

# VIA CHRISTUS

*2002 fiscal year annual report*

## Service in a spirit of empathy, love and concern

**C**HRISTUS knows it is more blessed to give than to receive. Our contributions to our communities touch hundreds of lives every day. Now we are proudly telling our story as we continue our journey to excellence.

Sharing our successes in the area of community benefits brings our mission to life; it provides a special opportunity to recognize the efforts of so many people committed to great deeds. To tell our story, the community health department has developed numerous tools to help facilities report data more efficiently and communicate their community-benefit investments in a touching and impactful way.

### Making the mission come alive

Each year within CHRISTUS Health, we set social-accountability objectives and evaluate our performance in accomplishing them. The term *social accountability* is used to define all elements of our contributions to our communities, including charity care (which consists of government-sponsored indigent care) and other community benefits.

Whether measured in terms of cost or the number of patients served, CHRISTUS Health's greatest commitment to communities is provided through



charity care for uninsured and underinsured patients. CHRISTUS Health provided \$157,514,910 in charity care and \$35,584,938 in other community benefits last year. This represented an increase from 8.2 percent of net patient revenue (NPR) in the 2001 fiscal year to 9.2 percent in the 2002 fiscal year.

*Social accountability* assumes a broader definition when reporting our community benefits to regulatory

**IT IS MORE BLESSED TO GIVE THAN TO RECEIVE.**

**WE ARE TRULY BLESSED.**


*Last year, the CHRISTUS Health System provided \$372 million in charity care, grants, and community benefits in the communities we serve.*

*As a faith-based, not-for profit health system, we are committed to provide quality health care for those who are ill, regardless of their ability to pay. However, our ministry is not confined to taking care of the sick.*

This would not have been possible without the help of our physicians, Associates, sisters, and volunteers. Each day, they give of their hearts and are sensitive to the needs of others. They give of their talent, always striving to provide the very best care available.

They are dedicated individuals who give of themselves to help fulfill the Mission of CHRISTUS – *to extend the healing ministry of Jesus Christ.*

*Because of their dedication, we are truly blessed.*



agencies; it includes the unreimbursed cost of Medicare and other government programs. In the 2002 fiscal year, our community-benefit investment was 17.7 percent of the system's NPR. Donna Meyer, system director of community health, says,

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## From our president

### Dear Friends and Associates,

In this issue of *Via CHRISTUS*, we are pleased to share important information about the significant contributions our hospitals and services provided this year.

Adding value to the communities in which we are privileged to serve lies at the very center of our Mission to extend the healing ministry of Jesus Christ.

Response to a specific community need is what led the sisters of our sponsoring congregations to begin their ministries in 1866 in Galveston, Texas, and in 1869 in San Antonio. More than a century later, it continues to drive the expansion of our ministries.

Bringing value to our communities remains one of the four directions to excellence for CHRISTUS. Indeed, I believe that community value is the ultimate outcome of our ability to achieve excellence in the other three directions: clinical quality, service quality and business literacy. In reality, if we become excellent in the latter three areas, we will be able to make even more of an impact in each of our communities by ensuring the health of our neighbors and expanding services to those most in need.

We have much to be proud of at CHRISTUS Health. Our system provided more than \$370 million in charity care and community benefits last year. This

makes us one of the leading providers of charity health care services in the United States. In fact, today we are second among all Catholic health care systems in the nation in the level of charity care we provide. And as we continue to reach out and serve our communities, we expect to be first among them by the end of this fiscal year!

But the numbers tell only part of the story. The real value is in the many lives we touch every day. I feel honored and humbled to have the opportunity to work with each of you in this important ministry. I hope you too are equally inspired and proud as you read through this issue.

I must also share with you that this is the last issue of *Via CHRISTUS* that will be published and distributed to our regions. As we strive to improve and expand our communications to our Associates, we feel that we can be better stewards of our resources—and communicate our system news and issues more effectively—by taking full advantage of communication vehicles already in place within our regions and by expanding our e-mail and intranet communications using the latest technology.

Therefore, while we will no longer publish *Via CHRISTUS* beginning in 2003, we will continue to

communicate with you in many ways, including:

■ System articles and messages included in your regional and local newsletters and bulletins.

■ Regular e-mails sent directly to all Associates, with the request to share them with those who might not have access to e-mail.

■ Taped messages from me that will be accessible via telephone, with an opportunity to ask questions and provide suggestions.

■ Expanded intranet communications and messages.

In addition, we will continue to print an annual “year in review” publication that will be similar to *Via CHRISTUS* to highlight our system accomplishments and to publicize our community benefit program contributions.

Watch for more information through e-mail or your regional newsletters as we roll out these new communications tools in 2003.

Sincerely,

Thomas C. Royer, M.D., CEO



Thomas C. Royer, M.D.



## Coffee talk

### Via CHRISTUS interviews Mary Lynch

**Via: Please tell us about your position within CHRISTUS Health.**

Lynch: I'm the senior vice president of human resource services and corporate integrity. My primary responsibility is to provide leadership in the service of our Associates, especially in the areas of benefits, recruiting, development, and general human resource management, and also in ensuring that CHRISTUS has the processes and practices in place to make sure it is an organization of integrity. That really involves working with leadership and all of our Associates.

**Via: What are some of the challenges that CHRISTUS is facing within the areas of human resources and integrity?**

Lynch: CHRISTUS has publicly committed itself to integrity in its core values. Achieving consistency with this commitment will require integrity in our leadership behaviors, our relationships with others and our business transactions.

Integrity, which is inclusive of compliance with laws and regulations, will continue to be a governmental focus, and the government will demonstrate that focus in regulations and the financing of federal programs. The government has recouped large sums of money through integrity programs and therefore has an incentive to continue this focus. This places more and more demands on health care.

And of course, recruitment and retention of skilled and technical staff—especially in the area of nursing—challenges us.

**Via: What do you see for the future of CHRISTUS Health?**

Lynch: Through our work in the Futures Task Force, it is becoming clear that the customer of the future will be very different. As we look at creating the ideal patient experience, more emphasis must be placed on being customer-centric and defining quality care and excellent service goals.

From my perspective, this will heighten what the Service Guarantee is all about, and from our customers' viewpoint this will heighten the definition of quality care and the timely availability of services. The outcome for CHRISTUS will be increased demand for a highly competent workforce.

**Via: What sets CHRISTUS apart from other health systems?**

Lynch: To me, CHRISTUS is unique because of our mission and our core values. They create a spirit that is alive in CHRISTUS, and as people come to

visit us, they can see that we are making every effort to provide service consistent with these core values.

Another aspect of our ministry that makes us different is our commitment to the underserved. CHRISTUS really wants to do the right thing and is committed to making that happen, whether that is in providing services, in our business transactions, or in our care for the community and the patients we serve.

**Via: What do you feel are your greatest successes with CHRISTUS?**

Lynch: My most significant success is the building of a great team. My team includes people at the system support centers, as well as the human resource leaders, education leaders and the integrity officers at the regions, among many others in this journey.

Together we have been able to make significant

accomplishments. We've built an excellent integrity program. We've implemented or have in process many educational initiatives with Health Stream® and with the CHA compliance education. We're working on or have already implemented components of the Associate covenant. We have initiated workforce development programs and have begun the journey to creating a just wage. And we have our first CHRISTUS Academy class. Through the efforts of many Associates, we have a much higher focus on education, and we're working on initiatives to deliver more affordable benefits.

CHRISTUS has integrity because of its people, so the unique combination of integrity and human resources brings it all together for me. I feel privileged to serve in this role.



