



ANNUAL REPORT 2010



The Diocesan Health Facilities, under the sponsorship of the Roman Catholic Diocese of Fall River, have as their mission, the provision of extended care to the chronically ill and disabled, with special emphasis on the care of the frail elderly. In response to Christ's teachings, we offer a full spectrum of care that meets the residents' physical, spiritual and emotional needs.

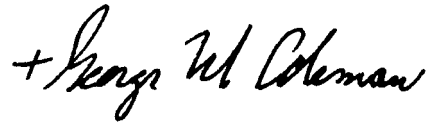
Dear Friends In Christ,

The Diocesan Health Facilities are committed to providing for our elderly in a way that upholds the dignity of life and carries out the healthcare mission of the Diocese.

The devotion shown to the men and women who are served in our programs demonstrates the compassion for which we are known and respected, as well as a spirit of generosity.

May God bless the Diocesan Health Facilities staff, residents and families.

Sincerely yours in the Lord,

A handwritten signature in black ink that reads "+ George W. Coleman". The signature is written in a cursive style with a small cross at the beginning.

(Most Rev.) George W. Coleman
Bishop of Fall River

Our commitment to maintaining our resident's independence and spirit is something we aim for each and every day we care for them.

The mission of compassionate health care that treats the whole person, both physically and spiritually, is one we are known for and can be proud of. We often hear from families whose loved ones have been entrusted to our care, and time and again, they thank us for lifting the spirits of their loved ones and themselves at often difficult times.

As we reflect on the past year, let us continue to offer dignity and individuality to all those we care for.

A handwritten signature in black ink that reads "Edmund J. Fitzgerald". The signature is written in a cursive style.

(Rev. Msgr.) Edmund J. Fitzgerald
Executive Director, Diocesan Health Facilities

Improving The Lives Of Those We Serve

At each of the skilled nursing and rehabilitation centers in our system, and within our two community programs, the main focus is to improve the lives of all those we serve.

We do this by facing challenges and remaining open to changes that benefit all that are entrusted to our care.

Over the course of the year 2010, each of our programs and areas of service carried on our tradition of caring, and we improved upon that tradition with updates to physical surroundings and changes to the way services are delivered to our residents and clients.

The trend to develop rooms that provide a setting for hospice and end of life care has expanded to include all five of the skilled nursing and rehabilitation centers in our system. These special care rooms are private rooms with accommodations and conveniences for residents and families in a serene and comforting setting. This is a setting where residents and their loved ones can share private, cherished moments during the resident's end of life care. Madonna Manor and Marian Manor completed renovations on their hospice and end of life care rooms this year and Our Lady's Haven plans to complete renovations on their end of life care room in early 2011.

Catholic Memorial Home has also continued to renovate and market semi-private rooms for use as short-term rehabilitation rooms. The rooms include amenities such as cable TV, telephone, and private bathrooms, making them more appealing for those requiring short-term rehabilitation prior to returning home. All of the homes have been successful at admitting a greater number of short-term rehabilitation residents for treatment, thanks to the efforts of the admissions teams in recruiting these residents, and marketing the facilities as short term rehabilitation and skilled nursing centers.

Each of our designated Alzheimer's units strives to enhance the care they provide. They do this by evaluating staffing patterns to better meet the needs of the residents on these specialized units. Staff are continually being educated with up to date methods of providing for the special needs of the residents, creating a greater sensitivity

about the unique issues that arise in caring for them. Resident-specific and varied group activities on the Alzheimer's units helps to meet the needs of the residents. The varied activities also promote socializing and foster a relaxed atmosphere.

Our residents participate in resident council meetings, where they discuss a wide range of topics. They also are involved in culture clubs, where they choose different activities that allow them to give back to the community. One example is collecting food items to make Thanksgiving baskets that are distributed at local food pantries. Residents also participate in their dining experiences by being involved in selecting their meals from a menu. This offers them a greater variety of food options and enhances their enjoyment and interest in eating. This selective dining practice has had a great response from residents and the nutrition departments work regularly to see what they can do to make this aspect of residential living even more pleasant for residents.

