

ANNUAL REPORT 2011



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,

I write to extend my greetings to you upon the occasion of the publication of Diocesan Health Facilities (DHF) 2011 annual report.

I would like to take this opportunity to thank the DHF staff for carrying out faithfully and assiduously the healthcare mission of the Diocese of Fall River. The DHF staff demonstrates compassion and commitment on a daily basis to everyone served in our programs, to both the residents and their loved ones. Their excellence is recognized and respected by the individuals they care for, their families, and the communities we serve.

With the assurance of a remembrance in and the support of my prayers, I am

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 cross at the beginning.

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

The Diocesan Health Facilities began their mission of care and compassion nearly seventy five years ago. During this time, we have served countless individuals and families through often difficult times.

Our skilled nursing programs offer modern medicine's best practices with an emphasis on spiritual well-being, and this holistic approach sets us apart. Time and again, we hear from families whose loved ones have been cared for in one of our settings, thanking us for the exceptional care and for lifting their spirits during difficult times.

Let us continue to offer care with heart and soul to all those we serve.

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

## Giving Our Best For All In Our Care

As always, the focus of our mission of care is to enhance the daily lives of our residents, and create environments that provide solace and comfort to each of the men and women we care for.

We do this in many ways, by taking new approaches to the services that we deliver to make residents' stays as comforting and homelike as possible. Each of the five skilled nursing and rehabilitative centers have these goals in mind while serving everyone in our care. Our two community programs, Bethany House Adult Day Health and EldersFirst Care Management Program, offer their services to clients and patients with the same attention to detail and compassionate care that the residences of the Diocesan Health Facilities are known for.

Over the course of 2011, each of the homes continued to expand on the number of special care and hospice rooms they now offer to prospective residents and their families. The special care rooms are private rooms with accommodations and conveniences in a serene setting. The need for these specialized settings has increased, and families and the residents themselves have expressed their gratitude and appreciation of the rooms. The rooms offer them privacy, a homelike feeling and comfort during their time of need. Each of the homes has these special accommodations, with Catholic Memorial Home now up to seven rooms, while most of the other homes have two rooms, with plans to convert others as they become available.

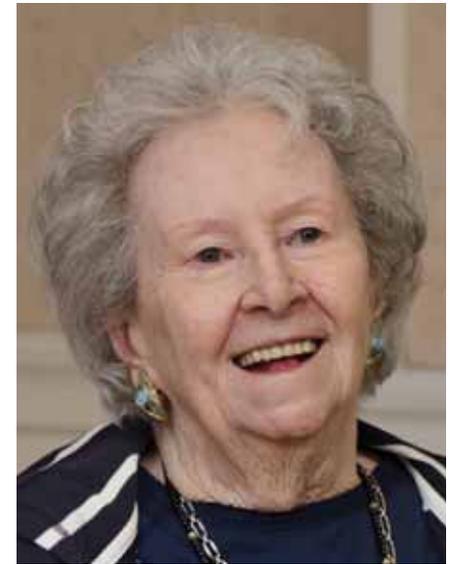
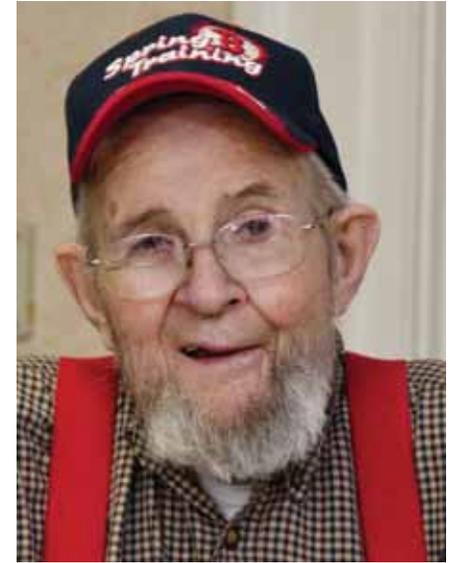
Requests for short-term rehabilitation rooms continue, and all of the homes have been successful in admitting a greater number of residents for these types of treatment. The rooms include amenities such as cable TV, telephone, and private bathrooms making them ideal for individuals working on returning home. All of the homes are now wired for WIFI, making the use of lap-tops more popular. This offers residents the ability to send and receive email messages, as well as the opportunity to go online, or to use Skype, which gives users the opportunity to see one another through their computers. This is especially popular for those whose loved ones live away, and gives them the next best thing to an in-person visit.

