Mary Medical Center offers the following resources to members of the community to promote fitness, wellness, and a balanced approach to daily living:

- **St. Mary Wellness Center**  
Group exercise classes and personalized exercise programs.  
More information: **215.710.6861**
- **St. Mary Holistic Center**  
Therapeutic massage, yoga, and mind-body therapies.  
More information: **215.710.6948**
- **"Diabetes and You"**  
A five-week class on blood-sugar control, nutrition, and other topics in self-care.  
More information: **215.710.5812**

and senior housing complexes. In less than three months, more than 50 seniors with chronic health conditions participated in Road to Healthier Living workshops during 2011.

According to Stanford University School of Medicine, which developed the self-management program, participants reported better health, ability to participate in activities with fewer limitations, improved communication with family and their physicians, as well as a reduction in emergency department visits and hospitalizations. For more information, visit [www.StMaryHealthcare.org/roadtohealth](http://www.StMaryHealthcare.org/roadtohealth).

In 2011, we also continued our cancer-fighting efforts in the community through the St. Mary Breast Health Initiative — which provides free clinical breast examinations and screening mammograms to uninsured, financially eligible women age 40 and older — as well as through our annual skin cancer screening event at the St. Mary Regional Cancer Center.

Through the 2011 Breast Health Initiative, 433 women received clinical breast examinations, 394 of whom were referred for a screening mammogram — which detected breast cancer in five women. Our annual

## PORTRAIT OF SUCCESS

### DAWN AND LISA

- Senior Seminars, which were attended by 2,036 individuals, on health issues of concern to older adults. Topics featured in 2011 included eye disease, joint replacement, fall prevention, Alzheimer's disease, kidney health, high blood pressure, strength training, and PAD.

In addition, St. Mary supports numerous community-based health fairs at workplaces, houses of worship, and senior centers. In 2011, our Community Health Services Department provided health education and conducted screenings for Peripheral Artery Disease, stroke, balance, and sleep disorders at these events, which reached a total of 15,775 community members.

With the understanding that good health can be maintained through a combination of a balanced diet and regular exercise, the St. Mary Family Resource Center in Bensalem conducts the ever-popular Adult Nutrition Program. In 2011, 40 families engaged with our culinary nutritional counselors and learned how to create nutritious, tasty, and cost-effective meals for their families. The Family Resource Center exercise and fitness programs partnered with more than 400 residents to improve their health through participation in Jazzercise®, yoga, Pilates, and dance-exercise movement classes.

Support groups for people with various health conditions — including breast cancer, prostate cancer, heart disease, epilepsy, stroke, and Parkinson's disease, to name a few — are another useful resource made possible through our community benefit program. For a current list of support groups and their meeting schedules, visit the Community Health calendar at [www.StMaryHealthcare.org](http://www.StMaryHealthcare.org).

### 2011 Breast Health Initiative Snapshot

- **433** clinical breast exams
- **394** mammograms
- **66** diagnostic mammograms
- **5** breast cancers detected

Since St. Mary Medical Center launched the Breast Health Initiative in partnership with our radiologists in 2008, 962 women have received clinical breast screenings, 844 received mammograms, 152 women had diagnostic mammograms, 114 had ultrasounds, 70 women were referred to a breast surgeon for a consultation, and 38 women were sent for biopsies. Fourteen of those 38 women, who otherwise did not have access to breast care, were diagnosed and treated for breast cancer — and one woman was found to have non-Hodgkin's lymphoma.

Sisters Dawn and Lisa are two of those 14 women.

When Dawn first sought care at the BCHIP Adult Health Clinic in Bensalem for an injured shoulder, she suspected that she had more than a sore shoulder to worry about. Dawn had been watching a lump in her breast grow larger for several years. Because Dawn didn't have health insurance and because the lump



originally was diagnosed as fatty tissue, she chose to ignore the fact that it was growing — even though her intuition told her otherwise.

