



Catholic Health Services

Report to the
COMMUNITY
-2019-





A *Message* from the **C.E.O**

At Catholic Health Services we share a commitment to continuously improve the health and quality of life of the communities we are privileged to serve. How we contribute to the quality of life and the environment in our communities has always been a key measure of our success and it will continue to be so as we move forward.

At CHS we strive to manage our resources and advance our healing ministry in a manner that benefits the common good now and in the future. In spite of today's challenges, we see this as a time of hope and opportunity for the future of healthcare. We want to acknowledge the men and women who continue to work together in a spirit of cooperation to meet the health care and social service needs and priorities of our community.

Through the dedicated efforts of almost 3,000 employees in eight different ministries of services, all dedicated to making a difference in the health and welfare of the vulnerable in our community, we delivered nearly \$14 million in charitable or uncompensated care to those who most need it. We are committed to rising to the new challenge that each day presents and fulfilling our CHS Mission with quality care and quality service..

Sincerely,

Joseph M. Catania
President & CEO
Catholic Health Services





Mission Statement

To provide health care and services to those in need
To minimize human suffering
To assist people to wholeness
And to nurture an awareness of their
relationship with God.

Vision Statement

Catholic Health Services will strive to improve the health, independence, and spiritual life of the elderly, the poor and the needy in the Archdiocese, through innovative and proactive approaches to:

- Managing care and providing services
- Facilitating transitions across levels of care
- Community partnerships and collaboration
 - Advocacy efforts



Responding with Compassion and Skill to Community Needs

The objective of the community health needs assessment conducted by our inpatient rehabilitation hospitals is to identify the crucial needs in the communities we serve and to identify ways in which we can help to address those needs.

The following are some of the common medical conditions treated by our combined rehabilitation hospitals and collectively made up 66.1% (2/3) of the total patient population treated in fiscal year 2018/19:

- Brain Injury: 20.9%
- Stroke: 16.41%
- Other Neurological Disorders: 12.7%
(Multiple sclerosis, Muscular dystrophy, Parkinson's disease, Motor neuron diseases, Polyneuropathy)
- Spinal cord injury: 2.9%
- Amputation: 1.4%
- Hip fracture: 10.1%
- Major multiple trauma: 1.7%

Among the health needs that have been identified by our rehabilitation hospitals as being within the organization's capacity and expertise include:

*Reduce readmissions: It is through community-based educational programs, care transitions, and preventative services that we plan to reduce the need for costly admissions by preventing future strokes, fractures, and brain injuries.

*Reduce Falls: we will address this need through programs such as (STEADI), and provision of osteoporosis/fracture prevention services via medical outpatient clinics.

*Expand education, follow-up and prevention services: We will address this need by working closely with Medicare Advantage and commercial providers to provide further education regarding appropriate triage of post-acute care services in an effort to improve community health and quality of life, minimizing the impact of re-hospitalization.

Support groups at Catholic Health Services have a professional leading the discussion and providing education for members. People who suffer from a medical illness can also feel less isolated when they can relate to others in a similar situation. Together, group members support and strengthen each other as they learn to problem-solve and cope with life's challenges.

Support groups topics covered during the year include:

- Stroke 101
- Fall Prevention/Fatigue Management/Exercise
- Role of Nutrition
- Recovery and Rehabilitation—A Lifelong Journey.
- Treating Stroke with Drug Therapies
- Social Work Issues.
- Wellness Wheel Exercise.
- Emotions, Depression and Communication
- Self-esteem and Intimacy.
- Speech and Memory



Celebrating 15 years at St. Anthony's

The best way to celebrate a special occasion is marking
it

Anna Hayes was the first patient to receive outpatient Aquatic Therapy at St. Anthony's 15 years ago when the indoor pool was built. She was also the inspiration for the current weekly Aquatic Wellness Class. "It really was a blessing!" says Anna.

Her journey with Catholic Health Services started in 2005 after years of pain and land physical therapy that was not helping her. Anna remembers a time when she needed compresses after therapy sessions to be able to make it home. After being recommended for aquatic therapy, she stumbled upon St. Anthony's newly built indoor pool and met Mary Kay Piechura, certified aquatic therapist. They became instant friends and remain close friends till this day.

