





A Message from the C.E.O



Dear Friends,

We are proud and excited to celebrate our thirtieth anniversary! We know that more important than a set number of years are all the many achievements, trends, innovations, and contributions to our community that those years represent.

An anniversary this significant is a new opportunity to recommit to our mission, identity, culture and values to set the stage for the future. In today's business and social environment, it is more important than ever to share with our stakeholders, employees, patients, residents, clients, students, families, physicians and strategic partners the perspective one gets by viewing our organization's success over time, to help them better appreciate its readiness for tomorrow.

Catholic Health Services has been blessed with the talent, skill, dedication and commitment of the many people who laid the bricks and the mortar over the years to build the strong and progressive organizations we share today. Today, those entrusted with the challenge of building taller bridges to the future stand proud and ready to answer the call.

Our caring and healing ministries were founded by and continue to be led by mission-driven, compassionate individuals. Last year we provided more than \$12 million in charity care, including uncompensated care, rental subsidies, health support services, community health education, and numerous other community efforts.

We are committed to a vision of ministry that transcends traditional organizational boundaries and facility walls – striving and expanding to enhance the health and well-being of individuals, families and communities throughout South Florida, we touched over 29,000 lives in 2015. Thank you for allowing us into your lives and giving us the opportunity to serve. We look to the next thirty years with the hopeful anticipation of meeting even greater needs in our community.

Sincerely,

Joseph M. Catania President & CEO Catholic Health Services





Mission Statement

To provide health care and services to those in need To minimize human suffering To assist people to wholeness And to nurture an awareness of their relationship with God.

Vision Statement

Catholic Health Services will strive to improve the health, independence, and spiritual life of the elderly, the poor and the needy in the Archdiocese, through innovative and proactive approaches to: • Managing care and providing services

- Facilitating transitions across levels of care
- Community partnerships and collaboration

Advocacy efforts

# Community Benefit Report 2015 Catholic Health Services Celebrates 30 years

# 30 years of serving the community and improving hundreds of thousands of lives.

The CHS report card is impressive across the board. Over the years each of our service lines has received awards and accolades from industry associations as well as local, regional and national organizations and regulatory bodies.

Skilled Nursing Centers - - Tier 3 & 4 AHCA Quality Initiative and 4 & 5 Star in CMS Quality Ratings

Rehabilitation Hospitals - - All ranked consistently within Top 10% in UDS; Stroke Certified; Joint Commission

Home Health Agencies - - Among Best Practices in US

Assisted Living Facilities - - Exceptional service in home like atmosphere

Catholic Hospice - - Joint Commission Accredited; L'Chaim Program accredited by the National Institute for Jewish Hospice

Catholic Cemeteries - - Largest Continuous Build Mausoleum in North America

Catholic Housing Management - - REAC top rated throughout all communities

Centro Mater Child Care Services - - All centers have received the Five (5) STAR rating from the

Early Learning Coalition Quality Counts; Centers have been recognized and accredited by:

The National Association for the Education of Young Children • The National After-School Association

The Gold Seal of Accreditation from the Florida Association for Child Care Management

Our patient and resident satisfaction results are above the 80th percentile inclusive of all experiences, including areas such as respect, dignity, courtesy and good communication. It has been our collective goal over the years to focus on delivering the highest quality care and services bringing about the greatest impact and influence on the experience of patients, residents and families.

Our employee satisfaction results are at 90%, indicating that not only are we considered a desirable organization where our staff is committed to the Mission, but they feel our commitment to them, their careers, their futures and their families, as well. Consistently, across all service lines, employees indicated that what they liked best about working at CHS was the relationships with patients, residents, clients and families, their co-workers and leadership, the Mission, and the caring environment.

# Catholic Health Services Nursing Centers achieve important AHCA Quality Initiative Recognition

The American Health Care Association (AHCA) has once again given recognition to Catholic Health Services Skilled Nursing Homes for achieving goals as part of the AHCA 2014 Quality Initiative Recognition Program. Villa Maria Nursing Center, in North Miami and St. John's Nursing Center, in Lauderdale Lakes both achieved Tier 4 performance and St. Anne's Nursing Center and Villa Maria West Nursing Center were recognized as Tier 3 Achievers. Of all the participants who met one or more goals nationwide, Villa Maria Nursing Center and St John's Nursing Center each reached the highest achievement, Tier IV recognition, along with 10 other nursing homes in Florida and only 153 nationwide (1.6% of all nursing homes).