Staff at the BCHIP clinic referred Dawn to the St. Mary Breast Health Initiative, which enabled her to receive a free mammogram at the St. Mary Breast Center. The mammogram and further testing revealed that Dawn had Stage II breast cancer. Through the St. Mary Breast Health Initiative, she received the care she needed — mastectomy, chemotherapy, and radiation — and was guided to resources that helped her get health insurance and coverage through St. Mary's Financial Assistance Program for care not covered by her insurance.

Dawn isn't the only member of her family whose life was impacted by the Breast Health Initiative. Exactly one year later — almost to the day that Dawn was diagnosed — her sister Lisa found a nodule in her breast. Also uninsured and without the finances she needed to seek care, Lisa turned to the St. Mary Breast Health Initiative for help. Her treatment plan included radiation therapy, surgery, and chemotherapy.

Today, both women are looking forward to a healthier future and are extremely appreciative that the St. Mary Breast Health Initiative was there for them in their time of need.

"Not having the burden of wondering how I was going to pay for my treatment allowed me to concentrate on what I had to do to get better," says Dawn. "Knowing that there was help through St. Mary eased that burden for me."

Lisa agrees, "I am grateful every day for St. Mary and the programs they offered when I was frightened and worried. They helped me navigate through the worst time in my life, and everyone at the Breast Center was wonderful, right from the very first day."

## Increasing Access to Care and Services for the Underserved

On the surface, many towns in Bucks County appear to be affluent suburban communities. But in certain zip codes, such as those in the lower part of the county and along the border of northeast Philadelphia, a higher concentration of individuals and families face numerous socioeconomic challenges that limit their ability to access the medical and social services they need to attain a healthier standard of living.

At St. Mary Medical Center, our mission calls us not only to care for those who are sick, but also to reach out to those in need — especially to residents who are living in poverty or on the margins — to ensure a healthy community for everyone. For this reason, we devote millions of community benefit dollars each year to increase access to care and services for vulnerable populations, such as low-income single mothers and their children, the elderly, the homeless, and the working poor.

We do this through our St. Mary Community Ministries in Bensalem and our LIFE St. Mary program in Trevose, as well as through our numerous partnerships with like-minded community agencies that share our commitment to serving Bucks County's vulnerable populations.

### St. Mary Community Ministries

Providing a wide array of medical and social services from outreach facilities on Knights Road in Bensalem, St. Mary Community Ministries is composed of the Mother Bachmann Maternity Center, the St. Mary Children's Health Center, and the St. Mary Family Resource Center. Our Community Ministries also includes a long-time collaboration with the Bucks County Health Improvement Partnership (BCHIP), a nonprofit organization that provides primary healthcare to uninsured, low-income adults.



## Community Needs Index

To ensure our community benefit resources are addressing the most prevalent needs, especially among the poor, St. Mary Community Health Services uses several important sources of demographic data to develop strategic plans and programs. One such resource is the Community Needs Index (CNI), which is designed to assess health disparity by zip code using specific factors of healthcare access — including income, education, culture, insurance, and housing. The CNI allows us to identify gaps in service and align our resources to make the greatest impact.

Communities Surrounding St. Mary Medical Center		Poverty	Poverty Single	No High		Limited	Uninsured	Renting
Location	Zip Code	Age 65+	Female w/ Children	School Diploma	Minority	English		
Bristol	19007	51%	30%	25%	35%	14%	11%	39%
Bensalem	19020	40%	21%	15%	26%	19%	7%	43%
Croydon	19021	38%	22%	20%	14%	7%	6%	27%
Levittown	19056	25%	8%	12%	16%	10%	4%	30%
Warminster	18974	27%	19%	13%	14%	10%	5%	23%
Feasterville	19053	30%	17%	14%	10%	11%	5%	17%
Levittown	19057	33%	20%	16%	17%	5%	6%	19%
Levittown	19054	31%	10%	13%	10%	7%	5%	25%
Morrisville/Yardley	19067	22%	20%	7%	17%	9%	4%	22%
Langhorne	19047	24%	15%	10%	11%	7%	3%	22%
Warrington	18960	39%	19%	16%	4%	4%	5%	22%
Fairless Hills	19030	42%	15%	14%	14%	8%	7%	20%
Levittown	19055	33%	21%	17%	9%	6%	5%	11%
New Hope	18938	19%	14%	7%	6%	7%	4%	16%
Southampton	18966	24%	10%	7%	5%	10%	3%	12%
Newtown	18940	24%	6%	5%	9%	9%	2%	13%
Washington Crossing	18977	22%	0%	4%	5%	6%	3%	6%
Richboro	18954	12%	14%	5%	5%	12%	1%	3%