Aquatic therapy changed Anna's life. She felt the difference right away; every session felt invigorating while easing her pain. When her condition worsened and Anna required surgery for severe spinal stenosis, she refused to go to any other rehab facility and returned to St. Anthony's for inpatient therapy. She later moved into St. John's Skilled Nursing Facility when she wasn't quite ready to go home and needed to continue treatment. Among her best memories while at the CHS facilities, Anna remembers spending Christmas at St. John's and feeling right at home. "If you're going to be sick, this is the place to be," says Anna. She will never forget the loving care and attention she received daily from the staff.

Mary Kay was the first aquatic therapist at St. Anthony's when the pool was inaugurated in 2005. Once she started working in the pool, she never got out. She dedicated the rest of her career as a therapist to aquatic rehab after witnessing the great impact it had on Anna and many other patients over the years. She was able to achieve results she would've never seen with traditional land therapy and that was all the encouragement she needed.

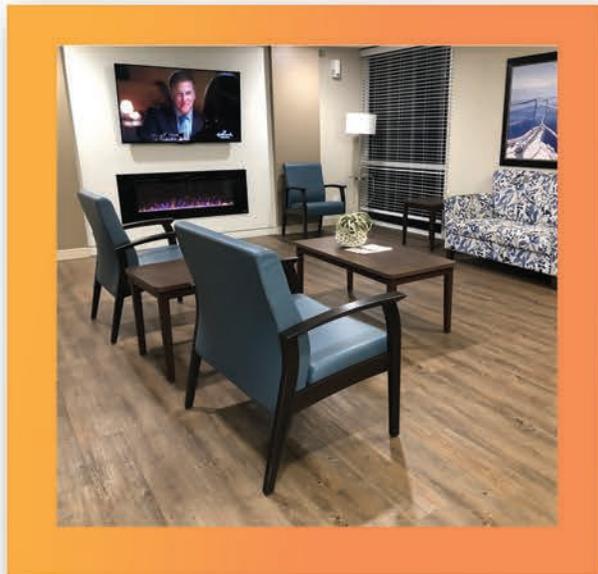
Anna is currently receiving therapy at home because she no longer drives and can't make it to St. Anthony's for her sessions and Mary Kay is now retired, but they remain friends and see each other often.



St. Andrew Towers renovates and celebrates with residents and friends!

Catholic Housing Management unveiled the newly renovated Tower 2 at St. Andrew Towers. The CHS community gathered to commemorate the afternoon with a lovely reception and tour of the freshly designed facility. The comprehensive \$7 million renovation project also provides spacious and comfortable areas for our residents, promoting a renewed sense of community as they gather in the new library or lobby or the community rooms for special lunches or lectures.

Our communities offer low income independent seniors safe and secure comfortable homes with ample opportunities for socialization. Staff at each housing community plans activities and monthly events calendar based on the tastes, likes, interests, and suggestions of the residents they serve. There are always interesting and fun places to visit or lectures, educational programs and hobby-oriented meetings to attend. The average age of our active seniors is 78. Wellness nurses, who take blood pressure, review medications and answer general health care questions, also routinely visit most of the communities. Rent for these properties are 30% of the resident's adjusted gross income with an average of \$240 per month.



Architects, construction, design, finance and management team

Thank you to JWR Construction Services, Gallo Herbert Architects, Atlantic Pacific Communities, Urban Group, H3G Design, Department of Housing and Urban Development, J. Patrick Fitzgerald, and Klein Hornig Law Firms, and the St. Andrew Towers staff and residents for making this project such a success!

Assisting our Bahamian neighbors

On September 1, 2018 the eye of Hurricane Dorian made landfall on the Abaco Islands with maximum sustained winds of 185 mph, making it the strongest hurricane on record to affect the Bahamas. Hurricane Dorian killed at least 65 people in the Bahamas – 54 on Abaco and 11 on Grand Bahama.