Mary Lynch, senior vice president of human resource services and corporate integrity

**“God said: Be stewards of the fish of the sea, the birds of the heaven and all living things.”**

—Genesis 1:28



Item of the month:

**Sports watch**

\$6

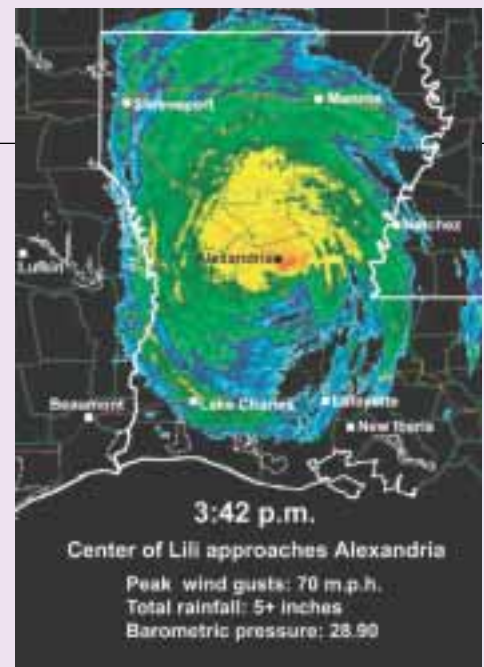
Check out the CHRISTUS Store item of the month: a sports watch!

Available at the CHRISTUS Store through the intranet. For more details about this great offer, visit <http://intranet.christushealth.org>.



# Regional spotlight

## CHRISTUS rallies to weather Hurricane Lili



Hurricane Lili holds the state of Louisiana in its grip. Radar shows the scope as Lili moves into Central Louisiana.

CHRISTUS Associates assist in evacuation and transfer efforts. INSET: Hurricane Lili leaves a wet mess for Alexandria, La., residents.

Thanks to a tremendous amount of preparation, assistance and long hours, as well as support from many other CHRISTUS regions, the facilities sitting in the expected path of Hurricane Lili were ready for the worst.

CHRISTUS St. Patrick Hospital in Lake Charles, La.; CHRISTUS St. Frances Cabrini Hospital in Alexandria, La.; CHRISTUS St. Mary Hospital in Port Arthur, Texas; CHRISTUS St. Elizabeth Hospital in Beaumont, Texas; CHRISTUS Jasper Memorial Hospital in Jasper, Texas; and CHRISTUS St. Michael Health System in Texarkana, Texas, teamed together to successfully weather the potentially devastating effects of the storm.

In preparation for the hurricane, CHRISTUS St. Patrick Hospital reduced its patient population from approximately 200 to near 50 by arranging discharges and transferring patients. CHRISTUS St. Elizabeth Hospital went to a patient census of 250, including 21 patients from CHRISTUS St. Mary Hospital, which was forced to completely evacuate and close because of flooding that was expected in Port Arthur.

Lili came ashore east of Lake Charles, weakened from its previous force but still packing a punch. While the CHRISTUS facilities, particularly CHRISTUS St. Patrick Hospital, were subjected to high winds and heavy rains, they incurred no major damage. CHRISTUS St. Patrick Hospital operated in disaster mode, struggling with power outages and accessing emergency generators immediately after landfall. During the storm, approximately 150 St. Patrick's Associates and medical staff members voluntarily remained at the hospital to care for patients throughout the duration of the disaster.

Forty-eight patients evacuated from CHRISTUS St. Patrick Hospital were flown by Air Force DC-9s, appropriately named Nightingales, from Lake Charles to Shreveport, La., arriving just before sunrise. It was a complex operation carefully facilitated by CHRISTUS St. Patrick Hospital, CHRISTUS Schumpert Health System and the U.S. Air Force. Then ambulances ferried patients



to CHRISTUS Schumpert Health System's three facilities, and all were safely in place by 8 a.m. Of the 48 patients, two were admitted at the Bossier facility, 12 at Highland and the remaining patients at CHRISTUS Schumpert St. Mary Place.

CHRISTUS regions from throughout Louisiana and Texas, along with the Dubuis Hospital, Natchitoches Parish Hospital and CHRISTUS Regis/St. Elizabeth in Waco, Texas, helped with the disaster efforts, accepting patients, assisting with transfers and offering supplies to local shelters in

their communities. CHRISTUS St. Michael Health System sent a bus with 31 nurses, radiology technicians and respiratory therapists to CHRISTUS St. Elizabeth Hospital to help with the influx of additional patients transferred from CHRISTUS St. Mary Hospital.

Our gratitude goes out to the hundreds of CHRISTUS Associates who shined with wisdom, strength and sheer perseverance during this difficult time. Your teamwork and remarkable commitment remind everyone of what makes CHRISTUS great.

### Kudos

The CHRISTUS Santa Rosa **Children's Health Insurance Program** proudly announced that it has received over 4,500 applications since its creation more than two years ago. The program has helped provide coverage for children who were uninsured because their family did not qualify for Medicaid and could not afford the high cost of health insurance. A grant from the CHRISTUS Fund provided an additional outreach worker at the CHRISTUS Santa Rosa Children's Hospital emergency room to maximize CHIP enrollment.



On Dr. Tom Royer's and Linda McClung's visit to the affected hospitals, Dr. Royer stopped to listen to the stories of havoc-wreaking weather and personal triumphs. Dr. Royer personally thanked Associates for their hard work during this time. (He is shown above at CHRISTUS St. Patrick Hospital.)

## 2002 in review

# Service in a spirit of empathy, love and concern

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“CHRISTUS greatly surpasses the figures we are required to contribute in order to qualify for non-profit status. We are happy to tell our story and share our successes with our communities.”

### Communicating with a cause

An exciting community-benefits campaign was developed this year in partnership with the system communications department to provide customized materials to each participating CHRISTUS facility. The goal of the campaign is simple: to share our story far and wide with a professional, mission-driven focus consistent with our brand and image at the same time as we meet the new Texas mandate that not-for-profit health care institutions publish an annual notice in their local newspaper. We are proud of our commitment to go above and beyond the legal requirements set forth for nonprofit health care organizations; we are proud of our corporate citizenship.

So, to share our story, a comprehensive campaign was designed to fit the various communication needs of each facility. Materials included a newspaper advertisement, posters, table tents, a PowerPoint presentation, a press release, an article and a benefactor's thank-you letter template for local use by each facility. The response to these unique and useful tools has been extremely positive throughout the system.

### CDI loan program makes dreams a reality

The Community Direct Investment (CDI) loan program supports community-driven initiatives for affordable housing and economic development. The loans are made to qualified, not-for-profit organizations, typically for a term of two years and at a current rate of interest of about 2 percent.

As of June 30, 2002, CHRISTUS Health has invested over \$7 million. The CDI staff works as a catalyst to enhance community-building efforts and to assist with securing funding from other sources to assist the regions we serve. (See a complete list of CDI loans below.)

### Taking advantage of technology

How do we tell our story? It starts with good data. The process begins with reporting mechanisms that capture accurate data from each facility. Tremendous strides have been made in this area, greatly improving the old process for collecting and reporting systemwide information. A Web-based reporting application was designed specifically to interface

with CHRISTUS Health's financial program, and it became available through the CHRISTUS intranet in June 2002. Now all facilities are reporting monthly information in a consistent format, thereby improving the integrity of the data. This reporting mechanism continues to be a work in progress, shaped by the input and feedback from community-benefit representatives throughout the organization.

For the 2002 fiscal year, our continued commitment to these efforts was extraordinary, thanks to many generous contributors: donors, volunteers, community leaders, physicians, Associates, . . . you. Putting the CHRISTUS Health mission to work, CHRISTUS facilities and individuals made contributions to their communities valued at more than \$193 million. Because the value of many of these benefits cannot be captured by dollar amounts alone, the financial report must be enhanced by human stories. These remarkable human and financial investments allow much-needed community programs to change lives and



## Community Direct Investment loans as of June 30, 2002

### Gulf Coast Region

**McAuley Institute** is a national, faith-based, nonprofit, intermediary organization founded by the Sisters of Mercy of the Americas. It works with community and faith-based organizations to build capacity and increase opportunities for low-income women and their families. CHRISTUS has invested \$2.5 million and made a commitment for an additional \$250,000.