Source: Catholic Healthcare West in partnership with Solucient, LLC/Thomson Reuters, 2009

Our transitional housing program is one of the widely utilized services offered by St. Mary Community Ministries — and the number of families seeking our help continues to grow each year. In Bucks County, more than 1,145 individuals are homeless, and 48.4 percent of Bucks County residents have difficulty managing their housing expenses while also being able to pay for medical care for themselves and their families. In 2011, as part of our outreach to those in need, we expanded the St. Mary Family Resource Center's Homeless Services Initiative to address the ongoing problems of homelessness and housing instability in our community.

St. Mary's Homeless Services Initiative, in partnership with the Bucks County Housing Group and Bucks County Children and Youth, also provides families the opportunity to work towards an educational goal and a successful housing plan. Since its inception in 1998, the program has experienced a 73 percent success rate as measured by the ability to obtain sustainable housing and the pursuit of a GED or higher degree.

In 2011, 37 Bucks County families were placed in our transitional housing program — which grew from 10 to 20 apartments in April 2010, and expanded even further to 26 apartments by the end of 2011.

In December 2011, St. Mary partnered with the Bucks County Housing Group and Bucks County Children & Youth to pilot a new housing delivery system for six families who are chronically homeless. Through this initiative, experts from community-based agencies and faith-based organizations work together to build a support infrastructure to meet the needs of the chronically homeless along the path to self-sufficiency.



Along with the St. Mary Homeless Services Initiative, we support two programs led by Family Service Association of Bucks County: an eviction-prevention component for low-income

families and Aging in Place, a program for financially disadvantaged seniors residing in low-income housing sites. The eviction-prevention program has helped 54 families, and more than 1,000 seniors were helped through Aging in Place.

In addition to transitional housing and the homeless services continuum, St. Mary Community Ministries provides underserved individuals and families with literacy and citizenship training, employment skills training, health-promotion and disease-prevention programs, access to basic medical care, and a GED program. More than 5,000 children and adults benefit each year from these services.

Another high-priority area of unmet need in Bucks County is access to quality medical care by the uninsured/underinsured and low-income residents. For example, in our service area, a poverty rate of 16.8 percent was reported for female heads of household with children, according to data collected for the 2010 Community Health Needs Assessment.

St. Mary Community Ministries works to overcome these disparities through our Mother Bachmann Maternity Center, where we delivered 402 newborns in 2011, and our Children's Health Center, which enrolled 3,000 children in 2011. In addition, BCHIP, which St. Mary supports through ongoing financial assistance, cared for 1,337 patients at its Adult Health Clinic in 2011.

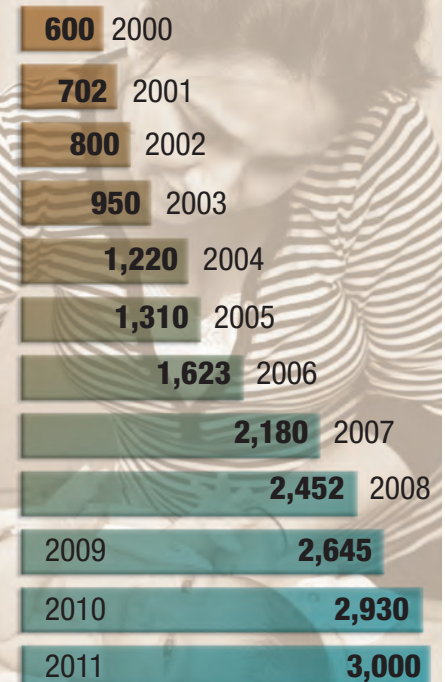


## St. Mary Community Ministries

- **St. Mary Family Resource Center** offers life-skills programs in collaboration with community partners to eliminate barriers to literacy, employment, housing, and other necessities of daily life.
- **Mother Bachmann Maternity Center** provides free prenatal and maternity care, including screening for gestational diabetes and postpartum depression, to uninsured and underinsured pregnant women, as well as breast-feeding guidance, nutrition education, and financial counseling.
- **St. Mary Children's Health Center** provides preventive and primary healthcare to disadvantaged Bucks County children and houses the federal Women, Infants, and Children (WIC) Program in space donated by St. Mary Medical Center.