Over the course of two endlessly torturous days, Hurricane Dorian caused unprecedented catastrophic damage to the Islands leaving over 70,000 people homeless and many missing altogether. Catholic Health Services quickly put together a system wide campaign, with radio partners Entercom South Florida and the Good Greek Movers to assist our friends in the Bahamas.

Together we filled a 60 foot truck with more than 100 cases of water and 300 boxes filled with items such as non-perishable foods, first aid items, medicines, baby formula and diapers, blankets, bedding and gently used clothing.



CHS is in the fight to #ENDALZ

Every year we continue our important work in supporting the Alzheimer's association quest to accelerate the research required to end the dreadful disease. The Alzheimer's Association is the leading voluntary health organization in Alzheimer's care, support and research. The association has undertaken a multitude of diverse research initiatives working toward methods of treatment, prevention and, ultimately, a cure.

It makes us proud to show up as the largest contributor to the local Alzheimer's association and largest team on the ground at the Walk to End Alzheimer's at Museum Park in Miami.



We value our Volunteers

IndependentSector.com recently released the new value of volunteer time of \$25.43 per hour and announced that the latest value is up 3% from the previous year. When we deploy our volunteers to the community to serve and represent the organization, we do so with great confidence in the quality of the time they spend and the strength of the message they extend.

Our volunteers make every community benefit event special and personal. Not only are our volunteers experts in the scope of services their own facility offers but they fully understand the role each facility plays within the greater organization and are proud to share the knowledge and educate the public. Through a very natural networking synergy they have bonded through the Mission and look forward to working events together. This fiscal year, Catholic Health Services contributed in excess of 1100 hours and over \$30,000 in staff time.

The CHS Marketing Department ended Volunteer Appreciation Week with a beautiful luncheon at Cantina Laredo in Gulfstream Park! It was an afternoon of good food, lots of laughs and meaningful connections. We're so proud and thankful for all our employee volunteers who dedicate their time and efforts to impacting and improving the lives of others in our community. You are appreciated more than you'll ever know! We couldn't do the wonderful things we do for the community without YOU!



CHS boards the Mayflower at Thanksgiving

Every year the Catholic Health Services family comes together to provide funding, assistance or useful goods to an important local cause that reflects our community spirit and aligns with our brand and service offerings, as well as our organization's Mission.

This year we boarded the MAYFLOWER and traveled throughout the community - from one CHS campus to another, gathering donated food for Thanksgiving dinners for the elderly benefactors of Pantry of Broward.

The Pantry is a "one-stop shop" for seniors struggling to live on low fixed incomes and grandparents raising their grandchildren. The Pantry of Broward has come close to our hearts as they routinely provide nutritional food items to many of our low income seniors at St. Boniface Gardens, a Catholic Housing Management community in Broward County.

Turkeys and typical holiday food items, as well as staples, were donated by the staff and families of our 32 Catholic Health Services facilities. Volunteers from throughout CHS descended at the Pantry the following day - sorting, bagging and distributing the food in preparation for Thanksgiving meals.





SKILLED NURSING & LONG TERM CARE



Catholic Health Services skilled nursing facilities offer various clinical specialties including orthopedic care for those recovering from total joint replacements. SNFs provide rehabilitation and nursing care for patients who require short-term recovery following an acute illness or accident.

Our long-term care residents benefit from a fully integrated and interdisciplinary team approach to care. Cultural diversity is respected and many members of our staff are bilingual.

