



ANNUAL REPORT 2012



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,

Please accept my good wishes to you on the occasion of the Diocesan Health Facilities (DHF) 2012 annual report.

In particular, I wish to express my gratitude to everyone on the DHF staff for your continued commitment to all the residents served in our homes and community programs. Each day you demonstrate tremendous dedication and commitment to all those in need of care; and, for this, I would like to take this opportunity to recognize you and communicate my respect for the good work you do.

With an assurance of my continued prayers for each of you, 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 small cross at the beginning.

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

For nearly three quarters of a century, the Diocesan Health Facilities have provided individuals and their loved ones the compassionate care they so well deserve, the care with heart and soul that we are known for.

As the health care arena continues to change, we remain a constant in providing the best to those in need of our help by providing long term care, rehabilitation care after surgery, specialized Alzheimer's care, along with hospice and palliative care to those nearing the end of life.

I would like to thank all of the men and women committed to providing exceptional care to each person we serve. Let us look forward to carrying on with our mission and tradition of care for many years to come.

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

Exceptional Care In Comforting Settings

Our most important and rewarding role is to provide exceptional care to the men and women who live in our homes and participate in our community programs. We provide settings that offer comfort and solace to all residents and participants, as well as deliver individualized health care plans that best meet their needs.

Each of the skilled nursing and rehab care facilities continue to renovate, and re-purpose space to best accommodate their residents and create an atmosphere that provides comfort and solace. Over the course of 2012, Madonna Manor, Catholic Memorial Home and Our Lady's Haven added new hospice/short term rehab care rooms. The renovated rooms provide residents and families with a more comfortable environment to visit and live in, and since the need for these spaces increases, more will be added. This in turn, has led to the increase in the number of short-term and rehab residents in all of the homes. With features such as cable television, telephone, and private bathrooms, they are ideal for those working on going home, as well as being ideal for those needing the quiet and comfort in a hospice or palliative care setting.

All of the homes now offer WIFI, making the use of laptops or tablets more popular for both residents and families. Many families and residents use Skype, to visit visually while on line – it is also popular with residents who can visit with those located in our other homes, as well. The wireless feature also makes choosing one of our locations an appealing option, since many seeking short-term care can stay connected with their families and friends, as well as giving them the option to catch up on work from their rehab room. It has been a well appreciated feature at the homes. This past year three lap-top computers were donated by area Rotary Clubs for use by the residents at Sacred Heart Home, Marian Manor and Catholic Memorial Home. They are well used and greatly appreciated by the residents and staff who assist them.

A wide variety of renovation projects took place at all locations over the past year. Madonna Manor has begun to replace the facility's windows and replaced the fourth floor windows over the summer. Plans are in place to continue replacing the windows on other floors over the next several years. The main dining room floor was replaced with flooring that looks like hardwood, giving the dining room a more homelike

appearance. The chapel chairs were reupholstered and the elevator hydraulic main power unit was replaced.

At Marian Manor, carpeting for the first floor nursing unit and the third floor center area was replaced with a new floor that is made of all natural products that are quieter and easier for walking, and is much easier to maintain than the old flooring. Additionally, all roof top ventilation fans and repairs to the roofing were completed after damaging wind storms.

Catholic Memorial Home began planning for the building of five single room suites with handicap bathrooms that will be used for short term care. The construction is scheduled to begin in January of 2013. Renovations to the third floor, corridors, dining rooms, and nurses' stations continued in 2012. The nurses' stations re-designed areas are more aesthetically pleasing and provide more efficient work spaces for the nursing staff. The tower steeple at Catholic Memorial Home was renovated and the lighting replaced over the summer. These renovations included replacing the roof and wooden structures on all levels of the tower, repainting the gold dome and white sides of the tower and upgrading the lighting system. It now looks like new and is visible at night from surrounding communities.

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.





At Sacred Heart Home, a new electrical service was installed to provide electric power to support air conditioning in all resident rooms, and to provide dependable service for the future needs of the residents and staff. The Physical Therapy Rehab Room was renovated with new flooring and paint, new exercise equipment and a beautiful new handicapped accessible kitchen was installed with a center island to help residents practice their kitchen skills and to enjoy preparing meals. Two new doctor's exam rooms were also built in order to allow our residents to be seen by a doctor at Sacred Heart Home without having to leave the comfort of their home. This has proven to be a great benefit to residents, families and staff who no longer need to be concerned with transporting someone to outside medical appointments. A major paint and flooring project was completed in 2012, providing a more colorful, open feeling to the renovated spaces. The sprinkler system at the home has equipped closet areas with sprinklers over the course of the year. This additional work allows Sacred Heart Home to move forward and obtain a Veterans Administration contract to extend our mission and services to our veterans.

At Our Lady's Haven, the main lobby elevator was replaced in 2012 that will provide residents, staff and families with dependable service for many years to come. Work on the ventilation ducts at the building included the addition of fourteen new fire dampers per the recommendations of WB & A's Consulting Engineers survey of the existing ventilation ducts. In addition, existing sprinkler heads were inspected and replaced as needed at the home. Another resident room on the second floor was renovated into a new short term care suite. This is the third short term rehab/hospice room renovation at Our Lady's Haven. These rooms provide a comfortable, residential atmosphere for both the residents and their families. Accommodations are also provided to allow family members to stay overnight with their loved ones in these rooms.