The AHCA Quality Initiative is an effort that builds upon the existing work of the long term and post-acute care field by setting specific, measurable targets to further improve quality of care in America's skilled nursing centers and assisted living communities. To achieve recognition, AHCA members are encouraged to reach defined, concrete goals over a three year program, in four core areas.

The Quality Initiative Recognition Program, in its second year, honors those nursing homes that achieved one to four goals that are designed to further improve quality of care in America's skilled nursing centers.

- 1. Safely reduce the number of hospital readmissions within 30 days during a SNF stay by 15%
- 2. Reduce turnover in nursing staff by 15%
- 3. Increase the number of customers who would recommend the facility to others to 90%
- 4. Safely reduce the off-label use of antipsychotic drugs by 15%

"Last year, Villa Maria Nursing Center was the sole nursing home in the state to achieve all four tiers. This year, St John's Nursing Center joins Villa Maria in achieving four tiers along with ten other Florida nursing homes. This is a notable accomplishment as nationwide only 153 skilled nursing centers achieved four tiers in 2014," stated Carol Ann Preston, Catholic Health Services director of quality control. "Additionally, St Anne's Nursing Center and Villa Maria West Nursing Center achieved three tier recognitions with just 40 other Florida nursing centers - great work!"

The American Health Care Association (AHCA) is a non-profit federation of affiliated state health organizations, together representing more than 12,000 non-profit and for-profit nursing centers, assisted living, developmentally disabled and sub-acute care providers that care for the millions of elderly and individuals with intellectual and developmental disabilities each day. There are currently approximately 9,600 Skilled Nursing Facility provider members.



# Geriatric PT Residents participate in Florida Senior Games

Team members of the CHS Post-Professional Geriatric Physical Therapy Residency Program were proud participants in the State Championships for the Florida Senior Games held in Ft Myers, FL. This event is part of the National Senior Games, a 19sport, biennial competition for men and women 50 and over. Residents and faculty from St. Catherine's Rehabilitation Hospital performed a set of screens to assess the overall health and fitness of a sample of participating seniors. Our residents were instrumental in evaluating four key areas that define health/fitness: cardiovascular health, flexibility, strength, and balance/mobility. Participants received feedback on their performance and suggestions for maintaining or improving their overall fitness.

It was inspiring and rewarding to see these successful aging adults who perform as elite athletes in their chosen sports. Imagine a 100 year-old gentleman taking a medal in the javelin throw... or a 76 year-old woman

realizing at age 64 that she had a gift for running and going on to become one of the top female runners in the world for her age group. Participating in events like this is a great way for physical therapists and other healthcare providers to bring awareness to the importance of maintaining fitness as we age and to supporting an active and healthy lifestyle in older adults.





# Joint Commission Awards St. Catherine's Stroke Rehab Certification

St. Catherine's Rehabilitation Hospital earned the Joint Commission Gold Seal of Approval ® for Stroke Rehabilitation Certification, after undergoing a rigorous on-site review last summer. The Gold Seal of Approval ® is a symbol of quality that reflects an organization's commitment to providing safe and effective care. Joint Commission experts evaluated compliance with national disease-specific care standards as well as with stroke-specific requirements. Clinical practice guidelines and performance measures were also assessed.

The certification system was established in 2002 and is awarded for a two year period. The Joint Commission's Disease-Specific Care Certification evaluates clinical programs across the continuum of care and addresses three core areas:

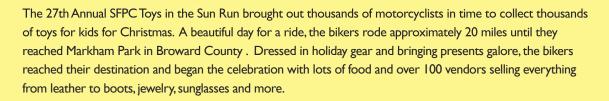
- Compliance with consensus-based national standards
- Effective use of evidence-based clinical practice guidelines to manage and optimize care
- An organized approach to performance measurement and improvement activities

"St. Catherine's Rehabilitation Hospital has thoroughly demonstrated a high level of care for patients with Stroke," said Wendi J, Roberts, RN, executive director, Certification Programs, The Joint Commission. "We commend St. Catherine's Rehabilitation Hospital for becoming a leader in Stroke Rehabilitation care, potentially providing a higher standard of service for Stroke patients in the community."