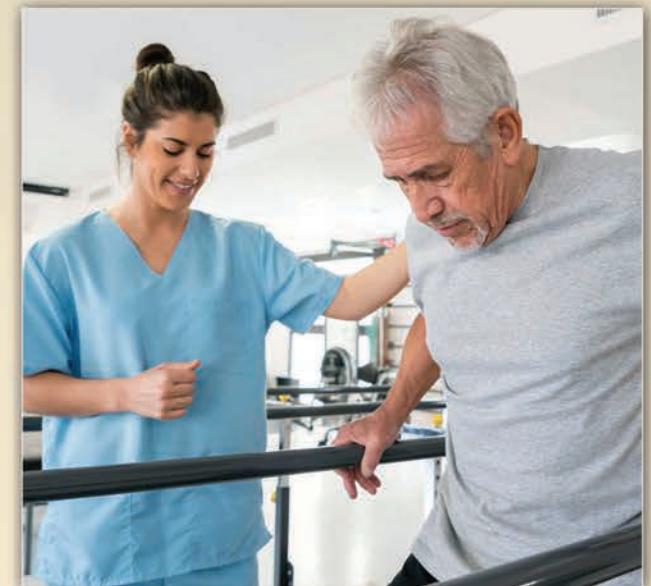
**St. John's Nursing Center • Villa Maria Nursing Center
St. Anne's Nursing Center • Villa Maria West Skilled Nursing Facility**



REHABILITATION

Catholic Health Services has 3 stand alone specialty rehabilitation hospitals and one outpatient satellite facility. The goal of rehabilitation is to maximize a patient's ability and help him or her learn to live independently. We bring the latest advanced technology to rehabilitation with all the most sophisticated equipment. Each of our rehabilitation hospitals features the most refreshing centerpiece service in the industry... an indoor aquatic center for in and out-patient therapy.

**St. Catherine's Rehabilitation Hospital • St. Catherine's West Rehabilitation Hospital
St. Anthony's Rehabilitation Hospital • St. Catherine's South Outpatient Clinic**





HOME HEALTH SERVICES



Catholic Health Services home health professionals work together with you and your physician to tailor personal, one-on-one support to meet your health care and home assistance needs. A highly-skilled team of clinical associates provides a vast array of homecare services including nursing, disease and pain management, physical, occupational and speech therapy, and assistance with daily activities. Catholic Health Services home health agencies have earned an exceptional reputation for providing innovative solutions that improve health and enhance the quality of life for our patients.

Catholic Home Health Services of Broward
Catholic Home Health Services of Miami-Dade



ASSISTED LIVING

aim to foster as much autonomy as the resident is capable of. Assisted living provides a balance of residential living, medical and recreational services, and assistance with day-to-day living activities. Catholic Health Services offers 140 beds in a combination of newly renovated private and semi-private accommodations including all home cooked meals, daily Mass and culturally diverse bilingual activities in lovely settings with plenty of common living spaces and outdoor gardens.

St. Joseph Residence • St. Anne's Residence

A middle ground between independent living and nursing homes, Catholic Health Services Assisted Living Facilities





There are 1,500 children enrolled in Centro Mater programs, from infancy to 12 years of age at five different educational and recreational campuses in Hialeah, Hialeah Gardens and Little Havana.

All five sites have been honored with the National Association for the Education of Young Children and have received the Florida Gold Seal.

Centro Mater was the first child care center in Florida to combine a pre-school, a Charter School K to 5th grade, before and after-school programs. The majority of Centro Mater staff is bilingual in English and Spanish, reflecting the ethnic composition of its clients. Over forty years in operation, Centro Mater centers have established a record of the highest distinction serving a diverse population.

**Centro Mater West II • Centro Mater Walker Park • Centro Mater Child Care Center
Centro Mater Child Care Services • Centro Mater West Child Care Center**



INDEPENDENT LOW INCOME COMMUNITIES

Catholic Housing Management operates sixteen subsidized apartment communities in South Florida for active, independent seniors with limited financial resources. Meticulously maintained buildings and beautiful grounds provide a lovely home where seniors can enjoy a variety of activities and conveniences, including group outings, educational programs, common rooms, libraries, exercise classes and on-site visiting vendors. Most are walking distance to shopping areas and places of worship. There are always interesting and fun places to visit or lectures, educational programs and hobby-oriented meetings to attend.

**St. Elizabeth Gardens • St. Mary Towers • St. Andrew Towers • Stella Maris House
St. Anne's Gardens • St. Joseph Towers • Archbishop Carroll Manor • Palmer House
Archbishop Hurley Hall • St. Joseph Manor • St. Boniface Gardens • Marian Towers •
St. Vincent de Paul Gardens • Archbishop McCarthy Residence
St. Dominic Gardens • St. Monica Gardens**





Catholic Hospice assists families in caring for a loved one with reverence and dignity at the most vulnerable time in life's journey. Catholic Hospice provides responsive end-of-life care for patients of all ages and faiths. We provide spiritual and psychological support in order to help patients live their lives to their fullest capacity. Catholic Hospice offers comprehensive comfort care for patients and a helping hand for families.