**Fifth Ward Community Redevelopment Corporation** is mission-driven to be the catalyst for rebuilding a healthy, vibrant, self-sustaining community in Houston's poorest ward through development, economic revitalization and neighborhood safety. Since 1998 our working capital loan of \$1 million at 3 percent has been instrumental in the construction of new, affordable, single-family homes, whose total assessed value is approximately \$5.2 million, and 12,500 square feet of commercial space, valued at \$4.5 million, which has improved the access of residents to job training, traditional banking, business incubation, insurance and similar services.

**New Hope Housing** is a not-for-profit organization that offers safe, decent, affordable, single-room-occupancy (SRO) rental housing to economically disadvantaged people in Houston. This \$500,000 economically linked deposit will provide an income stream to the organization, and, if required, it may draw funds against it at 2 percent. These funds will be used to construct a new 130-SRO facility on Canal Street near downtown Houston.

### Southeast Texas Region

**Beaumont Habitat for Humanity** will use its \$250,000 loan commitment to build four homes on a parcel of land donated to the organization by the diocese. Plans have been drawn up to subsequently build up to 32 new houses. Typically, the houses are sold to those in need at no profit, with no interest charged and with hours of "sweat equity" invested by the home buyers themselves. Mortgage payments made by the home buyers go into a revolving loan fund for Habitat for Humanity to build more houses.

**Southeast Texas Community Development Corporation's Port Arthur project**, a Beaumont-based community development corporation, has been conducting home-buyer classes with financial assistance from the city and the CHRISTUS Fund. The organization has broken ground on two new home construction sites and will build at least 10, with \$135,294 each in construction financing from a local lender and CHRISTUS.

### Santa Rosa Region

**ACCION Texas** is dedicated to helping people work their way out of poverty by providing technical assistance, offering business micro loans and using the Individual Development Account to foster wealth building. It is now the largest micro lender in the United States with more than 1,000 accounts averaging \$4,225 each in 203 communities in Texas. Forty-six percent of its clientele are women. Our investment of \$150,000 has helped the organization

capitalize its revolving loan fund at \$5.8 million as of June 2002.

### Southwest Louisiana Region

**Southwest Louisiana Homeless Coalition** is a not-for-profit organization that was founded in 1995. It has been providing transitional housing services in the area since August 1998. The coalition has purchased and rehabilitated 10 houses to be used as transitional housing for people with special needs. The \$100,000 CHRISTUS participation loan with two local lenders will help finance the building of four houses.

### Central Louisiana Region

**Inner City Revitalization Corporation** is developing a 20-unit SRO in Alexandria, La., with help from the Congregation, the Federal Home Loan Bank of Dallas, the Rapides Foundation and Bank One. Our loan commitment of \$100,000 has leveraged funds at a 12 to 1 ratio.

### Outside the CHRISTUS Health regions

The Community Direct Investment (CDI) program has invested \$2.15 million in seven entities outside of CHRISTUS regions. One loan of \$800,000 was made to the **McAuley Institute** for funding the Southern Mutual Help Association in Louisiana, an organization that has done stellar work with the farming and fishing communities. The other six loans, averaging \$225,000 each, were made to organizations that focus on low-income housing, rural communities, and micro and small-business lending.



A child's self-esteem blossoms... a broken body is healed and heads toward a successful recovery... a homeless person eats a warm meal and finds resources for training... an abused wife finds shelter and safety, a chance for a new life... CHRISTUS touches so many lives every day, not just within our hospital walls, but throughout our communities and beyond.

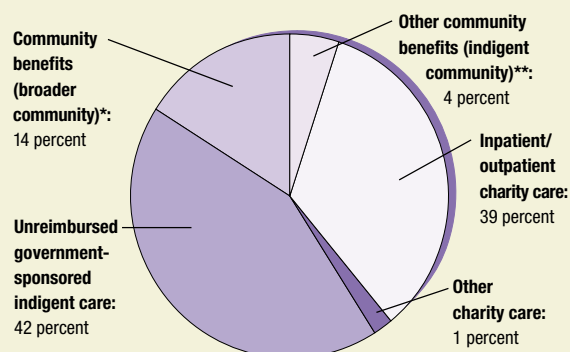
ensure that those efforts will continue into the future.

### CHRISTUS Fund spreads hope and help

During the 2002 fiscal year, the CHRISTUS Fund awarded \$2,394,437 in grants to community-based programs. The majority of the CHRISTUS Fund's investments went to organizations within CHRISTUS Health regions. A smaller percentage were awarded to selected programs outside of CHRISTUS regions where CHRISTUS' sponsoring congregations maintain ministries. In addition to community health programs, the CHRISTUS Fund also has provisions for disaster relief.

The investments made by the CHRISTUS Fund help support our commitment to creating healthier communities and ensure that the work of social accountability and moral and ethical stewardship continues in spite of challenging fiscal conditions faced by local operating entities.

### Charity care and community benefits in fiscal year 2002



\*Community benefits for the broader community include donations, education programs, scholarships, patient education, community education, research costs, leadership, community clinics, mobile vans, community planning activities, advocacy for improved public policies (access to services and financing health services) and lobbying.

\*\*Community benefits focused on those in need are for any of the above activities if the recipient's income is less than 200 percent of the poverty level or if offered in communities where more than 50 percent of the population has incomes less than 200 percent of the poverty level.

## CHRISTUS Health community benefits report for the 2002 fiscal year

Year ended June 30, 2002	Unreimbursed costs	Percent of net patient revenue
<b>Charity care</b>		
Indigent and outpatient charity care	\$75,597,091	3.6%
Other charity care	\$1,183,105	0.1%
Unreimbursed government-sponsored indigent care	\$80,734,714	3.8%
<b>Charity care subtotal</b>	<b>\$157,514,910</b>	<b>7.5%</b>
<b>Other community benefits</b>		
Donations (cash, in-kind services and gifts to other nonprofit or public organizations)	\$2,503,516	0.1%
Donations (cash, in-kind services and gifts to individuals)	\$406,522	0.0%
CHRISTUS Fund and interest from		
Community Direct Investments	\$3,228,886	0.2%
Educational activities (student internships, clinical experience and other education)	\$14,334,562	0.7%
Scholarships and funding	\$197,220	0.0%
Education of patients	\$522,850	0.0%
Community health education (publications, informational programs and outreach activities)	\$1,266,850	0.1%
Research	\$107,103	0.0%
Subsidized health services	\$4,462,112	0.2%
Other subsidized health services	\$5,432,687	0.3%
Other programs for special populations	\$1,976,692	0.1%
Leadership activities including advocacy	\$1,145,938	0.1%
<b>Other community benefits subtotal</b>	<b>\$35,584,938</b>	<b>1.7%</b>
<b>Charity care and other community benefits subtotal</b>	<b>\$193,099,848</b>	<b>9.2%</b>
<b>Government-sponsored programs</b>		
Unreimbursed government-sponsored programs (Medicare, CHAMPUS, USFHP, etc.)	\$179,150,605	8.5%
<b>Government-sponsored programs subtotal</b>	<b>\$179,150,605</b>	<b>8.5%</b>
<b>Total community benefits</b>	<b>\$372,250,453</b>	<b>17.7%</b>
<b>Net patient revenue (system total)</b>	<b>\$2,107,828,000</b>	

### Funds awarded in each of the CHRISTUS regions

Region	Total awarded*	Total distributed**
Ark-La-Tex	\$85,000	\$90,000
Central Louisiana	\$26,870	\$191,247
Gulf Coast	\$344,000	\$515,500
Northern Louisiana	\$308,830	\$320,505
Santa Rosa	\$371,522	\$334,922
Southeast Texas	\$271,800	\$245,850
Southwest Louisiana	\$47,740	\$47,740
Spohn Health System	\$303,300	\$283,657
St. Joseph's Health System	\$185,000	\$188,904
West Central Louisiana	\$105,675	\$81,620
Monroe	\$0	\$70,750
Utah	\$50,200	\$50,200
Muguerza	\$40,000	\$40,000
Outside	\$175,500	\$470,682
Disaster relief†	\$79,000	\$79,905
Adjustments††		(\$18,000)
<b>Grand total</b>	<b>\$2,394,437</b>	<b>\$2,993,482</b>

\* "Total awarded" is the amount of grant funds the Advisory Committee approved during the 2002 fiscal year.