"We are pleased and proud to receive The Gold Seal of Approval ® for Stroke rehabilitation. Our team is dedicated to ensuring that every patient that comes to St. Catherine's Rehabilitation Hospital receives the best possible care and achieves the highest possible medical and functional outcomes," commented Jaime Gonzalez, hospital administrator of St. Catherine's. "This certification provides us with an even stronger framework to continue our culture of excellence."



# CHS joins South Florida Motorcycle Club Toys in the Sun Run



As a proud sponsor, over 30 Catholic Health Services facilities collected toys for the Joe DiMaggio Children's Hospital. David Guerra, from our environmental services staff at St. Catherine's West Rehabilitation Hospital drove the CHS truck in the parade. George Saenz, Director of Facility/Plant Operations for CHS, rode his bike in the parade and stated "I have been riding in the parade for years. It is a great event for a very good cause. Glad that CHS was part of it this year".

Since the very first Toy Run, the event has steadily grown. It takes over 32 Motorcycle Clubs and Organizations to make this event happen. Over 30,000 motorcycles participate in this event each year with the help of police agencies from all over South Florida.

The Toy Run had its start in 1987, and raised \$965 and a little over 500 toys. Today, the money raised from this event has exceeded the \$11.5 million mark. The toys and proceeds go to the Joe DiMaggio Children's Hospital Foundation.



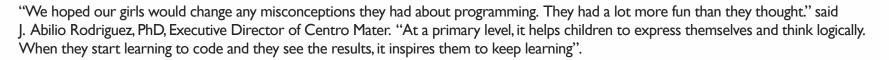




# Centro Mater Foundation creates exciting opportunity for students

Around the world, students from elementary school to the Ph.D. level are increasingly getting acquainted with the basics of coding, also known as computer programming. It is now broadly accepted that exposing students to coding from an early age helps to demystify an area that can be intimidating. It also breaks down stereotypes of computer scientists as geeks. Programming is highly creative and studying it can help to develop problem-solving abilities, as well as equip students for a world transformed by technology. The Centro Mater Foundation, in its ever-progressive outlook, brought the challenge and opportunity to the girls at Centro Mater through CODeLLA and a grant they procured from Northern Trust.

CODeLLA collaborated with Centro Mater in providing courses to 25 girls in the summer camp program in 4th – 7th grade (9 - 12 years of age). The courses involved digital literacy, computational and logical thinking strategies, presentation and entrepreneurial skills. On August 17, the 25 happy and accomplished girls who participated in the coding and entrepreneurship classes graduated at Miami Dade College – Idea Center.



Getting more kids to code has attracted a great deal of public attention for the technology industry for some time. Teaching programming skills to children is seen as a long-term solution to the "skills gap" between the number of technology jobs and the people qualified to fill them.

Centro Mater is a 47-year-old, nonprofit organization that strives to aid economically disadvantaged families by providing quality childcare and education services.

CODeLLA is an 8-week Tech Entrepreneurship + Coding Immersion Program for under-represented Latina girls from the ages 9-12. They provide a safe, girls—only environment built for learning and exploring the fundamentals of Computer Science, Digital Literacy, and Interpersonal Development. The main goal of CODeLLA is to empower the next generation of Latinas by building an invaluable skillset and giving them the confidence to pursue careers in STEM.

# Catholic Hospice opens new inpatient unit at St. Anne's

The brand new inpatient care unit at St. Anne's Nursing Center in south Miami-Dade includes eight private rooms for terminally ill patients, as well as cozy family gathering spaces. The IPU wing which was custom designed to provide every comfort to the patient and the family started taking patients on Sunday, September 28, 2014.

Catholic Hospice has been serving the South Florida Community for over 25 years. In recent years, Catholic Hospice opened inpatient care units at St. Catherine's West and at Holy Cross Hospital. "It has long been the goal of Catholic Hospice to provide a dedicated Inpatient Unit to the South Miami-Dade Community. The new St.Anne's unit will serve the community with dedicated hospice staff to provide compassionate, quality care to those whose needs at the end of life cannot be met at home," said Bonnie Alkema, Executive Director of Catholic Hospice.