Catholic Hospice provides care in Broward, Miami-Dade and Monroe counties, in private homes and health care facilities, as well as in the Inpatient Care Centers at the CHS West Campus, Holy Cross Hospital and St. Anne's Nursing Center.



**Catholic Cemeteries
of the Archdiocese of Miami**
Honoring Faith and Traditions

of believers, a community unbroken by death. Each cemetery consists of 125 acres designed, developed and landscaped to provide a setting of beauty and tranquility. Inspirational chapels provide places of peace for reflection and prayer with celebration of the Mass each month in remembrance of the faithful departed.

Compassionate, professional counselors guide families through decisions both at time of need and in planning for future needs.

Catholic Cemeteries perform a sacred function on behalf of the entire Roman Catholic faith community. They serve as symbols of the extended community



Our Lady of Mercy • Our Lady Queen of Heaven



Catholic Health Services

8 SERVICE LINES • 38 FACILITIES • 2,500 EMPLOYEES

NORTH CAMPUS

St. John's Nursing Center
1,070 Patients Served

Catholic Home Health Services of Broward
565 Patients Served

St. Anthony's Rehabilitation Hospital
382 Inpatient Admissions
287 Outpatient Rehab & Clinic Patients Served

St. Joseph Residence
74 Residents Served

Catholic Health Transitions
132 Patients Served

VILLA CAMPUS

Villa Maria Nursing Center
1,112 Patients Served

St. Catherine's Rehabilitation Hospital
262 Inpatient Admissions
396 Outpatient Rehab & Clinic Patients Served

Catholic Home Health Services of Miami-Dade
386 Patients Served

SOUTH CAMPUS

St. Anne's Nursing Center
1,162 Patients Served

St. Anne's Residence
48 Residents Served

St. Catherine's South
450 Outpatient Clinic Persons Served

WEST CAMPUS

St. Catherine's West Rehabilitation Hospital
810 Inpatient Admissions
362 Outpatient Rehab & Clinic Persons Served

Villa Maria West Skilled Nursing Facility
618 Inpatient Admissions

Catholic Hospice
3,071 Total Patients Served

CATHOLIC CEMETERIES

Our Lady of Mercy
1,750 Interments

Our Lady Queen of Heaven
629 Interments

2,379 Families served by our Catholic Cemeteries on a pre-need basis.

CENTRO MATER

2,197 Children and their Families Served in 5 Child Care Centers in Little Havana and Hialeah.

CATHOLIC HOUSING MANAGEMENT

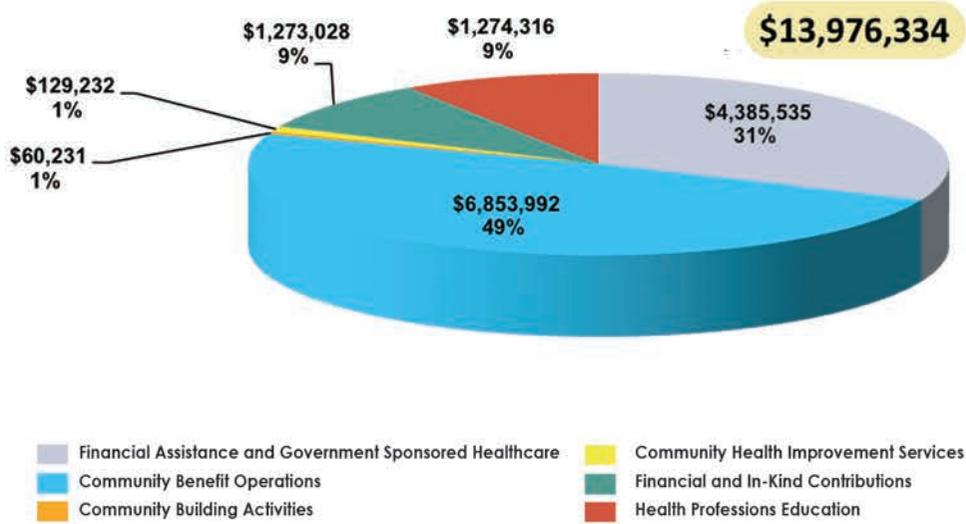
6 Communities in Broward
1,119 Residents