Offering WIFI is a feature that makes choosing one of our homes for short-term rehab popular, since many of those residents are computer users who are able to bring their own lap-tops in while they are receiving therapy.

Our dining services offer choices to residents, by giving them options to choose from at mealtime. They can select from a menu and choose what they would enjoy eating. This added flexibility has been very popular with our residents and their families, and results in a more satisfying dining experience for the residents.

As always, a variety of renovation projects are undertaken at each facility to keep surroundings in good order, and to beautify the residences for those who live, work and visit there. Marian Manor installed new flooring throughout the St. Catherine of Siena Alzheimer's Unit, and their Chapel was completely renovated. The Chapel renovations were completed thanks to generous donations made by families in memory of their loved ones.

**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.**





Madonna Manor made renovations to their kitchen by replacing the existing cook line, with a new, more energy efficient one. Planning is also in process to replace the flooring in the main dining room, and to make changes to several four bed rooms, with plans to convert them to two bed rooms.

Our Lady's Haven began a major construction project in November of 2011, with the dismantling of the elevator in the main lobby and the installation of a new elevator. The project is expected to be completed in March 2012 and will offer a great improvement for residents, visitors and staff.

At Catholic Memorial Home, renovations were completed of the entire first floor hallway and common areas, with new wall covering, paint and flooring. The solarium on the first floor was also renovated and a new sitting room was added on Unit 1. Renovations on the third floor hallway and common areas were begun in November 2011.

Sacred Heart Home completed several repair and improvement projects that included masonry and chimney repairs in areas to solve water infiltration issues. New roofing was installed on the sun porches, and additional visitor and handicap parking spots were added to the rear parking lot for added convenience. A much-needed electrical upgrade was started in 2011 and is expected to be completed by mid- 2012, that will increase the home's electrical capacity. This upgrade will allow the home to provide separate air conditioning units for all residents, and better accommodate the medical equipment needs of residents as they arise.

## Clinical Services

Clinical Services works closely with the Directors of Nursing and Nurse Managers throughout the year updating all policies and procedures. This department continues to refine the standardization of processes in all five homes. Clinical Services worked with the Medical Directors at each home to complete the yearly peer review audit, and coordinated the Physician Credentialing Process within all five homes.

In addition to working with Catholic Memorial Home and Marian Manor to hire Nurse Managers, this department also worked with Marian Manor to hire an MDS Coordinator. Work was also done with the Administrator of Catholic Memorial Home and the Director of Facility Development and Planning to complete plans for a new physical therapy department at that location. The Clinical Services Department continued work with Directors of Nursing to advance concepts of culture change, including implementing consistent assignment of nursing staff with residents. This department worked with the Directors of Nursing and Staff Development Directors to coordinate skills days for licensed staff and certified nursing assistants, and worked with wound care nurses of all homes so they would obtain and maintain certification in wound care.

*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.*

## Education: Opportunities To Grow

Ongoing education and training is a constant at each of the Diocesan Health Facilities. There are a variety of ways that our employees are encouraged to add to their fields of expertise.

Staff development departments take on the responsibility of keeping all employees oriented on policies and procedures, training them and educating them in state mandated and department specific information, and updating training through in-services as the need arises. Their role is vital to having a knowledgeable, well-trained staff that is synonymous with success.

Over the last few years, ten members of the Diocesan Health Facilities staff have been certified by the National Catholic Health Care Ethics Program. This program, that is administered by the National Catholic Bioethics Center in Philadelphia, PA, assists in dealing with the multiple ethical issues that arise in modern medicine. Over this past year, five more diocesan health care professionals completed the yearlong program. Mary-Ellen Murphy, Madonna Manor; Cindy Pelczarski, Marian Manor, Sister Dorothy Scesny, Sacred Heart Home, Susan Caldwell, Diocesan Health Facilities Office and Michael Medeiros, Our Lady's Haven were sponsored by Monsignor Edmund J. Fitzgerald, Executive Director of the Diocesan Health Facilities. The participants go through an intensive year long course that includes weekly assignments, online interactions and teleconferences, and a final one-on-one interview, a mock ethics committee, and the presentation of a thesis paper on a topic of their choosing. There are currently three Diocesan Health Facilities staff members enrolled in the program who will complete the course in 2012.