\*\* "Total distributed" is the amount of grant funds that were released during the 2002 fiscal year. The difference in "total awarded" and "total distributed" is due to grants approved for funding but paid on quarterly payment schedules that may not occur in the same fiscal years.

† The difference in the "disaster relief total awarded" versus the "total distributed" is due to a \$50,000 grant approved by the Advisory Committee for national disaster relief efforts. A total of \$50,905 was given from the CHRISTUS Fund to match Associates' donations.

†† Adjustments: returned grant check.

# Regional highlights



CHRISTUS Coushatta Health Care Center organized a community “Rooted in Faith—Seeds of Hope” garden.

# CHRISTUS in the community

## CHRISTUS Coushatta Health Care Center

**Community “Rooted in Faith—Seeds of Hope” garden funded by CHRISTUS Health.** CHRISTUS Coushatta Health Care Center is a proud sponsor of a new community garden. Volunteers adopt garden rows and care for flowers and vegetables.

The purpose of the garden is to promote healthier communities by improving nutrition, helping to feed people and improving self-esteem. Residents of the community, as well as various organizations, groups, and churches, are encouraged to participate.

The following donors helped make this garden possible: Signs Unlimited, Stines, Red River Feed & Seed, Kansas City Railroad, City of Coushatta, the CHRISTUS Fund, Michael Canterbury, Billy Shaw, Jessie Webber, Chris Craig and Baily Gravel.



CHRISTUS Santa Rosa Health Care’s Asthma Education Team actively works to help children with asthma improve their quality of life.

## CHRISTUS Jasper Memorial Hospital

**Jasper Memorial Associates celebrate customer service success.** CHRISTUS Jasper Memorial Hospital hosted a Crazy Hat/Ice Cream Social for its Associates to celebrate their 98th percentile score on the quarterly Press Ganey report, as well as being named the 2002 Press Ganey Compass Award winner. Associates were treated to ice cream if they wore a crazy hat. Posters around the hospital explained that staff members were “tipping our hats” to patients for making CHRISTUS Jasper Memorial Hospital an award-winning customer service hospital.

Associates were creative in choosing their hats, some wearing sombreros, rabbit ears and various baseball caps. Not only did Associates have fun at this event, but visitors and patients enjoyed the display of creativity.

**Turkey Trot benefits Children’s Miracle Network.** CHRISTUS Jasper Memorial Hospital hosted its third annual Turkey Trot on Nov. 9 to benefit Children’s

Miracle Network and other local charities. The event was held at Sandy Creek Park in Jasper, Texas, and included a one-mile walk, one-mile run, and 5K and 10K runs. Turkey gift certificates were awarded to all first place finishers in each age category.

## CHRISTUS Santa Rosa Health Care

**Asthma Education Program teaches kids about self-care.** Asthma causes serious problems for nearly 4 million children younger than 18 every year. It’s one of the leading causes of hospitalization or visits to the emergency room for children. Plus, it has a major impact on their education, with 10 million school days lost annually because of asthma.

CHRISTUS Santa Rosa Children’s Hospital’s Asthma Education Program is helping by making sure that patients understand the disease and by improving the disease management skills of children with asthma and their families. Each year asthma educators Irene Smith, R.N., C.P.N., Teresa Vallier, R.R.T., Deborah Long, R.R.T., and medical director Pamela Wood, M.D., provide group classes and individual training for more than 800 individuals. Asthma education Associates also conduct continuing education seminars for physicians, school nurses, and day care workers, and work with the Centers for Disease Control and Prevention-funded Inner City Asthma Intervention Program.

**Texas first lady raises child abuse awareness.** Texas First Lady Anita Perry paid a September visit to CHRISTUS Santa Rosa Children’s Hospital to raise awareness of local resources available for child victims of sexual abuse. She brought attention to San Antonio’s only sexual assault nurse examiners (SANE) program for children. Housed in the CHRISTUS Santa Rosa Children’s Hospital emergency room, the SANE program sees an average of 587 children per year.



CHRISTUS Santa Rosa Children’s Hospital Vice President and CEO James P. Houser introduces Texas First Lady Anita Perry to a crowd of media, Associates, community leaders and SANE partners.



CHRISTUS Regis/St. Elizabeth Centers are working with Potter’s Vessel Ministries, Inc., to provide training and development assistance for parish nursing programs in Central Texas.

Sharon Velasquez organized the second annual Ride for the Cure, which raised more than \$10,000 for the CHRISTUS Spohn Breast Care Program’s First Friday Fund.



## CHRISTUS Spohn Health System

**Beeville Associates receive awards from March of Dimes.** The March of Dimes honored Associates from CHRISTUS Spohn Hospital Beeville with four special awards for their participation in the March of Dimes Walk.

Co-chaired by Ruth Rowe, R.N., director of the labor, deliver, recovery and postpartum unit, and Jerry Rodriguez, B.S.N., director of the medical pediatrics unit, the team raised the most money per walker, became a member of the \$3,000-plus club, was honored for being a corporate sponsor and again this year won the traveling trophy for raising the most money for the March of Dimes Walk.

In addition to participating in the March of Dimes, these motivated Associates from Beeville also participate in the Adopt-A-Highway Program, conduct a yearly Safety Fair and sponsor several events during Diabetes Month.

**Diabetes screening for better health.** In South Texas, diabetes is a serious health issue. More than 17 million Americans have diabetes—another 7 million have diabetes and don't know it. Providing diabetes education and support is a primary initiative for CHRISTUS Spohn Health System. Throughout the year but especially during November, American Diabetes Month, CHRISTUS Spohn partners with the American Diabetes Association to offer free diabetes screenings and education.

Associates from CHRISTUS Spohn Hospital Alice volunteered to travel to rural school districts and offer free diabetes screenings to personnel. More than 700 school employees were screened for diabetes in Alice, San Diego, Agua Dulce, Bentonville, Orange Grove, Falfurrias, Premont and other small, rural schools.

In Beeville, Associates from CHRISTUS Spohn Hospital Beeville offered free diabetes screenings at the hospital and at a local grocery store. These events led Associates to form a local support group to provide continuing education to people with diabetes. The group meets monthly at CHRISTUS Spohn Hospital Beeville.

CHRISTUS Spohn Health System also supports and participates in Diabetes Alert Day with a one-day event held every year in March. In Corpus Christi, Alice, Beeville and Kingsville, Associates continue to educate, screen and inform the public about the seriousness of diabetes and its debilitating effects on the body if untreated.

**First Friday Tennis Tournament raises \$3,700.** For the third year, a First Friday Tennis Tournament

in Beeville has raised a substantial amount of money to sponsor free mammograms for women who qualify. Karen Wagner, wife of David Wagner, vice president/administrator of CHRISTUS Spohn Hospital Beeville, along with two of her friends, Bridget Hurst and Sylvia Hogue, used their great organizational skills and love of the outdoors to establish the tennis tournament that has become an annual event with a wide range of community support.

All the money raised from the event was donated to the First Friday Fund. CHRISTUS Spohn Health System is the medical partner with First Friday and provides free mammograms at each of the six CHRISTUS Spohn Hospitals in Alice, Beeville, Corpus Christi and Kingsville.

**Ride for the Cure raises more than \$10,000 for First Friday Fund.** Last year, the First Friday Free Mammogram Fund, which is administered by the CHRISTUS Spohn Breast Care Program, received a donation of \$7,300 from the first Ride for the Cure. A hunter/jumper show, sanctioned by the South Texas Hunter Jumper Association, was organized by Sharon Velasquez to benefit First Friday.

Velasquez is a South Texas horsewoman and breast cancer survivor with a strong desire to educate women about the importance of self-examination and early detection. After a very successful event last year, Velasquez and her committee recently held a second annual Ride for the Cure that raised more than \$10,500 to benefit First Friday.