## St. Mary Children's Health Center

Total Enrollment 2000-2011





Through our collaboration with Catholic Social Services, 345 patients at the Mother Bachmann Maternity Center were screened for postpartum depression risk in 2011. Of that number, 127 women were found to be at risk and were provided with confidential mental health counseling during their pregnancy. After childbirth, 16 mothers were treated for postpartum depression and were able to continue their mental health therapy at Mother Bachmann Maternity Center. In addition, 31 women received support through home visitation case-management services.

## LIFE St. Mary

Launched in March 2010, LIFE St. Mary continues to meet the complex needs of older residents in our county — many of whom are living on modest fixed incomes — and the family members responsible for overseeing their care. LIFE St. Mary is a Program of All-inclusive Care for the Elderly (PACE), an innovative model of long-term care designed to assist frail and disabled older adults and to allow them to live safely at home with help from a team of healthcare experts specializing in geriatric care.

The hub of LIFE St. Mary is our LIFE Center in Trevoze, where many of the program's services — from primary medical care, dental and vision care, and prescription medicines, to rehabilitative therapies, social services, nutrition counseling, and healthy meals — are provided to participants. Home healthcare and transportation to and from medical appointments and the LIFE Center also are among services provided through LIFE St. Mary.

According to our needs assessment, 28 percent of adults age 65 and older in our service area are classified as falling below the poverty line, and 10.5 percent of seniors in Bucks County did not fill a prescription due to cost. People in this age group are more prone to chronic disease and life-threatening illness — and, consequently, are more likely to require specialized medical care, hospitalization, and prescription medicines.

In 2011, the program enrolled more than 100 participants, an increase over 2010 enrollment, and has capacity for up to 200. LIFE also has resources for family caregivers. For more information, visit [www.LIFEStMary.org](http://www.LIFEStMary.org) or call 267.991.7600.

## PORTRAIT OF SUCCESS

### PRISCILLA



Barely 19, Priscilla was pregnant and alone. Without a high school diploma and a job to support herself, she found herself homeless and uncertain about her future.

"I bounced around for a while, going from one shelter or friend's house to another," Priscilla says. "I just couldn't get the help that I needed to move forward in my life."

This was until she was referred to Mother Bachmann Maternity Center, part of St. Mary Community Ministries in Bensalem.

"The Mother Bachmann Center is a prime example of charitable organizations and community groups coming together to address an important issue with effective local solutions," said Michael Fitzpatrick, U.S. Congressman from Pennsylvania's 8th District, in a speech honoring the Center

from the floor of the House of Representatives in October 2011. "These types of programs not only provide quality health care services, but also empower women to take charge of their pregnancies and navigate their first trials as new mothers."

Priscilla received prenatal care at the Mother Bachmann Maternity Center and delivered her son at St. Mary Medical Center. Through the St. Mary Homeless Initiative, Priscilla and her baby are temporarily housed in one of the 26 apartments that St. Mary provides for families who find themselves homeless.

"With the guidance of many committed professionals, Priscilla has succeeded in accomplishing many goals she has set forth for herself. She has earned her GED and is now attending Bucks County Community College, where she's pursuing an Associate's degree in paralegal studies. Priscilla has exceeded her academic abilities and is excelling in all her classes. She entered our Emergency Housing Program when her son was only two weeks old and has accomplished all these challenges as a single mother," says Social Worker Gwen Lejambre.

"Once I knew my son and I were safe in our own apartment, I was able to think about my future. With the help of people at St. Mary, I came up with a budget and a plan for my education," Priscilla says.

In the fall of 2011, the Mother Bachmann Maternity Center celebrated its 20th anniversary of providing comprehensive maternity care to uninsured, low-income women. During this time, more than 4,838 babies have been delivered through the care given to their mothers.