Through care that cherishes the residents' God-given humanity, dignity and individuality, they are able to experience the ministry of Jesus Christ. This approach to resident care sets our services uniquely apart from those of many other extended care facilities. While always providing the highest caliber of health care, ours is a holistic environment.





Clinical Services

Over the course of the year, Clinical Services continued to refine the standardization of services throughout the five homes.

Working with the Directors of Nursing, all policies and procedures were updated in areas such as medication reconciliation and anticoagulation protocols. Clinical Services also worked with all Directors of Nursing to advance concepts of culture change within the nursing departments. One area that expanded was consistent staff assignment. We also partnered with MassPro to formulate other best practices.

This department also worked with representatives from all five homes to address JCAHO National Patient Safety Goals and worked with Directors of Nursing to enhance the utilization of in-house per diem pools.

Knowledge Is Key To Continued Growth

Three of the Diocesan Health Facilities staff received certification from the National Catholic Health Care Ethics Program. Thomas Healy, Administrator and Jennifer Davis, Assistant Administrator, Catholic Memorial Home; and Manuel Benevides, Administrator, Sacred Heart Home completed the yearlong course administered by the National Catholic Bioethics Center in Philadelphia, PA. They join seven other Diocesan Health Facilities employees and former employees who have completed this intensive program. Monsignor Edmund J. Fitzgerald, Executive Director of the Diocesan Health Facilities, has sponsored them, and other staff who are currently enrolled in the program. The knowledge gained through the certification process assists our staff in dealing with the multiple ethical issues that arise in modern medicine.

Staff Development departments throughout the system are responsible for training, educating and orienting all employees and volunteers throughout the year to ensure competency and continued growth of all employees. Also included is state mandated and department specific information and education that is brought to employees throughout the year through various inservices. The role of Staff Development is an integral link to the operational success of the facilities.

At the Annual Employee Awards and Scholarship Banquet each year, hundreds of employees attend and honor employees for their years of service and dedication to the residents. Educational scholarships are awarded to employees who are continuing to study toward their goals of achieving degrees in their chosen fields. Others are selected by each of the facilities for the Reflection of Mission Award that honors those who go above and beyond in their interactions and commitment to residents, families and co-workers.

We recognize spiritual and social needs along with physical and medical needs in those we serve. We encourage the involvement of family members and significant others to be part of the health care team, and collaborate with residents, families and physicians to create individualized care plans.

Updating Our Surroundings

Each year in our facilities there are upgrades and renovations made to enhance the surroundings and ultimately the lives of those we provide for. The Facility Development and Planning Department works closely to assist in the planning and completion of work.

Over the last year, special care suites were added at three facilities and rooms were converted to accommodate short-term residents in settings that are designed to enhance therapeutic stays. Madonna Manor, Our Lady's Haven and Catholic Memorial completed these room renovations over the last year.

The renovation of corridors, dining rooms, nurses' stations and main entry reception areas adds new color and more efficient work spaces for staff at Catholic Memorial Home.

Outdoor spaces are also important and offer gardening opportunities and the chance to enjoy a safe and secure outdoor experience for residents. At Sacred Heart Home, a new garden and patio area was built for use as an outdoor area for residents to participate in the many gardening activities available at the home.

EldersFirst And Bethany House: Serving Our Elderly In The Community

The EldersFirst Care Management Program continues to provide nursing support and services to the elderly who live independently but need some assistance. Clients include elderly adults who reside in their homes, or in assisted living facilities, and adult children or legal guardians who reside at a distance.

Assessments can be done of the person's needs and recommendations made that will enable them to remain in his or her home. If this is not feasible, then the care manager will work with the individual and family to find the most appropriate placement.

EldersFirst is a member of the National Association of Professional Geriatric Care Managers, the Bristol Networking Group, the Alzheimer's Partnership and the

Bristol County Estate Planning Council where the Care Manager serves on the Board of Directors.