10 Communities in Miami-Dade
1,583 Residents

Catholic Health Services

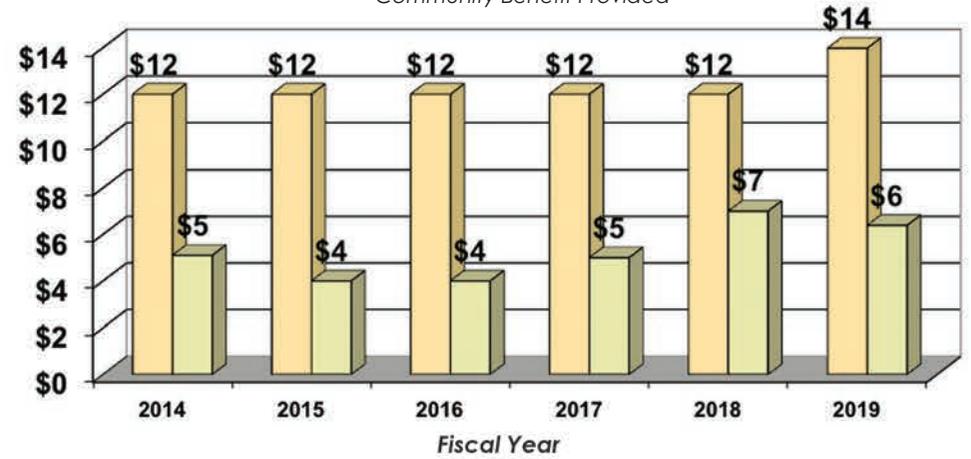
Community Benefit Breakdown

October 1, 2018 through September 30, 2019



Catholic Health Services

Community Benefit Provided

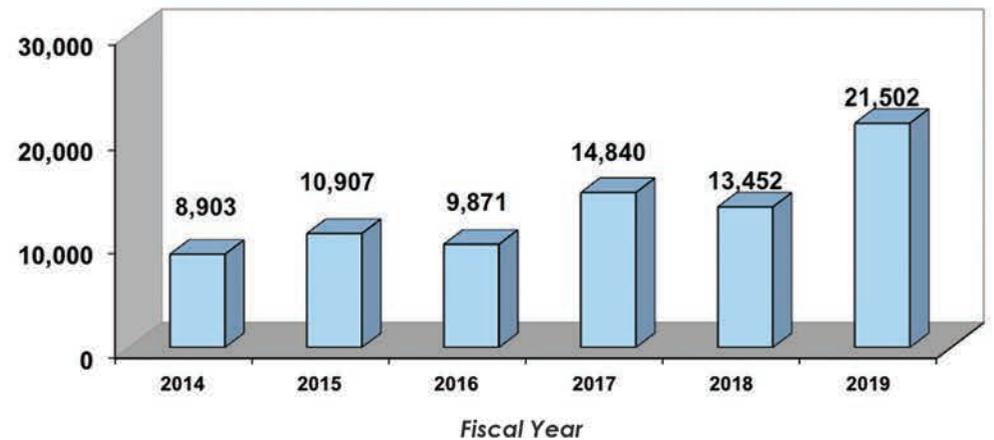


LIVES TOUCHED

	Community Benefit	Encounters
Financial Assistance and Government Sponsored Healthcare	\$4,385,535	547
Community Benefit Operations	\$6,853,992	14,057
Community Building Activities	\$60,231	2,355
Community Health Improvement Services	\$129,232	1,669
Financial and In-Kind Contributions	\$1,273,028	2,793
Health Professions Education	\$1,274,316	81
Total	\$13,976,334	21,502

Catholic Health Services

Total Persons Served



CATHOLIC HEALTH SERVICES

Catholic Health Services, Inc.