## PORTRAIT OF SUCCESS

### JACK

When Jack relocated from Atlanta, his daughter Marcy knew that he would require an increased level of personal and medical care. Soon after his arrival in Bucks County, Jack required emergency treatment for an aortic aneurysm. Jack was weak with limited mobility and could not shower or perform daily tasks without assistance. He also had an infection in his foot and required intensive rehabilitation.

These changes in Jack's health made it extremely challenging for Marcy to care for her father. As his only child and a full-time schoolteacher, Marcy knew she could not be accessible at all times to tend to the many needs of her father.

"I wanted him to be safe, get the care he urgently needed, yet not feel isolated," says Marcy.

It was during Jack's rehab at St. Mary that a physician recommended LIFE St. Mary to Marcy as an alternative to nursing-home placement for her father. When he applied and joined LIFE St. Mary, everything changed for Jack and Marcy. Every day, a personal care aide comes to Jack's apartment to help him shower and change, and to remind him to take his medications.

On weekdays following Jack's in-home care, a LIFE van brings him to the LIFE Center in Trevoise, where he enjoys breakfast and lunch, and participates in a variety of recreational activities. At the center, Jack also sees his doctors as needed. Later in the day, the LIFE van returns Jack to his home, where it is comforting to know that LIFE staff are available by phone 24 hours a



day, seven days a week should emergency needs come up.

LIFE supports an individual's desire to reside at home and provides many medical and supportive services not covered by other plans. For Marcy and her dad, LIFE St. Mary has made a world of difference.

"My father receives excellent care from everyone at LIFE St. Mary, and he is so happy now," says Marcy. "The program truly is a life-changer."

## Addressing Barriers to Health and Independence



Improving the health of our community involves more than expanding access to basic medical care and efforts to address problem of homelessness, as we described in prior sections of this report. We also recognize that educational, cultural, and other external factors can influence a person's overall health, well-being, and quality of life. That's why, through community benefit resources such as the St. Mary Family Resource Center, we are helping to minimize or eliminate these barriers to health and self-sufficiency.

A top priority identified in our 2010 Community Health Needs Assessment was the need to incorporate cultural and linguistic understanding into patient communications, especially for those seeking care at St. Mary Community Ministries in Bensalem. People served at the Community Ministries are racially and ethnically diverse and include emigrants from more than 45 countries, including India, Mexico, China, Colombia, Guatemala, Russia, Pakistan, and Korea. Forty percent speak a primary language other than English. They are generally the working poor and families living below the poverty level.

Our partnerships with Vita Education Services and Welcoming the Stranger help newly emigrated families assimilate into the American culture through a variety of educational and outreach programs. In 2011, these organizations provided English-as-a-second-language classes to 255 people, basic literacy and general equivalency diploma (GED) classes to 132 people, and citizenship preparation classes to 124 individuals.

In addition to women and men seeking U.S. citizenship, the St. Mary Family Resource Center serves community members who need support with personal, educational, and financial development. Programs are designed for all ages and a variety of interests and individual goals.

For example, through our Fun'n'Fitness After-School Program, 53 middle school students were introduced to a new educational program filled with dance movement and exercise. Penn State Extension, Bucks County, also included 392 contact hours, which covered the basics of healthy living, diet, and good nutritional values. The goal of this program is to teach children healthier lifestyle choices at a young age.

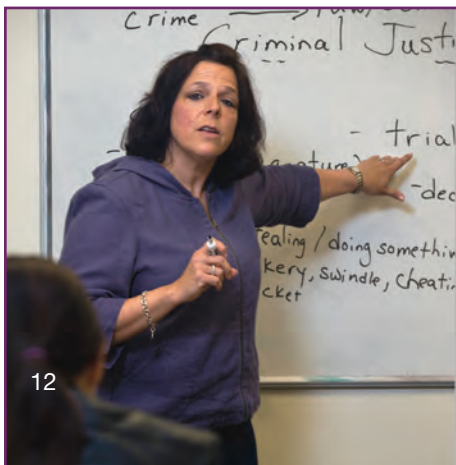
Yoga for Youth provided instruction to 113 preschool-age children on the fundamentals of shapes, colors, numbers, sounds, and animals using yoga movements and the musical sounds of everyday nursery rhymes and familiar songs.