# Skilled Nursing & Long Term Care

Catholic Health Services skilled nursing facilities offer various clinical specialties including orthopedic care for those recovering from total joint replacements. SNFs provide rehabilitation and nursing care for patients who require short-term recovery following an acute illness or accident. Our long-term care residents benefit from a fully integrated and interdisciplinary team approach to care. Cultural diversity is respected and many members of our staff are bilingual.

St. John's Nursing Center St. Anne's Nursing Center Villa Maria Nursing Center Villa Maria West Skilled Nursing Facility

# Rehabilitation

Catholic Health Services has 3 stand alone specialty rehabilitation hospitals and one outpatient satellite facility. The goal of rehabilitation is to maximize a patient's ability and help him or her learn to live independently. We bring the latest advanced technology to rehabilitation with all the most sophisticated equipment. Each of our rehabilitation hospitals features the most refreshing centerpiece service in the industry... an indoor aquatic center for in and out-patient therapy.

Through the excellent outcomes provided by our highly skilled interdisciplinary team, our rehabilitation hospitals scored high marks on the 2015 UDS report. St. Catherine's Rehabilitation Hospitals ranked in the 91 percentile and St. Anthony's Rehabilitation Hospital placed in the 96 percentile among approximately 800 participating rehabilitation hospitals nationwide.

St. Catherine's Rehabilitation Hospital St. Anthony's Rehabilitation Hospital St. Catherine's West Rehabilitation Hospital St. Catherine's South Outpatient Clinic





Catholic Hospice assists families in caring for a loved one with reverence and dignity at the most vulnerable time in life's journey. Catholic Hospice provides responsive end-of-life care for patients of all ages and faiths. We provide spiritual and psychological support in order to help patients live their lives to their fullest capacity. Catholic Hospice offers comprehensive comfort care for patients and a helping hand for families.

Catholic Hospice provides care in Broward, Miami-Dade and Monroe counties, in private homes and health care facilities, as well as in the Inpatient Units at the CHS West Campus, CHS South Campus, Villa Maria Nursing Center and Holy Cross Hospital in Broward.



Catholic Cemeteries perform a sacred function on behalf of the entire Christian community. They serve as symbols of the extended community of believers, a community unbroken by death. Each cemetery consists of 125 acres designed, developed and landscaped to provide a setting of beauty and tranquility. Inspirational chapels provide places of peace for reflection and prayer. They offer traditional ground burial, lawn crypts and niches for cremated remains.

Compassionate, professional counselors guide families through decisions both at time of need and in planning for future needs.

Our Lady of Mercy Our Lady Queen of Heaven

# Home Health Services

Catholic Health Services home health professionals work together with you and your physician to tailor personal, one-on-one support to meet your health care and home assistance needs. A highly-skilled team of clinical associates provides a vast array of homecare services including nursing; disease and pain management; physical, occupational and speech therapy; and assistance with daily activities. Catholic Health Services home health agencies have earned an exceptional reputation for providing innovative solutions that improve health and enhance the quality of life for our patients.

Catholic Home Health Services of Broward Catholic Home Health Services of Miami-Dade

Assisted Living

A middle ground between independent living and nursing homes, Catholic Health Services assisted living facilities aim to foster as much autonomy as the resident is capable of. Assisted living provides a balance of residential living, medical and recreational services, and assistance with day-to-day living activities. Catholic Health Services offers 140 beds in a combination of private and semi-private accommodations including all home cooked meals, daily Mass and culturally diverse bilingual activities in lovely settings with plenty of common living spaces and outdoor gardens.

St. Joseph Residence St. Anne's Residence

# Centro Mater

There are 1,500 children enrolled in Centro Mater programs, from infancy to 12 years of age at five different educational and recreational campuses in Hialeah, Hialeah Gardens and Little Havana. Centro Mater was the first child care center in Florida to combine a pre-school, a Charter School K to 5th grade, before and after-school programs. The majority of Centro Mater staff is bilingual in English and Spanish, reflecting the ethnic composition of its clients. Over their forty years in operation, Centro Mater centers have established a record of the highest distinction serving a diverse population.