First Friday is a community-based program developed in 1995 by a group of volunteers from Corpus Christi. Its goals are to increase breast cancer early-detection awareness in South Texas, to honor those whose lives have been touched by breast cancer and to support the First Friday Fund. The First Friday Fund has provided nearly 3,000 free mammograms at CHRISTUS Spohn Health System facilities since the program began.

## CHRISTUS St. Catherine Hospital

**Community lectures educate public.** CHRISTUS St. Catherine Hospital is very active in the Katy-West Houston community. One of the primary events the hospital provides to the community is a monthly physician lecture series. Each month a physician speaks on a featured topic, usually one that has national recognition, such as Heart Month or Diabetes Month.

The community looks forward to a new lecture each month. The physician speaks and then opens the floor for questions. The hospital provides lecture handouts, information on physician referrals, a nice item to take home and refreshments.

Participants complete an evaluation of the program, which is used for future planning. Attendance at this program has tripled over the past eight months. Advertisements, banners and a direct mailing announce the program. The attendance numbers have grown from a few people to a minimum of 50 at each event. Two lectures have had more than 125 people in attendance.

CHRISTUS St. Catherine Hospital is committed to providing health and education to our community of Katy, Texas.

## CHRISTUS St. Elizabeth Hospital

**Healthy Communities Initiative addresses local health care needs.** CHRISTUS St. Elizabeth Hospital



The Regis Institute's "Fully Alive Tuesdays" hospitality team includes (from left) Claudette White, executive secretary; Stacy White, accounts payable technician; Sharon Barton, medical records supervisor; Ann Pennington, Protestant chaplain and outreach; and Doug Wuenschel, CEO/administrator.

has been a leader in developing a Beaumont-area-wide Healthy Communities Initiative. Through the initiative, the hospital and other community leaders address local issues and determine how community needs can be met.

The Beaumont-area Healthy Communities Initiative, the Partnership of Southeast Texas, and the Beaumont and Port Arthur Chambers of Commerce sponsored an educational forum titled "The Rising Health Storm," held in Beaumont on June 25.

The estimated 200 people who attended—including city officials, politicians, health care providers and other community leaders—heard speakers discuss various aspects of the crisis.

Topics included rising health care premiums, uninsured workers, loss of physicians, crowded emergency rooms, and the effects of these problems on business and economic development, particularly in Southeast Texas.

A task force of volunteers was formed at the conclusion of the forum to pursue the development of a program called "Project Access." The group will evaluate models (put in place in different parts of the country) that address the needs of uninsured workers, which will probably spill over to include all other uninsured people in our communities.

This project is the work of the Beaumont Chamber of Commerce's Health and Human Services Committee, chaired by Randall Odom, CHRISTUS St. Elizabeth Hospital's director of business development.

## CHRISTUS Regis/St. Elizabeth Centers

**Regis Institute offers spirituality workshops to Waco community.** As part of the plan to transition CHRISTUS Health's Waco, Texas, ministries, a community spirituality series has been established at the CHRISTUS Regis/St. Elizabeth Centers through an educational initiative called the Regis Institute. The spirituality series is called "Fully Alive Tuesdays" and features local personalities from various professions who share how their personal spirituality has affected their early development and professional careers. The series is in a luncheon format and offered to the community free of charge on the first Tuesday of the month by advance reservation. Since the series began in May, an average of 45 to 50 people have attended each monthly presentation.

**Parish nursing legacy at CHRISTUS Health Waco.** In 2000, as part of the CHRISTUS Regis/St. Elizabeth Center's strategic planning process, the idea of a parish nursing program was conceived. The planning addressed Thomas Royer's recommendation



CHRISTUS St. Catherine Hospital offers free lectures to the community on a variety of health topics.

Continued on page 8

*Fund grants awarded  
July 2001 through June 2002*

**Ark-La-Tex Region**

- Runnin' W. J. Therapeutic Center Inc.—therapeutic horseback riding for physically challenged children . . . . . \$40,000
- Closing the Health Gap—program for health education, screenings, and immunizations, targeted to the African American community . . . . . \$5,000
- Heart Watch—health education for prevention of heart disease, stroke, diabetes, asthma and other chronic health issues . . . . . \$40,000

**Central Louisiana Region**

- Steps/MELD Hands-On Parenting—support, education and informational groups for teen mothers with children newborn to 3 years old . . . . . \$23,870
- Inner-City Revitalization Corporation—a community development financial institution to facilitate the purchase of affordable housing by low-income people . . . . . \$3,000

**Gulf Coast Region**

- The Women's Home—chemical dependency services for women with mental illness or addiction histories . . . . . \$15,000
- Community Health Literacy Program—developing and incorporating health curriculum into the Adult Literacy Program in collaboration with the Houston Read Commission . . . . . \$70,000
- Family Roads Program—free classes and appropriate referrals for parenting, car seat safety, first aid, English, natural family planning, nutrition, fire and home safety, immigration, domestic violence and money management . . . . . \$70,000
- Brigid's Hope Project—mentoring, support and residential assistance for women leaving prison . . . . . \$19,000
- SEARCH, Families United, Parents as Partners—transitional housing for homeless families and parent-empowerment classes . . . . . \$100,000
- Community Doula Program—mentoring program for pregnancy and parenting . . . . . \$30,000
- East End Healthy Children's Collaborative—mobile health clinic . . . . . \$40,000

**Muguerza Region**

- La Misión Topo Chico—soup kitchen to provide one meal a day to 700 very poor children . . . . . \$40,000

**Northern Louisiana Region**

- Shreveport-Bossier Community Renewal—neighborhood programs designed to enhance relationships between residents and promote healthier communities . . . . \$80,000
- Steps/MELD Hands-On Parenting—support, education and informational groups for teen mothers with children newborn to 3 years old . . . . . \$22,830
- Providence House—residential, educational facility that helps families break the cycle of homelessness . . . \$50,000
- CHRISTUS Schumpert School-Based Health Center, Atkins—expansion of two school-based health centers that currently use mobile health units . . . . . \$70,000
- Alliance for Education—after-school enrichment activities for children of Caddo and Bossier parishes through the After School Academy Program . . . . . \$60,000
- The National Youth Project Using Minibikes—esteem-building program targeting children who exhibit behavioral problems . . . . . \$26,000

**Santa Rosa Region**

- CHIP Outreach Program—program to enroll eligible children in CHIP and Medicaid programs . . . . . \$60,100
- Mission Road Development Center—residential, day and vocational training for mentally challenged children . . . . . \$50,000

*Continued on page 9*

*Regional highlights*

**CHRISTUS in the community**

*Continued from page 7*

to find a way to provide a legacy of service to the community after the facility closes in May 2003.

Potter's Vessel Ministries, Inc., will provide training and development programs for nurses, faith communities and the community at large for the purpose of developing and supporting parish nurse programs, improving medical literacy, and improving access to health and wellness services and information.

The ministry will provide consultation services for all steps of the development process for the new parish nurse programs. Consultation services will initiate and help sustain ongoing programs and services that meet the physical, psychosocial and spiritual needs of poor and underserved people in Central Texas.

Potter's Vessel Ministries, Inc., will eventually

provide limited direct care to people in faith communities and disadvantaged neighborhoods via a medical van. This care will be provided to individuals who do not have access to medical services and otherwise would not receive the medical attention they need.

**CHRISTUS St. Joseph Hospital**

**St. Joseph Hospital reaches out to the community.** CHRISTUS St. Joseph Hospital reached out to the community in many ways this year. The George I. Sanchez School-Based Health Center had 2,600 patient visits. The Parish Health Program with Holy Family Clinic had 2,494 patient visits. And the Healthy Living Mobile Clinic had 147 clinics scheduled, with 5,633 patients seen, in addition to the 4,427 people seen for flu shots only.

CHRISTUS St. Joseph Hospital also held three workshops: the "Environmental Health Workshop," which 30 people attended; the "All Things Charity—Poverty USA Workshop," which 100 people attended; and the "Congregational Health Workshop," which 120 people attended.