More than 1,600 residents participated in Jazzercise®, yoga, Pilates, and dance-exercise movement classes led by the St. Mary Family Wellness Center's certified instructors, who encourage and motivate adults towards their weight-loss goals and healthy living. Forty families took part in our adult nutrition classes, which were offered by Penn State Extension, Bucks County. Topics included food preparation, nutritional facts, and caloric intake. Our Family Resource Center also hosted nutrition classes for the Vita Bensalem Head Start.

Through our Outreach Adolescent Program, guidance was provided to 30 teens who faced issues such as self-esteem and anger management using theater arts, yoga, Pilates, exercise-movement, and positive encouragement as an outlet for self expression.

Staying abreast of new technology is critical for success in today's workforce, and the Technology Center at the Family Resource Center is helping our community members do just that. In 2011, the center provided 240 adult students with instruction in basic computer skills and modules on English skills and office-productivity software.

Our outreach also included educational sessions for family members who want to improve their parenting skills. In fact, 1,755 adults attended a parenting group or a parenting support group through community outreach or at the St. Mary Parenting Center and the Bensalem Learning Center. An additional 184 adults attended insurance outreach programs.



## Community Collaborations

The work we do every day to better the health and well-being of residents in Bucks County is made possible by our ongoing partnerships with the nonprofit organizations mentioned throughout this report. We continue to look for new ways to collaborate with agencies that share our goals and vision for a healthier community.

One of our most successful collaborations to date is between the St. Mary Parenting Center on the campus of St. Mary Medical Center in Langhorne and the Bucks County chapter of Safe Kids USA®, which focuses on the prevention of childhood injuries at school, at home, and in other settings. Our work together helps to ensure that children throughout the region grow up in the safest and healthiest environment possible.

As a result of our partnership, in 2011 Bucks County Safe Kids performed 522 car-seat safety inspections and distributed 210 free car seats to eligible Bucks County families. In addition, 50 children attended educational programs on bicycle safety; 1,409 children learned about poison prevention; and 336 adults attended a home safety, first aid, playground safety training, or a Kids for Cribs program.

Another long-time collaboration is with the HealthLink Medical Center in Southampton. This nonprofit community health clinic offers primary care and dental services to people who are working but cannot afford health insurance or are not offered coverage by their employers.

Each year, St. Mary supports HealthLink through grants, in-kind donations of services, and medical supplies for the benefit of this target patient population.



## Living Our Mission and Values

### Advance Healthcare Directive

Advance directives are a way of making your voice heard if you become unable to communicate your treatment preferences to your family and physicians. Advance directives enable you to decide how much or how little medical treatment you want when you can no longer make these decisions. St. Mary Medical Center supports our patients' right to make personal decisions about their treatment options, including life choices surrounding critical illness.

St. Mary respectfully implements all Advance Healthcare Directives in accordance with the Ethical and Religious Directives for Catholic Health Care.

More information: 215.710.5902 or 215.710.5036

### Bereavement Support Group

Grief can feel unbearably lonely, but there are healthy ways to cope with death of a loved one, such as connecting with others who also are grieving. The St. Mary Bereavement Support Group, which was attended by 48 individuals in 2011, is a resource for people to share feelings and personal experiences. Meetings are scheduled over six weeks in the spring, fall, and winter at St. Mary Medical Center and facilitated by St. Mary chaplains who are certified by the American Academy of Bereavement.

More information: 215.710.5902

### Catholic Health East Global Health Ministry

The community benefit resources provided by St. Mary Medical Center reach into some of the poorest regions of the world — in particular, through our participation in Catholic Health East's (CHE) Global Health Ministry. Eleven St. Mary nurses, physicians, and non-clinical colleagues volunteered to serve on three Global Health Ministry medical missions in Peru, Jamaica, and Guatemala in 2011.