The Annual Employee Awards and Scholarship Banquet is attended by hundreds of employees each year. Here, they honor employees for their years of service and dedication to our residents. Educational scholarships are awarded to those who are continuing their studies toward achieving degrees in their chosen fields. Others are selected by each of the facilities for the Reflection of Mission Award that honors employees that go above and beyond with residents, their families and co-workers.

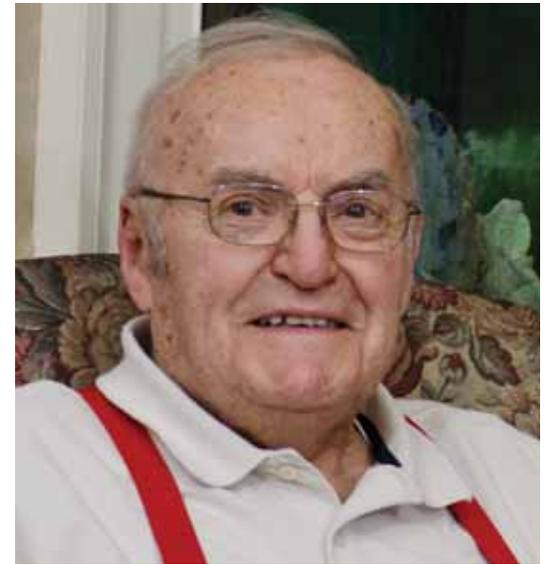
## EldersFirst And Bethany House Adult Day Health Provide Independence

EldersFirst, Care Management Program provides nursing support and services to the elderly who reside at home or in assisted living facilities. This program also acts as a liaison to those families who live at a distance from their loved ones.

Assessments are done to determine the individual's needs, and recommendations made that will enable them to remain in their own home. When this is not feasible, then the Care Manager can work with the individual and family to find the most appropriate living environment.

Presentations to promote the program were done on local radio through advertising and on-air interviews, at health fairs and business expos, as well as through Fall River Family Service Association and Bristol Elder Services. In addition, the Care Manager was a presenter at the Massachusetts Continuing Legal Education seminar in May.

**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.**



Elders First is a member of the National Association of Professional Geriatric Care Managers, the Alzheimer's Partnership, Bristol Networking Group and the Bristol County Estate Planning Council where the Care Manager is a board member.

Bethany House Adult Day Health remains in the forefront as an adult day health provider. With a diverse group of clients, we offer support services and skilled nursing care to people whose ages span eight decades, and reside in Taunton and many surrounding communities. Referral for enrollment continued steadily throughout the year from a variety of sources. Bethany House is well known in the area, and its visibility is maintained through continuing community relations, coverage of special events, and coordination of client care with other service providers.

We look forward in 2012 to enhancing the quality adult day health services we provide to our clients and communities, and finding creative ways to meet the financial challenges that face the industry.

## The Value Of Our Volunteers

The many volunteers at our homes play a very important role in the daily lives of our residents and staff. They are a tremendous asset and help in many ways throughout the homes.

There are volunteers that serve as Eucharistic Ministers and visit residents in their rooms to bring Communion. There are veterans groups that meet regularly with resident veterans, school groups that are at the homes on a regular basis to entertain, transport or just spend one on one time with residents. Our volunteers are invaluable in so many ways, and we really cherish and appreciate all that they do whether they are assisting in transporting to and from activities or by providing much-needed companionship.