4790 North State Road 7.
Lauderdale Lakes, FL 33319
Telephone: 954-484-1515

St. John's Nursing Center

3075 N.W. 35th Avenue
Lauderdale Lakes, FL 33311
Telephone: 954-739-6233

St. Anthony's Rehabilitation Hospital

3487 N.W. 30th Street
Lauderdale Lakes, FL 33311
Telephone: 954-739-6233

St. Joseph Residence

3487 N.W. 30th Street
Lauderdale Lakes, FL 33311
Telephone: 954-739-1483

Villa Maria Nursing Center

1050 N.E. 125th Street
North Miami, FL 33161
Telephone: 305-891-8850

St. Catherine's Rehabilitation Hospital

1050 N.E. 125th Street
North Miami, FL 33161
Telephone: 305-357-1735

St. Catherine's South Outpatient Clinic

11855 Quail Roost Drive
Miami, FL 33177
Telephone: 305-252-4000

St. Catherine's West Rehabilitation Hospital

8850 N.W. 122nd Street
Hialeah Gardens, FL 33018
Telephone: 305-351-7181

Villa Maria West Skilled Nursing Facility

8850 N.W. 122nd Street
Hialeah Gardens, FL 33018
Telephone: 305-351-7181

Catholic Home Health Services of Broward

3075 N.W. 35th Avenue
Lauderdale Lakes, FL 33311
Telephone: 954-486-3660

Catholic Home Health Services of Miami-Dade

1050 N.E. 125th Street
North Miami, FL 33161
Telephone: 305-899-0400

St. Anne's Nursing Center and Residence

11855 Quail Roost Drive
Miami, FL 33177
Telephone: 305-252-4000

Our Lady of Mercy Catholic Cemetery

11411 N.W. 25th Street
Miami, FL 33172
Telephone: 305-592-0521

Our Lady Queen of Heaven Catholic Cemetery

1500 South State Road 7
North Lauderdale, FL 33068
Telephone: 954-972-1234

Catholic Hospice

14875 NW 77 Ave, Suite 100
Miami Lakes, FL 33014
Telephone: (305) 822-2380

Catholic Hospice IPU

8850 N.W. 122nd Street
Hialeah Gardens, FL 33018
Telephone: 305-351-7500

Catholic Housing Management

11410 N. Kendall Drive, Ste 306
Miami, FL 33176
Telephone: 305-757-2824

Archbishop Carroll Manor

3667 South Miami Avenue
Miami, FL 33133
Telephone: 305-854-8953

Archbishop McCarthy Residence

13201 N.W. 28 Avenue
OpaLocka, FL 33054
Telephone: 305-688-2700

Marian Towers

17505 North Bay Road
Sunny Isles Beach, FL 33160
Telephone: 305-932-1300

Palmer House

1225 S.W. 107th Avenue
Miami, FL 33174
Telephone: 305-221-9566

St. Andrew Towers

2700 N.W. 99th Avenue
Coral Springs, FL 33065
Telephone: 954-752-3960

St. Anne's Gardens

11800 Quail Roost Drive
Miami, FL 33177
Telephone: 305-234-1994

St. Boniface Gardens

8200 Johnson Street
Pembroke Pines, FL 33024
Telephone: 954-433-3899

St. Dominic Gardens

5849 N.W. 7th Street
Miami, FL 33126
Telephone: 305-262-0962

St. Elizabeth Gardens

801 N.E. 33rd Street
Pompano Beach, FL 33064
Telephone: 954-941-4597

St. Joseph Towers

3475 N.W. 30th Street
Lauderdale Lakes, FL 33311
Telephone: 954-485-5150

St. Joseph Manor

1210 N.W. 6th Avenue
Pompano Beach, FL 33060
Telephone: 754-222-6893

St. Mary Towers

7615 N.W. 2nd Avenue
Miami, FL 33150
Telephone: 305-757-3190

St. Monica Gardens

3425 N.W. 189th Street
Miami Gardens, FL 33056
Telephone: 305-628-2500

St. Vincent de Paul Gardens

10160 N.W. 19th Avenue