Bethany House Adult Day Health Care program remains at the forefront as an adult day health care provider. With a diverse client population, the program offers support services and skilled care to people who reside in Taunton and many surrounding communities. Referrals for enrollment continued steadily throughout the year from a variety of sources.

Bethany House is well known in the area, with its visibility maintained through continued community relations, newspaper coverage of special events, and coordination of client care with other service providers. Looking forward, Bethany House will continue to provide quality adult day health services to the community and finding creative ways to meet the financial challenges that face the industry.

We assist residents in achieving their maximum levels of independent living, nurture a home-like atmosphere, and cherish life as a gift that is meaningful... even in its final moments. The compassionate example of the religious sisters who originally staffed our institutions lives on today, in employees who are committed, not only to their jobs, but to a ministry of caring.



Volunteers Offer Helping Hands

In each of our homes, there are many individuals who generously give of their time and self. There are also those who do this as volunteers, and they each play an important role.

Volunteers offer support to staff and residents and their extra hands bring much needed assistance. Whether they are transporting residents to and from the chapel, or activities, their gift goes far to help residents and staff alike. We can never thank them enough, and we truly appreciate all the help they bring to each of our homes.

Pastoral Care

The Pastoral Care directors, chaplains and their volunteers play an important role as they work to meet the spiritual needs of our residents and staff. Throughout the year the pastoral care departments provide supportive spiritual care, lead religious ceremonies of worship including Eucharistic Prayer services, Memorial Prayer services and visits to residents who are not able to attend services in the chapel. Volunteer Eucharistic Ministers bring daily Communion to residents in their rooms.

Ecumenical Prayer Services are also offered for residents of various faith traditions in each of the facilities.

There were two great losses in the Pastoral Care departments at Madonna Manor and Our Lady's Haven in 2010. Fr. Robert Malone, CSC, Madonna Manor's priest chaplain, and Fr. Ambrose Forgit, SS.CC., Chaplain at Our Lady's Haven, passed away. They are fondly remembered and deeply missed by the residents and staff to whom they ministered.



We value both compassion and professionalism in our staff, and in response to these values, we actively support staff both in career development and in personal concerns. Without compromising our Christian roots and values, we maintain and re-affirm our responsibilities as leaders in the delivery of health care services to our region's chronically ill and elderly populations.





Diocesan Health Facilities

368 North Main Street
Fall River, MA 02720
508-679-8154
Facsimile: 508-679-1422
Website: www.dhfo.org

*Sponsored by the Roman Catholic
Diocese of Fall River*

Skilled Nursing And Rehabilitative Care Facilities

Catholic Memorial Home

2446 Highland Avenue, Fall River, MA 02720
508-679-0011 Facsimile: 508-672-5858
Contact: Carol Turton, Admissions Director

Madonna Manor

85 North Washington Street
North Attleboro, MA 02760
508-699-2740 Facsimile: 508-699-0481
Contact: Bethany Ucran, Admissions Director

Marian Manor

33 Summer Street, Taunton, MA 02780
508-822-4885 Facsimile: 508-880-1570
Contact: Kristie Venuto, Admissions Director

Our Lady's Haven

71 Center Street, Fairhaven, MA 02719
508-999-4561 Facsimile: 508-997-0254
Contact: Cory Souza, Admissions Director

Sacred Heart Home

359 Summer Street, New Bedford, MA 02740
508-996-6751 Facsimile: 508-996-5189
Contact: Ana Marques, Admissions Director

Community Programs

Bethany House Adult Day Health Care

72 Church Green, Taunton, MA 02780
508-822-9200 Facsimile: 508-822-8181
Contact: Phoebe Worcester, Program Director

EldersFirst – Care Management Program

368 North Main Street, Fall River, MA 02720
508-677-4367 Facsimile: 508-679-1422
Contact: Claire M. Sullivan, Care Manager

*Accredited by the Joint Commission on Accreditation
of Healthcare Organizations*

*Alzheimer's Units are accredited by the Alzheimer's
Association and are members of the Southeastern
Partnership.*