Assisted area agencies included G. I. Sanchez, which received a \$100,000 grant from the March of Dimes, as well as the Diabetes Program at Holy Family Clinic at IHM, which received \$25,000.

St. Joseph Hospital Associates are active in the March of Dimes, the Houston Area Mobile Clinic Forum, the Hispanic Health Coalition, the Children's Health Insurance Program coalition and the Center for Faith and Health Initiatives.



**Pediatrician Gordon Bellah, M.D., is one of the dedicated physician volunteers who serve patients at the Point of Light Clinic in Dickinson, Texas.**



**Laurie Gutheinz, the Gabriel Project coordinator, (right) offers assistance to a new mother and baby.**



**A CHRISTUS St. John Hospital "Wee See" recipient**



**The Gator Aid School-Based Clinic in Dickinson, Texas. A group of elementary school kids poses with Nurse Practitioner Rene Lovett (back row, third from left, holding the sign), Sister Frances Therese Whooley (back row, second from right) and Mission Services Director Sarah Deacon (back row, far right).**



## CHRISTUS St. Joseph's Health System—Paris

### New community development corporation focuses on affordable housing.

CHRISTUS St. Joseph's Health System helped stimulate the creation of a community development corporation (CDC) in its community. The CDC will help in efforts toward building a healthy community, especially addressing the issues of economic development, revitalization and housing.

Immediately after organizing, the newly formed CDC applied for and was awarded a \$135,000 CHRISTUS Fund grant and received the Touchstone award. The new CDC also intends to apply for the Community Direct Investments loan funds available to CHRISTUS communities.

### Colorful gala supports nursing students.

CHRISTUS St. Joseph's Health System's annual October gala evoked the South Pacific this year with its "Some Enchanted Evening" theme. Each guest received a colorful Hawaiian lei. Proceeds from the gala will be used for nursing scholarships for local students.

Mary Clark (second from left) receives a \$135,000 check from Lisa Rutherford, vice president of mission for CHRISTUS St. Joseph's Health System. The grant will support Paris Living, a community development corporation established to offer affordable housing in Paris, Texas.



## CHRISTUS St. Joseph Villa

### Parish nurses promote seniors' health.

CHRISTUS St. Joseph Villa has been actively involved with the Rocky Mountain Parish Nurse Ministries during the past fiscal year. Parish nurses are registered nurses who provide holistic nursing care to faith community members of all ages, facilitating wellness and promoting a healing community.

Several CHRISTUS St. Joseph Villa Associates played important roles in developing this group and furthering parish nursing in the Salt Lake area by serving as officers of the organization and volunteer nurses.

With the support of the CHRISTUS Fund, the Rocky Mountain Parish Nurse Ministries group was able to conduct workshops, educational retreats and health fairs, as well as establishing parish nursing in three new areas along the Wasatch Front. Additionally, the group is leveraging funds by establishing collaborative partnerships with area businesses.

As the parish nurse ministry grows, CHRISTUS St. Joseph Villa looks forward to a continuing partnership.

## CHRISTUS St. Mary Hospital

### ACT OUT! Program for kids a great success.

After much dedicated time and effort, CHRISTUS St. Mary Hospital and Healthy Communities are proud



to see the ACT OUT! Program achieve new levels of success as it approaches its third year of growth. The ACT OUT! Program, a youth after-school performing arts program, has received strong community support, as well as its second grant from the CHRISTUS Fund. A local church has supported the program by donating space within its facility for students to meet.

This year the group participated in city initiatives like the Christmas "Posadas" and Mardi Gras. The students also wrote a play that dealt with real-life issues for teenagers today and presented it at a local fraternity's annual banquet.

This summer the group had the opportunity to perform one of Shakespeare's classics, *A Midsummer Night's Dream*, in two of Port Arthur's public parks. The "Shakespeare in the Park" project was a genuine example of a community working together to achieve results beyond the ordinary.

Aside from performing, the students learn many aspects of producing a play, including costume design, sound system operation, stage design and script writing. By electing a Youth Council and participating in decision-making, the students also learn leadership skills.

Total enrollment for the ACT OUT! Program has reached more than 30 participants, ranging from the seventh to 10th grades. The program has

received referrals from Communities in Schools counselors and other local youth organizations. Students say they have enjoyed the experience of teamwork and the opportunity to express themselves and their concerns. Community leaders and program coordinators have witnessed the students mature with increased self-confidence and the development of a sense of belonging.

The ACT OUT! Program is a project of the Creating Healthier Communities Advisory Committee, an organization made up of various entities from the community focusing on children and youth. The committee recognized the importance of creating a safe, after-school recreation program for the public when a youth survey revealed a lack of programs for the area. The committee also identified a preventive and healing potential in performing arts programs.

## CHRISTUS St. Michael Health System

### Children's Health Expo provides free health screenings.

CHRISTUS St. Michael Health System

*Continued on page 10*



A parish nurse provides health screenings and counseling at a health fair sponsored by the Rocky Mountain Parish Nurse Ministries.

## Fund grants awarded July 2001 through June 2002

*Continued from page 8*

■ University of Texas Health Science Center at San Antonio, ACT for Children—home-based palliative care program for children of Santa Rosa Children's Hospital . . . . . \$102,000

■ CHRISTUS Santa Rosa Lifecycles Outreach—inpatient, family-centered maternity care program that provides health care to women and their families across the life span . . . . . \$159,422

### Southeast Texas Region

■ Silent Samaritan—spiritual and psychological counseling program for women and children . . . . . \$51,000

■ Program of Health Excellence, Inc.—Nurse's Assistant Training Program . . . . . \$50,000

■ Family Services of Southeast Texas—the Jasper Safe House provides services for victims of domestic violence . . . . . \$30,000

■ Healthy Families Program—education, support and links to medical providers for families at risk for child abuse . . . . . \$18,000

■ Pineywoods Home Team—the Jasper office provides home-buyers education and credit counseling . . . . \$53,000

■ Ubi Caritas—clinic providing services to indigent people . . . . . \$69,800

### Southwest Louisiana Region

■ Friends of Families of Southwest Louisiana—mentoring program for pregnant teens and new mothers . . . . \$24,000

■ Teen Parent Center—school district program that works with teen parents, their children, their families and other support systems . . . . . \$23,740

### Spohn Region

■ Access—mental health and counseling services for low-income men, women and children . . . . . \$10,000

■ Catholic Social Services of Corpus Christi—counseling program to deal with family conflict/domestic violence and to provide direct aid to those in economic need . . . . \$50,000

■ Community Action Corporation of South Texas—home-based physical, occupational and speech therapy for disabled infants and toddlers in eight counties . . . . . \$20,000

■ Nueces County Community Action Agency/Head Start—prescription medication and direct medical and dental care for siblings of children enrolled in Head Start . . . . . \$50,000

■ Jim Wells County Community Network—computer network with free access for underserved population throughout the county . . . . . \$25,000

■ WORK2000, Goodwill Industries—employment, education and training that will lead to greater independence, self-esteem and enhanced occupational opportunities for disabled people . . . . . \$10,000

■ Alice Counseling Center—helps families victimized by domestic abuse in and beyond the boundaries of Jim Wells County . . . . . \$50,000

■ Project Bridge—emergency shelter and transitional housing program for entire families facing homelessness . . . . . \$10,000

■ Nueces County Community Action Agency, Housing Initiative—funds for a construction specialist for a housing program . . . . . \$23,000

■ Corpus Christi Partnership—funds to support a local coordinator for the Collaborative Housing Initiative to facilitate the development of affordable housing . . . . . \$20,000

■ Open Arms and Thankful Hearts (OATH)—prescription medication and supply assistance program . . . . . \$25,000

*Continued on page 10*

*Fund grants awarded  
July 2001 through June 2002*

Continued from page 9

- The Beeville Vineyard—support for prescription medication, diabetic-needs transportation and respite for convalescing patients . . . . . \$10,300

