



ANNUAL REPORT 2009



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,

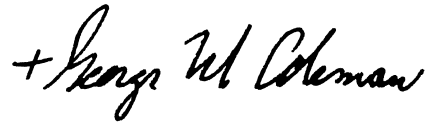
The Diocesan Health Facilities are united together in providing for residents and their families with caring and compassion.

I am proud of the superior medical skills given and contributions made to our residents, and the continued excellent work of all who are a part of the Diocesan Health Facilities system. You uphold the dignity of life, and are committed to carrying out the healthcare mission of the Diocese.

Thank you for devoting your professions to caring for all those in our programs and residences with generosity and a welcoming spirit.

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

As we live our mission of compassionate healthcare, we always strive to offer each person welcomed into our homes and programs the dignity and individuality that helps to maintain their independence and spirit.

Your knowledge and skills are dedicated to enhancing the lives of those entrusted to our care, and we thank you for that. You bring the quality healthcare we are recognized and respected for to those we are called to serve.

Let us look forward to continuing this tradition for many years to come, as we reflect on the past year.

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

## Our Mission At Work

At the Diocesan Health Facilities, the year in review offered moments that were notable, as well as unique.

The main focus, always, is to provide care that is the most beneficial to those in need, in a setting that offers the greatest solace, and in a way that is multidimensional, and improves quality of life. It is not always what we do in a single situation, but how we do it. It's the little things we do each and every day that can have the most impact.

Our mission is that we provide exceptional service to all who pass through our doors.

In order to fulfill our mission, we must face challenges and be open to changes that benefit those who are entrusted to our care.

Changes to our physical surroundings over the past year included the renovation of rooms dedicated to end of life care and short-term rehab stays.

Our Special Care Rooms are ideal for individuals needing end of life care, when complicating factors make staying at home not possible. Four of the facilities have already renovated rooms to meet these needs, and the fifth will be doing so in the near future. The Special Care Rooms allow residents and family members to experience a private room with accommodations and conveniences that provide medical services in a serene setting. We are committed to giving compassionate and supportive care to our residents and their families as they spend these cherished times together.

Two Rehabilitation Rooms were developed at Catholic Memorial Home in 2009 with plans to renovate three more rooms in 2010. These rooms are ideal for short-term rehab care and comfortably accommodate two residents and are designed especially to suit individual's needs during their stay. This setting is ideal for physician follow-up visits in the resident's rooms and for the physical and occupational therapists that design the treatment programs that get superior results. The Rehabilitation Rooms offer a smooth transition from their surgery and hospital stay, through the rehab process and ultimately their safe return home.

Marian Manor in Taunton completed an extensive renovation of the resident area and the lobby on the first floor. The lobby brings visitors and residents back to the era

when Marian Manor was the Taunton Inn, offering hospitality to guests and visitors from near and far. These changes succeeded in meeting many of the objectives of culture change set by the facility. Culture change supports the creation of long and short-term living environments where changes in practices and physical environments lead to more home-like settings for residents and staffs and this practice is ongoing at each facility.

Saving energy, protecting the environment and saving money are always top priorities for our facilities and programs. When replacing or upgrading to more energy efficient practices, rebates and cost savings make these types of projects more attractive financially and ultimately better for our environment. Replacing major appliances, attending to a variety of structural repairs and going green with various housekeeping practices took place throughout the system in the past year, enhancing the physical environment and safety of our residents and staff, while benefiting our environment.

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.





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.

## Changing Places – Changing Faces

As part of the passage of time, there are people who come and go in our working lives. The year 2009 was no different. Here are the management changes that occurred in our system.

- Sacred Heart Home in New Bedford gave a fond farewell to Jean M. Golitz, who retired as Administrator at the home in New Bedford after eleven years in that role. Prior to her appointment as administrator at Sacred Heart, she had worked as administrator at Our Lady's Haven in Fairhaven, and as Director of Nursing Services at Catholic Memorial Home in Fall River. As a result of her retirement, Manuel Benevides was promoted to Administrator at Sacred Heart Home from his position as Administrator at Our Lady's Haven.
- Michael Medeiros was named new administrator at Our Lady's Haven, after completing his Administrator in Training Program and obtaining his license. He had been Director of Food Services prior to his promotion, and was replaced by Elizabeth Perry as the new Director of Food Services. She had been this department's director from 2001 to 2003.
- Jennifer Davis was promoted to Assistant Administrator at Catholic Memorial Home in Fall River after completing the Administrator in Training Program and obtaining her license. A former social worker at Catholic Memorial Home, her focus will be on promoting rehab services, Alzheimer's and hospice care at the facility.
- Sister Dorothy Scesny, PBVM, was named as new Director of Pastoral Care at Sacred Heart Home, and continues the wonderful religious and spiritual support to the home's residents.
- Marla White, R.N. was named as Director of Admissions and Case Manager at Marian Manor in Taunton.
- Frances Higson, R.N., was hired as MDS Coordinator at Our Lady's Haven.

## Serving Our Elders In The Community

The EldersFirst Program provides nursing support and services to the elderly who reside at home or in assisted living facilities. Assessments are made of an elder person's needs and recommendations are made that will enable the elder to remain in his or her home. If this is not feasible, then the EldersFirst care manager will work with the elder or family to find the most appropriate placement. The Care Manager also completes assessments for long term care insurance companies. EldersFirst is a member of the National Association of Professional Geriatric Care Managers, The Bristol Networking Group, the Alzheimer's Association Partnership and the Bristol County Estate Planning Council.