Our support of the Peru mission provided more than 200 patients with needed surgical care, and more than 500 people in remote towns throughout the Andes were cared for by our primary care team. This team also helped continue the Madre y Niño education program focused on reducing maternal mortality.

St. Mary also supports CHE's medical and surgical missions with generous donations of needed medications and medical supplies. In addition, many current and past Global Health Ministry volunteers traveled to North Jersey on a hot Saturday in August to pack a 40-foot shipping container filled with medicines, supplies, and equipment for overseas delivery to Peru.

### Comfort Companions

The patients, family, and staff of St. Mary Medical Center have been deeply touched by the kindness and comfort provided by the volunteers in our No One Dies Alone (NODA) program. NODA is designed to provide solace and companionship to terminally ill patients and peace of mind to their family caregivers. Specially trained volunteers called Comfort Companions sit with patients who are alone as the end of life approaches or whose family members need to be away from the hospital and their loved one for brief periods. In 2011, our Comfort Companions volunteered 284 hours to the NODA program and provided support to patients and their families in eight different patient care units.

More information: 215.710.5140

### Palliative Care

Our Palliative Care team is a resource for patients who are diagnosed with chronic and life-limiting illnesses. The team aims to enhance the quality of life of patients and their families and to provide comfort through the prevention and treatment of symptoms, including pain relief. Our Palliative Care team provided services to more than 1,000 patients in 2011.

More information: 215.710.4616 or 215.710.5036

## Acknowledging Our Community's Support

Primary medical care for uninsured children, transitional apartments for homeless families, and KidShape 2.0 are among the numerous community benefit resources made possible by the generous support of corporate, government, and individual donors. Their designated gifts to the St. Mary Medical Center Foundation enable us to connect children, teenagers, and adults of all ages with the resources that can make a meaningful difference in their current and future well-being.

We would like to express our sincere appreciation to the following donors for their contributions to our community benefit initiatives in 2011:

Allegany Franciscan Ministries, Inc.

Brickman Foundation

Church & Dwight Co., Inc.

County of Bucks Division of Health & Human Services

Cruisin' Classic Car Club, Inc.

Independence Blue Cross

Janssen Pharmaceuticals, Inc.

Lydia Fisher Warner Memorial Trust

Susan and Thomas McGrath

Mr. & Mrs. David J. Minno

Pennsylvania Department of Health — Bureau of Family Health

Ms. Tolulope Sobanjo

Mr. Dale Van Aken & Dr. Deborah Van Aken



## Resources for Those in Need

If you or someone close to you needs help finding support for issues relating to housing, healthcare, employment, or parenting, as well as other personal or family issues, the following organizations and agencies are here to help:

### **A Woman's Place**

215.343.9241  
24-Hour Hotline 1.800.220.8116  
[www.awomansplace.org](http://www.awomansplace.org)

*Provides comprehensive free, private, and confidential service, support, education, outreach, and advocacy to victims of domestic violence, their children, and the community.*

### **American Red Cross Homeless Shelter**

215.949.1727  
[www.redcrosslbcc.org](http://www.redcrosslbcc.org)

*Provides emergency shelter and case management for families in crisis.*

### **Bensalem Head Start**

215.244.1620  
[www.bcheadstart.org](http://www.bcheadstart.org)

*Head Start helps preschool children develop intellectually, socially, emotionally, and physically, and helps prepare them for kindergarten.*

### **Bucks County Children and Youth**

215.348.6900  
24-Hour Child Abuse Reporting Hotline 1.800.932.0313  
[www.buckscounty.org/government/departments/humanservices/ChildrenandYouth/index.aspx](http://www.buckscounty.org/government/departments/humanservices/ChildrenandYouth/index.aspx)

*The county child-welfare agency provides protective services, information, and referral services.*

### **Bucks County Health Department**

215.345.3318  
[www.buckscounty.org/government/departments/humanservices/HealthDepartment/index.aspx](http://www.buckscounty.org/government/departments/humanservices/HealthDepartment/index.aspx)

Domestic Violence Task Force,  
215.949.5041

Bucks County Wellness Partnership,  
215.710.5079

### **Bucks County Housing Group**

215.598.3566  
[www.bchg.org](http://www.bchg.org)