**St. Joseph's Health System Region**

- Paris Living CDC—funds for first-year administration expenses in initiating a CDC program in Paris, Texas . . . . . \$135,000
- CASA for KIDS, Nine Months PLUS—prenatal and postnatal program for boys and girls ages 12 to 22 . . . . . \$15,000
- Lamar County Human Resources, Inc., Meals on Wheels—food service for seniors in a rural and economically depressed area . . . . . \$35,000

**Utah Region**

- Salt Lake Hospitality Ministry-Wayfarers Inn—single-occupancy residence for 20 poor and disabled people . . . . . \$12,000
- Rocky Mountain Parish Nurse Ministry—addition of parish nurse coordinator for training program for nurses providing care in Salt Lake parishes . . . . . \$38,200

**West Central Louisiana Region**

- CHRISTUS Coushatta Health Care Center Community Garden—community garden for teens, adults and seniors for multiple purposes . . . . . \$25,000
- DOVES—domestic violence education and support center of the YWCA of Northwest Louisiana . . . . . \$48,110
- Family Violence Program—offers support, counseling and legal advocacy for victims of domestic abuse . . . . \$32,565

**Outside CHRISTUS regions**

- Vogelweid Learning Center—academic program for special needs children . . . . . \$8,000
- Centro Mujeres Tonantzin, AC, Ciudad Juarez, Mexico—construction of 50 dry eco-toilets and partial funding of a multipurpose meeting room for residents of five poor colonias . . . . . \$30,000
- Instituto Nacional de Cardiología Ignacio Chavez, Mexico City—purchase of teaching aids and educational materials for nursing students . . . . . \$30,000
- Mayan Youth Seeking a Better Future—home and education center for children 14 and older . . . . . \$32,000
- The Catholic Diocese of Jefferson City, El Puente—provides transportation services for medical, social and domestic purposes to Hispanic immigrants . . . . . \$4,000
- Catholic Charities of Dallas, Grand Prairie Wellness Center—screening and education program for chronic illnesses, immunizations and well-baby issues . . . . \$36,500
- New Orleans Partnership for the Care of the Uninsured—program to improve access to health care through coordination and integration of health resources . . . . . \$35,000

**Disaster relief**

- American Red Cross, Central Louisiana Chapter—for victims of the effects of Tropical Storm Allison . . . . \$10,000
- American Red Cross, Houston Chapter—for victims of the effects of Tropical Storm Allison . . . . . \$15,000
- Assist America Campaign/Catholic Charities Funding—for victims of the terrorist attacks of Sept. 11. Funds to match contributions made by Associates. Total: \$150,000 . . . . . \$50,000
- Emergency Aid Coalition—for victims of Tropical Storm Allison in their various facilities . . . . . \$2,000
- The Women's Home—for victims of the effects of Tropical Storm Allison . . . . . \$2,000

**Total amount awarded  
in the 2002 fiscal year . . . . . \$2,394,437**

*Regional highlights*

**CHRISTUS in the community**

Continued from page 9

participated as one of the corporate sponsors of the fifth annual Wild About Wellness Children's Health Expo held at the Four States Entertainment Center on July 26 and 27. Other sponsors included Our Children First, Inc., Arkansas Blue Cross Blue Shield and other community agencies.

Free immunizations and screenings for growth and development, scoliosis, nutrition, fitness, hearing and speech were provided along with fun activities, contests, entertainment and educational information geared toward the health, safety and well-being of area children. The event was very successful, with approximately 4,000 adults and children participating.

**"Closing the Health Gap."** With a grant from the CHRISTUS Fund, CHRISTUS St. Michael Health System joined with local radio stations KZRB 103.5, ABC Radio Networks and the U.S. Department of Health and Human Services to present "Closing the Health Gap," a breakthrough public awareness program to educate the African American community about improving health, getting screened for diseases and seeking assistance for medical problems. The program included a free multifaceted health fair on April 20 and a yearlong presentation of radio public-service messages on various health subjects, such as diabetes, HIV, drug abuse, cancer, heart disease, SIDS and stroke.



**CHRISTUS St. Patrick Hospital's Jackie Doyle and the Molo Middle School students recognized Yellow Ribbon Week, Sept. 16 through 21.**

**CHRISTUS St. Patrick Hospital**

**School-Based Health Centers provide quality health care to students.** Since the opening of the first CHRISTUS St. Patrick Hospital School-Based Health Center in Calcasieu Parish back in April 1995, thousands of Southwest Louisiana students have received an array of comprehensive health services needed to help them thrive and succeed. During the 2001–2002 school year, 2,756 students enrolled in the School-Based Health Center program and 8,997 visits were made to the centers.

"Most of our students rely on us for many of their health needs," says Sandra Semien, R.N., M.S.N., director of community health. "We provide services ranging from preventative health screenings and immunizations to mental health services and family counseling."



**The DeQueen, Ark., boys' track team grabbed first place in the high school competition for the 5K Duck Waddle, which preceded the Great Texarkana Duck Race. Three of the team members finished in the top five positions for the overall race.**



**Dawson Francis and his mom, Megan, feed a lamb at the 2002 Great Texarkana Duck Race, where children's activities included a petting zoo, face painting, pumpkin painting, visor painting and jumping in the giant jumping jelly bean.**



Poddy Champeaux (left) was presented with the Jack V. Doland "Citizen of the Year" award during the 2002 Southwest Louisiana Women's Commission Fall Conference.

This vital program continues to expand and now serves an entire Calcasieu Parish School District, two Lake Charles underserved day care centers and South Cameron High School in neighboring Cameron Parish.

**Molo Middle School students take a stand against suicide.** Sept. 16 through 21 was proclaimed "Yellow Ribbon Suicide Awareness and Prevention Week" by Louisiana Governor Mike

Foster. In recognition of this week, the Associates of the CHRISTUS St. Patrick Hospital's School-Based Health Center at Molo Middle School in Lake Charles, La., conducted

**"I came that you may have life, life to the full."**  
—John 10:10

classroom presentations and a student essay contest regarding how to recognize a cry for help and how to prevent teenage suicide.

"The Molo Middle School students really embraced this campaign," says Jackie Doyle, Molo

Middle School-Based Health Center social worker and coordinator of the Yellow Ribbon Week activities. "Each student signed a suicide contract stating that they will not attempt suicide and will get immediate help if they are ever feeling suicidal feelings and thoughts."

**Champeaux wins "Citizen of the Year" award.** Poddy Champeaux, CHRISTUS St. Patrick Hospital's Children's Miracle Network director, was recently honored for her endless compassion and dedication to the children and residents of Southwest Louisiana. Champeaux was presented with the 2002 Jack V. Doland "Citizen of the Year" award during the Southwest Louisiana Women's Fall Conference Luncheon held on Saturday, Sept. 14, at the Lake Charles Civic Center.



### CHRISTUS: Our Daily Bread

Many ex-clients of Our Daily Bread who have recovered from their homeless condition return to tell us of their success. Invariably, their message to us is, "This is where my recovery began. I came here to feed my body and found a way of healing me!"

The staff, volunteers and friends of Our Daily Bread work very hard to make this a place where the healing begins and continues through the collaboration of many helping agencies and people. We have come to understand that the person experiencing homelessness needs to be fed in two ways, materially and spiritually, if they are to get free of their homeless circumstances and take their place at God's earthly banquet table.



## People

The memory of **Sister Dorothea Burke, CCVI**, was celebrated at CHRISTUS Santa Rosa Health Care on Sept. 20. For her 54 years of dedicated service to CHRISTUS Santa Rosa Health Care, as well as for her unwavering good humor and kind spirit, The Surgical Center at CHRISTUS Santa Rosa Hospital and CHRISTUS Santa Rosa Children's Hospital was named in honor of Sister Dorothea, and a commemorative plaque featuring her likeness was unveiled. Associates, physicians, volunteers, community leaders, and active and retired Sisters of Charity of the Incarnate Word attended the ceremonial program to remember one of the most beloved leaders in the history of CHRISTUS Santa Rosa Health Care.