With over 13 years serving the needs of adults in the greater Taunton area, Bethany House Adult Day Health Care remains in the forefront as an adult day care provider. Bethany House continues to have a strong census with an enrollment of over 92%. The adult day health center is well respected and regarded for the high quality program they offer to adults. Community visibility is maintained through community relations, newspaper coverage of special events and coordination of client care with other service providers.

## It Takes A Team

As always, successful teamwork creates an environment whose top priority is providing the best care possible for our residents and clients. Each department has a key part in making this happen.

The Nutrition and Food Service departments in the homes worked carefully to hold down expenses and to stay within their respective budgets. They all participated in a variety of fund raising events by providing the food services key to their success. Certification in safe food handling is ongoing, so that certified personnel can be on hand at all times that meals are served, and the training is open to the public. The Nutritional Services department also continues to participate in the CNA and licensed nurse Skills Day trainings.

The Finance Department is key in the daily operations in such areas as Medicare and Medicaid reimbursement, accounting, banking and investments and accounts receivable activity. We work with legislators and the Massachusetts Senior Care Association on reimbursement rates for services. The state did not increase the daily rate of reimbursement for services, but did increase the daily user fee, creating a shortfall. We are working to ensure that we do not receive a decrease in our payments for 2010. The Purchasing Department works directly with the finance department, and is responsible for working with all vendors to negotiate pricing, changing contracts, upgrading equipment, and leasing costs that reduce expenses and costs.

The MIS Department worked on upgrading servers to newer operating systems. Catholic Memorial Home installed a wireless network that enables physicians to access and update residents' charts in real time, as well as offering residents internet access.

Community relations activities remain an important part of public relations for all of the homes and programs – business expos, health fairs and conferences, and a variety of public related appearances and participation in community activities help to keep our name in the public eye. The Second Annual Diocesan Health Facilities Golf

Classic was held in September of 2009 was a great success and raised substantial funds for all of the facilities Special Care Room projects.

The Safety and Security department processed 737 CORI checks, coordinated the safety inspections throughout the system, and supported facilities with safety and security matters to maintain compliance with state and federal agencies.

## Clinical Services – Planning, Educating And Communicating

Medical directors, nursing staff and case managers' teamwork is essential to providing for those entrusted in our care.

Over the course of the year, clinical services was involved in all aspects of those working together to provide for our residents. Active participation in interviewing and hiring of key positions such as admissions, MMQ and MDS nursing positions and working with homes to eliminate agency utilization are some of the areas requiring ongoing attention.

Restructuring of selected nursing positions in the homes was also completed, saving time and money. This department works with Medical Directors to complete the yearly peer review audit.

This department was involved in working with all administrators in the development of special care rooms for hospice and rehabilitation residents. The clinical services director, along with the clinical project facilitator, continues to refine the standardization of processes through all five homes and has worked to update policies and procedures in the areas of H1N1 and vaccination policies and procedures. This department also worked with all Directors of Nursing to advance concepts of culture change within the nursing departments.



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.

## Education – The Key To A Better Future

Daniel Brown, M.D., medical director at Madonna Manor, Claudia Levesque, Director of Social Services at Madonna Manor, and Raymond McAndrews, Administrator at Marian Manor completed a yearlong course administered by the National Catholic Bioethics Center in Philadelphia, PA, and became certified under the National Catholic Health Care Ethics Program. They join four other diocesan health professionals – three health care workers and one educator – to complete this intensive yearlong program. Monsignor Edmund J. Fitzgerald, Executive Director of the Diocesan Health Facilities, sponsored them.

Staff development is responsible for educating and training all employees and volunteers at each facility, to ensure the competency and continued growth of all employees. There is also state mandated and department specific education that is covered throughout the year.

The Annual Employee Awards and Scholarship Banquet recognizes employees from each of our facilities and programs for their years of service and dedication to the residents, along with the opportunity to shine as the Reflection of Mission Award honors employees selected because of their commitment to excellence and their interaction with residents, families and co-workers. Scholarships are awarded and give deserving employees two thousand dollars toward pursuing their education goals.

The FISH! Philosophy is a concept that encourages people to go above and beyond in the areas of customer service, to our internal and external customers, and continues to be embraced in each of our homes, which encourages everyone to realize how positive attitudes affect all that we do.

## Volunteers Play An Important Role

Our volunteers play a very important role in the day-to-day activities in our homes. The many extra hands that help to transport, or assist with a variety of activities are so vital to bringing much needed assistance to busy staff. The sharing of time and self is a gift that we are so fortunate to receive and we truly appreciate all the help they bring to each of our homes. Our volunteers represent a wide range of backgrounds and ages, from students to retirees, and their help means that staff can devote more uninterrupted time to the needs of our residents. They can never be thanked enough.

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](http://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: Marla White, Admissions And  
Case Manager

***Our Lady's Haven***

71 Center Street, Fairhaven, MA 02719  
508-999-4561 Facsimile: 508-997-0254  
Contact: Ana Marques, 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.*

*Pain Management Programs accredited by the American  
Academy Of Pain Management.*

*Alzheimer's Units are accredited by the Alzheimer's  
Association Of Eastern Massachusetts and are members  
of the Alzheimer's Partnership.*