Centro Mater Child Care Center Centro Mater West II Centro Mater West Child Care Center Centro Mater II Child Care Center Centro Mater Walker Park



Catholic Housing Management operates sixteen HUD subsidized apartment communities in south Florida for active, independent seniors with limited financial resources.

Meticulously maintained buildings and beautiful grounds provide a lovely home where seniors can enjoy a variety of activities and conveniences, including group outings, educational programs, common rooms, libraries, exercise classes and on-site visiting vendors. Most are walking distance to shopping areas and places of worship. There are always interesting and fun places to visit or lectures, educational programs and hobby-oriented meetings to attend.

> St. Elizabeth Gardens St. Anne's Gardens Archbishop Hurley Hall Marian Towers St. Dominic Gardens

St. Mary Towers St. Joseph Towers Stella Maris House St. Monica Gardens Palmer House St. Joseph Manor St. Andrew Towers Archbishop Carroll Manor St. Boniface Gardens Archbishop McCarthy Residence St.Vincent de Paul Gardens

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# NORTH CAMPUS

St. John's Nursing Center 1,062 Patients Served

Catholic Home Health Services of Broward 713 Patient Visits

> St. Anthony's Rehabilitation Hospital 523 Inpatient Admissions 394 Outpatient Rehab & Clinic Persons Served

St. Joseph Residence 85 Residents Served

# VILLA CAMPUS

Villa Maria Nursing Center 1,172 Patients Served

St. Catherine's Rehabilitation Hospital 342 Inpatient Admissions 531 Outpatient Rehab & Clinic Persons Served

Catholic Home Health Services of Miami-Dade 448 Patient Visits

# SOUTH CAMPUS

St. Anne's Nursing Center 1,176 Patients Served

St. Anne's Residence 56 Residents Served

St. Catherine's South 338 Outpatient Clinic Persons Served

# WEST CAMPUS

# St. Catherine's West Rehabilitation Hospital

857 Inpatient Admissions 442 Outpatient Rehab & Clinic Persons Served

Villa Maria West Skilled Nursing Facility 500 Inpatient Admissions

# CATHOLIC CEMETERIES

Our Lady of Mercy 1,547 Interments

Our Lady Queen of Heaven 676 Interments

2,223 Families served by our Catholic Cemeteries on a pre-need basis.

# CENTRO MATER

1,440 Children and their Families Served in 5 Child Care Centers in Little Havana and Hialeah.