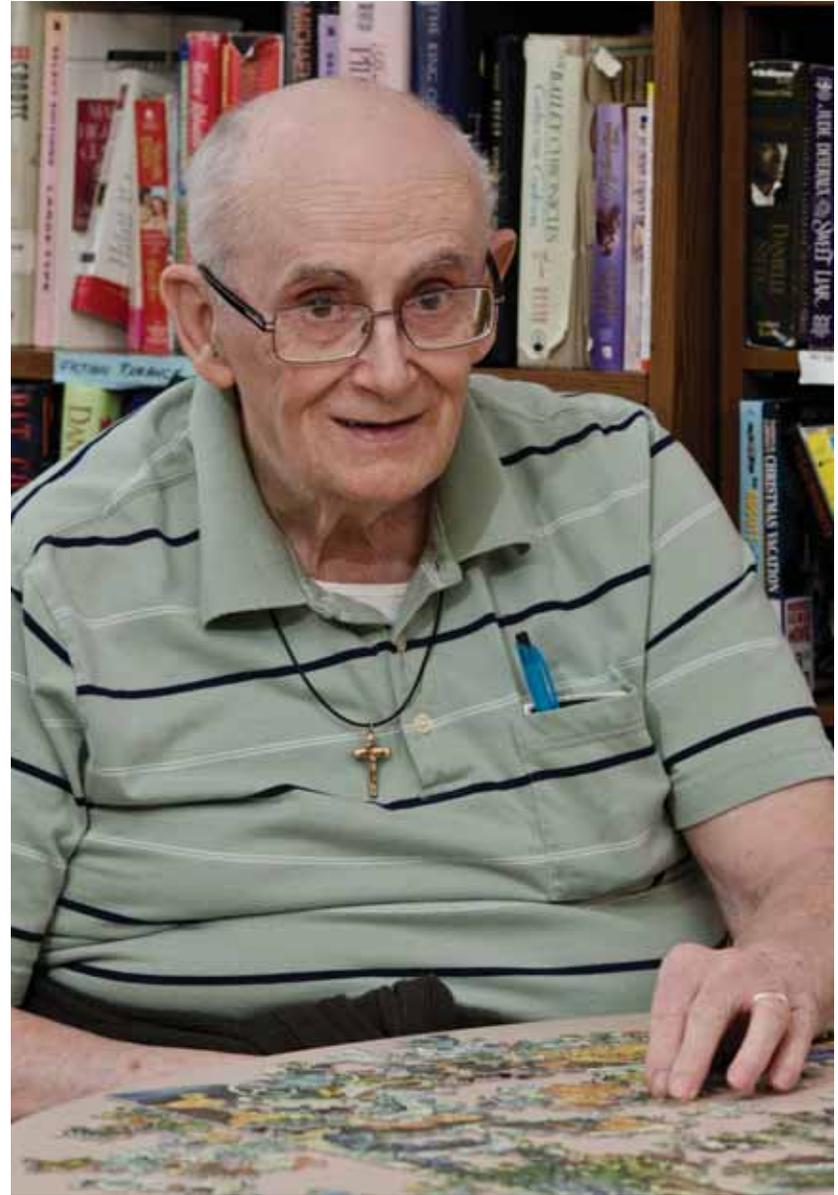
## Pastoral Care

Our pastoral care departments at each of our homes provide a great support system to the residents, their families and our staff members. These departments provide individualized, compassionate spiritual care. They lead religious ceremonies of worship

including Eucharistic Prayer services and visits to residents who are not able to attend services in the homes' chapels. Volunteer Eucharistic Ministers bring daily Communion to residents in their rooms.

If a resident is admitted to the hospital, the Pastoral Care Directors visit as often as possible during their hospitalization. These visits bring presence, comfort and care to the patient and are a reminder of their importance to the other residents and staff at our homes. Special care is given to seriously ill residents and those near death. Pastoral Care and staff are conscious of maintaining a gentle and prayerful presence both to the resident and family members. Family members have often expressed that this helps them feel supported at this most difficult time in their lives. Another very important part of Pastoral Care Services is attendance at wakes and funerals, which brings consolation to families and is a sign that their loved one mattered to us as a person. Outreach continues to the bereaved family with phone calls after the funeral, and families are invited to Memorial Masses held at each home to celebrate the life of their loved ones.

**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*

 Find us on Facebook

### ***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: Joan M. Jakuboski, RN, BSN,  
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.*