*Bucks County Housing Group is a private, nonprofit social service organization that provides a wide range of housing and related social services to homeless and low-income families.*

### **Bucks County SAFE KIDS Coalition**

215.710.5976  
[www.pasafekids.org](http://www.pasafekids.org)

*SAFE KIDS promotes the prevention of childhood injuries through education, collaboration, and advocacy.*



### **Catholic Social Services Bucks County Family Service Centers**

215.945.2550  
[www.familyservices-phl.org/buckscounty.html](http://www.familyservices-phl.org/buckscounty.html)

*Provides counseling and case management services, pregnancy and adoption services, and immigration/refugee settlement services.*

### **Child, Home & Community**

888.215.9770 or 215.348.9770  
[www.chcinfo.org](http://www.chcinfo.org)

*Provides prenatal programs for pregnant adolescents, fathers-to-be, and their support people. Offers parenting skills training and monthly gatherings for young parents and their children.*

### **Children's Health Insurance Program (CHIP)**

800.986.KIDS  
[www.chipcoverspakids.com](http://www.chipcoverspakids.com)

*CHIP is Pennsylvania's program to provide health insurance to all uninsured children and teens who are not eligible for or enrolled in Medical Assistance.*

### **Collaboration Works!**

215.510.3365

*Dedicated to bridging the gap between ages, races, communities, and cultures through performing arts.*

### **Family Service Association**

215.757.6916 • [www.fsabc.org](http://www.fsabc.org)

*Protects, maintains, strengthens, and enhances individuals, families, and children, and their social and psychological functioning.*

### **HealthLink Medical Center**

215.364.4247 • [www.healthlinkmedical.org](http://www.healthlinkmedical.org)

*A free clinic that provides primary medical and dental care to families and individuals ages 19 to 65 who are employed, who do not have health insurance, and whose earnings fall within 200 percent of the federal poverty guidelines.*

### **Penn State Cooperative Extension, Bucks County**

215.345.3283  
<http://bucks.extension.psu.edu>

*The Expanded Food and Nutrition Education Program (EFNEP) helps parents with limited resources acquire knowledge, improve skills, and change behavior to achieve health and well-being.*

### **Vita Education Services**

215.345.8322  
[www.vitaeducation.org](http://www.vitaeducation.org)

*Provides free adult education services including basic literacy, GED preparation, adult diploma program, and English-as-a-second language.*

### **Welcoming the Stranger**

215.702.3445  
[www.welcomingthestranger.org](http://www.welcomingthestranger.org)

*A ministry of the Lower Bucks Center for Church and Community, which provides free classes in English, computers, and citizenship to immigrants and refugees in Lower Bucks County.*

### **Women, Infants, and Children (WIC)**

Lower Bucks 267.580.3570  
Central Bucks 215.345.3494  
[www.buckscounty.org/government/departments/humanservices/HealthDepartment/WICBenefits.aspx](http://www.buckscounty.org/government/departments/humanservices/HealthDepartment/WICBenefits.aspx)

*Provides a supplemental health and nutritional program for pregnant and breastfeeding women and for children under 5 years of age who meet financial and nutritional eligibility requirements.*

### **YWCA of Bucks County**

215.953.7793  
[www.ywcabucks.org](http://www.ywcabucks.org)

*Supports youth services, family centers, and self-sufficiency programs, and offers employment training services and the Senior Shared Housing Program.*





*It's your health. Expect more.*

**St. Mary Community Health Services**

1201 Langhorne-Newtown Road  
Langhorne, PA 19047  
215.710.6875  
[www.StMaryHealthcare.org](http://www.StMaryHealthcare.org)  
[www.facebook.com/stmaryhealthcare](http://www.facebook.com/stmaryhealthcare)

**St. Mary Community Ministries**

Bensalem Square Shopping Center  
2546 Knights Road  
Bensalem, PA 19020

**Mother Bachmann Maternity Center** ■ 215.245.4334

**St. Mary Children's Health Center** ■ 215.245.8873

**St. Mary Family Resource Center** ■ 215.245.8563

**BCHIP Adult Health Clinic** ■ 215.633.8652