In 2012, we began working with CM Communications, a marketing and public relations firm, to develop a new web site, a presence on Facebook with a Diocesan Health Facilities Facebook page and we are also connected to LinkedIn. We re-designed our print advertising and increased our presence in local and regional publications, through additional advertising, press releases and feature articles.

Clinical Services

Clinical Services worked closely with Partners Pharmacy, our telecommunications provider and the MIS director to implement Electronic Medical Records for pharmacy within the homes. Currently, Madonna Manor is completed, with plans to add the other homes in the near future.

Clinical Services assisted all homes in the pay for performance application, a program where the state will reward homes for meeting certain goals and requirements. All of our homes met the goals of the program and received financial compensation for their work.

Clinical Services was also instrumental in facilitating the use of electronics to enable more timely communications between admissions directors and their nursing homes. This was done to help lessen the response time of acceptance of new admissions.

Clinical Services worked with the Directors of Nursing to advance concepts of culture change within the nursing department around consistent assignment and redefined the Interact process, which is a nationwide program that standardizes communication between health care professionals.

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.

Growth Through Education

As always, the staff development departments in our homes are key to orientation of all employees, educating and training them in all mandated and department specific educational updates and guidelines, and training through in-services as needed. They play a very important role in keeping our staff well-trained and knowledgeable in every aspect of their jobs.

The Annual Employee Awards and Scholarship Banquet, attended by hundreds of employees each year, is an event that is always enjoyed system wide. Employees are recognized for their years of service to residents and clients at each of the facilities and community programs. Educational scholarships are awarded to employees from each home that are continuing their education and achieving degrees in their respective fields. Each of the homes honors an employee by awarding the Reflection of Mission Award, for those who go above and beyond with residents, family members and their co-workers.

Over the last several years, Diocesan Health Facilities staff has continued to enroll in and received certification from the National Catholic Health Care Ethics Program, administered by the National Catholic Bioethics Center in Philadelphia, PA. This program assists in dealing with the many ethical issues that arise in modern medicine. Lisa Cadime, RN, Assistant Administrator at Sacred Heart Home successfully completed the program and is certified in Health Care Ethics. There are currently Diocesan Health Facilities staff enrolled in the program who will complete the course in 2013.

Bethany House And Elders First: Staying Independent With Care

Bethany House remains in the forefront as an adult day health care provider in the greater Taunton, MA, area. Referrals for enrollment are steady and from a variety of sources.

The client population is diverse with support services and skilled nursing care provided to clients whose ages span six decades and who reside in Taunton and many surrounding communities. Bethany House is well known in the area, and its visibility is maintained through continuing Facebook presence, community relations, newspaper coverage of special events, and coordination of client care with other service providers. Each September, Bethany House joins the rest of the members of the Diocesan Health Facilities family, and participates in the Alzheimer's Association Memory Walk.

Contracts with Bristol Elder Services and Old Colony Elderly Services for referrals, and a contract with Community Care-A-Vans for transportation of clients continued through 2012. Bethany House looks forward to enhancing the quality adult day health services the program provides to the community in 2013 and beyond.

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

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.



Joan Jakuboski, RN, BSN, became the EldersFirst Care Manager in May of 2012, after orienting for three weeks with retiring Care Manager, Claire Sullivan, RN. The transition went very smoothly, and all existing clients were maintained and client census and revenues have increased since. The geographic area for clients served by EldersFirst has expanded to include the towns of Mansfield, Dighton and Seekonk with an increased presence in Taunton and North Attleboro. The EldersFirst Care Manager provides in-service education programs for caregivers of clients in order to ensure the best care possible.

EldersFirst remains a member of the Bristol Networking Group, the Alzheimer's partnership and the Bristol County Estate Planning Council.

Comfort And Solace – Pastoral Care in Our Homes

The role of the Pastoral Care departments provide important care, comfort and support to residents, their families and those who work in each of our homes. Daily visits to sit and pray with residents unable to attend services in the chapel start each day. Volunteers bring daily Communion to these residents and to any staff member who wishes to receive, as well. The Extraordinary Ministers always take every opportunity to visit residents to pray with them, if they wish, regardless of religious affiliation. They offer a friendly face, a listening ear, encouragement and above all, laughter and smiles.

Special care is given to residents who are hospitalized, and visits while in the hospital remind them of their importance to other residents and staff at the home they reside in. When residents are seriously ill or near death, special care is given to both the resident and the family members who are gathered in the resident's room. All staff are conscious of maintaining a gentle presence. The primary function of the pastoral care team and staff is to make both resident and families feel supported during those difficult days of transition and loss.

Presence at wakes and funerals brings consolation and peace to the families, and shows how important their loved one was to us as a person. After the funeral, outreach to the family continues through phone calls, and all are invited to a Memorial Mass to celebrate the life of their loved ones. In June, Sister Mary Duffy, SSJ retired from her position as Director of Pastoral Care and in August, Halina Malec was appointed as Director of Pastoral Care at Madonna Manor.

Volunteers In Our Homes – Priceless

The volunteers at each of our homes play such an important role in the daily lives of our residents, and to the staff they assist. We are fortunate to have such a dedicated source of help from Eucharistic Ministers, veterans groups, school groups that spend their school day reading with, playing cards or sharing a meal with residents. We also have a dedicated group of volunteers that sing the rosary in Portuguese, enjoyed by those who speak the language or simply by others who enjoy the prayers being sung. We appreciate all that they do and the generosity of spirit they share with our residents.

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

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*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, RN, 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.*