The Program director of CHRISTUS Santa Rosa Health Care's Family Practice Residency Program and Clinic, **James C. Martin, M.D.**, has been elected president of the American Academy of Family Physicians. The academy represents over 93,500 family physicians, family practice residents and medical students across the United States.

**Charles Moore, M.D.**, director of heart transplant services and the Assist Device Program at CHRISTUS Transplant Institute, recently presented "Cardiac Transplantation and Cardiac Assist Devices in the 21st

Century" to the Organ Transplant Group at the University of Texas Health Science Center at San Antonio and the Kumamoto City Medical Society Physicians Group. The latter was a group visiting from Kumamoto, Japan, sister city to San Antonio, Texas. Dr. Moore also served as guest speaker at the 2002 Awards Luncheon of the Texas Transplant Olympics held in New Braunfels, Texas, in September. He was introduced to the crowd by one of his former patients who received a heart transplant five years ago.

**Michael J. McBride** has been appointed vice president and administrator of CHRISTUS Santa Rosa Medical Center in San Antonio. Formerly chief operating officer at CHRISTUS St. Joseph's Health System, McBride began his new duties in September and will oversee all activities at the medical center campus, including the CHRISTUS Santa Rosa Rehabilitation Hospital and the CHRISTUS Transplant Institute.



The National Association for the Advancement of Colored People (NAACP) recognized **Charles Foster** with this year's John Schillady Award at its 30th

annual Freedom Banquet. The John Schillady Award is presented to a non-African American individual in the community who has displayed great support for the NAACP organization and its belief in enhancing equal rights for African Americans and other minority groups.



Foster is the regional director of human resources for CHRISTUS Health Southeast Texas, which encompasses the facilities of CHRISTUS St. Elizabeth Hospital, CHRISTUS St. Mary Hospital and CHRISTUS Jasper Memorial Hospital. In this role, he is responsible for the management and coordination of human resources functions and initiatives throughout the CHRISTUS Health Southeast Texas organization, and he serves as the region's liaison with systemwide and other regional human resources departments.

**Dan Price** has been hired as the new director of business services for the U.S. Family Health Plan (USFHP). Price will assume responsibility for finance and accounting, capitation management, financial analysis, coordination of benefits, claims processing and payment, and information systems.

# System highlights

## New format, new mode of communication

The *Via CHRISTUS* publication is taking on a new shape and physical form. In place of this printed copy, important *Via CHRISTUS* stories will be coming to you via your local Associate newsletters and through the CHRISTUS intranet.

In December 2003 we will print and distribute

a fiscal year-end issue that will highlight the system's social accountability efforts along with other major achievements and programs. Special *Via CHRISTUS* editions will be used throughout the year as needed to relay important CHRISTUS information.



## Coffee talk

### Via CHRISTUS interviews Linda McClung

**Via: Let's begin by having you tell us about your position within CHRISTUS.**

McClung: Essentially, I manage two major functions, including communications and philanthropy. Each function supports the system's mission, vision and strategy, but approximately 85 percent of our time is spent in supporting our regions to help them be successful.

With communications, this involves developing and implementing external and internal communication plans, strategies and services that position CHRISTUS and its local entities as the provider of choice. We work with our regional philanthropy staffs to create shared strategies and tools, and to help develop all aspects of a comprehensive philanthropy program for each region.

**Via: What is your background and experience?**

McClung: I was thrilled to land my first job out of college with a not-for-profit health system. Later I took a position managing communications and marketing for a hotel chain, followed by a telecommunications firm. But I missed working in health care and eventually decided to return to the hospital setting.

Overall, I have been associated with not-for-profit, faith-based health care systems for most of my career. I was with the Daughters of Charity for five years and then joined Incarnate Word Health System (IWHS) in 1986. Within IWHS, I worked in marketing and communications at Spohn Health System in Corpus Christi and Santa Rosa Health Care in San Antonio before joining the IWHS system office in 1996.

**Via: What attracted you to CHRISTUS Health?**

McClung: When I began my career with the Daughters of Charity, I was impressed by their direction, their strength and the vision of their founders. I found the same values through my association with the Sisters of Charity of the Incarnate Word and, subsequently, CHRISTUS Health. I strongly believe in the heritage and vision of our sponsoring congregations. I take great pride in being

a part of that legacy.

**Via: What types of communications initiatives can our Associates expect to see in the coming year?**

McClung: Most of our initiatives will support CHRISTUS Health's journey to excellence by 2006. This will call for us to enhance the communication of system, regional and facility priorities down to the operating department level so that each and every Associate can understand what we're doing, why we're doing it and what they need to do to make CHRISTUS an excellent organization.

Much of our efforts will also focus on service excellence, patient and Associate satisfaction and support of the CHRISTUS Service Guarantee program. We know that if we can deliver on a robust and comprehensive Service Guarantee, we will have in place all the necessary practices to create the ideal patient experience.

**Via: Tell us about our strategy to raise awareness of the CHRISTUS Health brand.**

McClung: Our efforts to position CHRISTUS Health as a leader in the health care industry and, specifically, in Catholic health care, have to start inside our hospital walls. Our brand begins with us and is only as strong as the service and care that we provide to every person who enters our doors. We have to continue to ensure that each of our Associates understands the processes that will accelerate our journey to excellence and that we, as an organization, are truly different in the way we treat people. I know we can make a difference in the health care industry and in the health of our communities, and that is exciting.



Linda McClung, senior vice president of communications, public affairs and philanthropy

## Congratulations, Touchstone winners

Winners of the CHRISTUS Touchstone 2002 Awards program were announced on Sept. 12 during the annual Leadership Retreat. The Touchstone categories mirror the CHRISTUS directions to excellence—clinical quality, service quality, business literacy and community value—and each winner was chosen from an impressive slate of finalists. A fifth category added this year, the spirit exchange, recognized a region that adopted and successfully implemented a previously posted best practice.

The 2002 winners include:

### Clinical quality

HealthTexas Medical Group  
CHRISTUS Primary CareNet  
Impact of Behavioral Modification  
Module on Glycemic Control

### Service quality

CHRISTUS Jasper Memorial Hospital  
CHRISTUS Health Southeast Texas  
Patient Satisfaction

### Business literacy

CHRISTUS St. Michael Health System  
CHRISTUS Health Ark-La-Tex  
Interserv

### Community value

- CHRISTUS St. Joseph's Health System  
Creation of a Local Community Development Corporation
- CHRISTUS Santa Rosa Children's Hospital  
CHRISTUS Santa Rosa Health Care  
Pediatric Supportive and Palliative Care Program

### Spirit exchange

CHRISTUS St. Frances Cabrini Hospital  
CHRISTUS Health Central Louisiana  
Ninety-Day R.N. Recruitment Drive

In addition to the awards listed above, Thomas Royer, M.D., presented the Touchstone Leadership Award to current CHRISTUS Health Board Chair Sister Olive Bordelon, CCVI. Sister Olive, who has served in various leadership roles with the Sisters of Charity of the Incarnate Word of Houston, as well as the former Sisters of Charity Health Care System, was the first chair of the CHRISTUS board, assuming that role in February 1999. She will complete her term as board chair on Dec. 31, 2002. All of the Touchstone entries, including the new winners, are posted on the CHRISTUS intranet and are available for review and implementation for all regions.

CHRISTUS Health is a faith-based health system that is sponsored and inspired by the congregations of the Sisters of Charity of the Incarnate Word, Houston, and the Sisters of Charity of the Incarnate Word, San Antonio. A dynamic and diversified organization, CHRISTUS Health has as its Mission to extend the healing ministry of Jesus Christ.

*Via CHRISTUS*, Latin for "by way of Christ," is published bimonthly for the Sisters, Associates, physicians, volunteers and friends of CHRISTUS Health. This newsletter is produced by the CHRISTUS communications department to enhance communications and promote the exchange of news and information throughout the system.

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