Miami, FL 33147
Telephone: 305-693-1590

Stella Maris House

8638 Harding Avenue
Miami Beach, FL 33141
Telephone: 305-865-6841

Centro Mater West Child Care Center

8298 N.W. 103rd Street
Hialeah Gardens, FL 33016
Telephone: 305-357-4395

Centro Mater Child Care Center

418 S.W. 4th Avenue
Miami, FL 33130
Telephone: 305-545-6049

Centro Mater II Child Care

421 S.W. 4th Street
Miami, FL 33130
Telephone: 305-545-6049

Centro Mater West II Child Care Center

7700 N.W. 98th Street
Hialeah Gardens, FL 33016
Telephone: 305-362-9701

Centro Mater Walker Park

800 West 29th Street
Hialeah, FL 33010
Telephone: 305-887-1140

Archbishop Hurley Hall

632 N.W. 1st Street
Hallandale, FL 33009
Telephone: 954-454-0855

FACILITIES LOCATOR

Catholic Health Services - Home Office

A) NORTH CAMPUS

- 1 St. John's Nursing Center - 181 Beds (Skilled Nursing & Long Term Care)
- 2 St. Anthony's Rehabilitation Hospital - 26 Bed Acute Medical Rehab & Outpatient Specialty Clinics
- 3 St. Joseph Residence - 78 Bed Assisted Living Residence
- 4 Catholic Home Health Services of Broward
- 5 St. Joseph Towers - 107 Units

B) SOUTH CAMPUS

- 1 St. Anne's Nursing Center - 205 Beds (Skilled Nursing & Long Term Care)
- 2 St. Anne's Residence - 48 Bed Assisted Living Residence
- 3 St. Catherine's South Outpatient Clinic

C) CENTRAL CAMPUS

- 1 Villa Maria Nursing Center - 212 Beds
- 2 St. Catherine's Rehabilitation Hospital - 22 Bed Acute Medical Rehab & Outpatient Specialty Clinics
- 3 Catholic Home Health Services of Miami - Dade

D) WEST CAMPUS

- 1 St. Catherine's West Rehabilitation Hospital - 40 Bed Acute Medical Rehab
- 2 Villa Maria West Skilled Nursing Center - 27 Bed Skilled Nursing

E) CENTRO MATER

(Pre-School & After School Programs)

- 1 Centro Mater West Child Care Center
- 2 Centro Mater Child Care Center
- 3 Centro Mater II Child Care Center
- 4 Centro Mater West II Child Care Center
- 5 Centro Mater Walker Park

F) CATHOLIC CEMETERIES

- 1 Our Lady Queen of Heaven
- 2 Our Lady of Mercy

G) HOUSING MANAGEMENT

- 1 Archbishop Hurley Hall - 121 units
- 2 St. Andrew Towers I - 219 units & St. Andrew Towers II - 219 units
- 3 St. Elizabeth Gardens - 151 units
- 4 St. Joseph Towers - 108 units
- 5 St. Boniface Gardens - 96 units
- 6 Archbishop Carroll Manor - 236 units
- 7 Archbishop McCarthy Residence - 114 units
- 8 Marian Towers - 220 units
- 9 Palmer House - 121 units
- 10 St. Dominic Gardens - 150 units
- 11 St. Mary Towers - 100 units
- 12 Stella Maris House - 137 units
- 13 St. Anne's Gardens - 96 units
- 14 St. Vincent de Paul Gardens - 102 units
- 15 St. Manica Gardens - 84 units
- 16 St. Joseph Manor - 63 units

H) CATHOLIC HOSPICE

- 1 Catholic Hospice
- 2 Catholic Hospice (IPU at West Campus)
- 3 Catholic Hospice (IPU at Holy Cross Hospital)
- 4 Catholic Hospice (IPU at South Campus)







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Phone: 954-484-1515

www.catholichealthservices.org

A Ministry of the Archdiocese of Miami