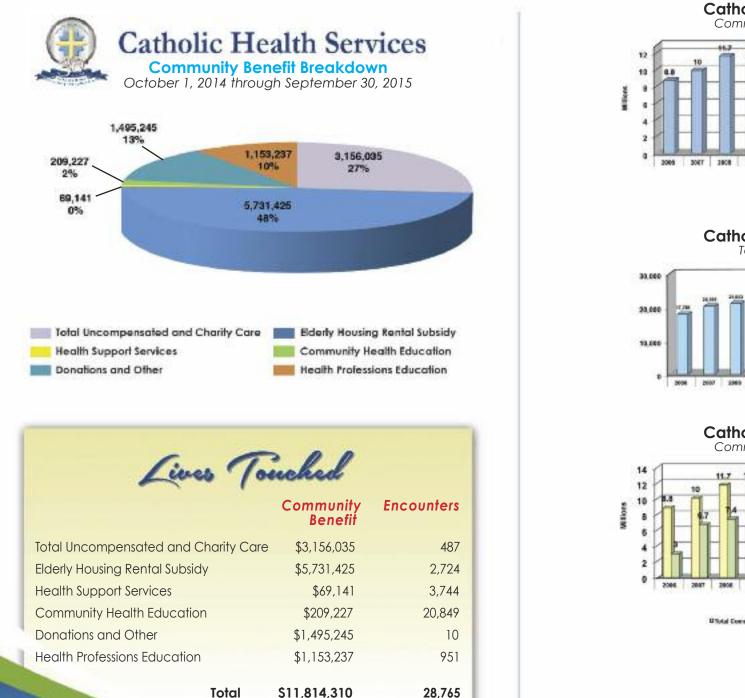
# CATHOLIC HOSPICE

3,205 Patients Served in home, healthcare facilities and 4 InPatient Units

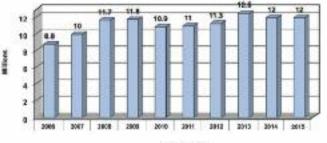
# CATHOLIC HOUSING MANAGEMENT

6 Communities in Broward 1,039 Residents

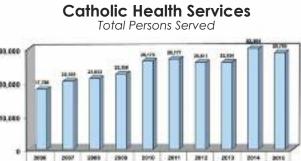
**10 Communities in Miami-Dade** 1,685 Residents



# **Catholic Health Services** Community Benefit Provided

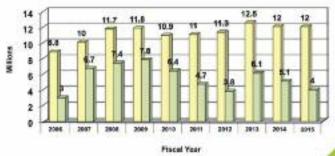


**Fiscal Year** 



**Fiscal Year** 

Catholic Health Services Community Benefit Provided



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# **CATHOLIC HEALTH SERVICES**

Catholic Health Services, Inc. 4790 North State Road 7. Lauderdale Lakes, FL 33319

# St. John's Nursing Center

Telephone: 954-484-1515

3075 N.W. 35th Avenue Lauderdale Lakes, FL 33311 Telephone: 954-739-6233

St. Anthony's Rehabilitation Hospital 3487 N.W. 30th Street Lauderdale Lakes, FL 33311 Telephone: 954-739-6233

**St. Joseph Residence** 3487 N.W. 30th Street Lauderdale Lakes, FL 33311 Telephone: 954-739-1483

Villa Maria Nursing Center 1050 N.E. 125th Street North Miami, FL 33161 Telephone: 305-891-8850

St. Catherine's Rehabilitation Hospital 1050 N.E. 125th Street North Miami, FL 33161 Telephone: 305-357-1735

St. Catherine's South Outpatient Clinic 11855 Quail Roost Drive Miami, FL 33177 Telephone: 305-252-4000

St. Catherine's West Rehabilitation Hospital 8850 N.W. 122nd Street Hialeah Gardens, FL 33018 Telephone: 305-351-7181

Villa Maria West Skilled Nursing Facility 8850 N.W. 122nd Street Hialeah Gardens, FL 33018 Telephone: 305-351-7181

# Catholic Home Health Services of Broward

3075 N.W. 35th Avenue Lauderdale Lakes, FL 33311 Telephone: 954-486-3660

# Catholic Home Health Services of Miami-Dade

1050 N.E. 125th Street North Miami, FL 33161 Telephone: 305-899-0400

# St. Anne's Nursing Center and Residence

11855 Quail Roost Drive Miami, FL 33177 Telephone: 305-252-4000

### Our Lady of Mercy Catholic Cemetery 11411 N.W. 25th Street Miami, FL 33172

Miami, FL 33172 Telephone: 305-592-0521

### Our Lady Queen of Heaven Catholic Cemetery 1500 South State Road 7 North Lauderdale, FL 33068 Telephone: 954-972-1234

Catholic Hospice 14875 NW 77 Ave, Suite 100 Miami Lakes, FL 33014 Telephone: (305) 822-2380

## Catholic Hospice IPU 8850 N.W. 122nd Street Hialeah Gardens, FL 33018 Telephone: 305-351-7500

Catholic Housing Management 11410 N. Kendall Drive, Ste 306 Miami, FL 33176 Telephone: 305-757-2824

### Archbishop Carroll Manor 3667 South Miami Avenue Miami, FL 33133 Telephone: 305-854-8953

Archbishop Hurley Hall 632 N.W. 1st Street Hallandale, FL 33009 Telephone: 954-454-0855

# Archbishop McCarthy Residence

13201 N.W. 28 Avenue OpaLocka, FL 33054 Telephone: 305-688-2700

# **Marian Towers**

17505 North Bay Road Sunny Isles Beach, FL 33160 Telephone: 305-932-1300

## Palmer House 1225 S.W. 107th Avenue Miami, FL 33174 Telephone: 305-221-9566

**St. Andrew Towers** 2700 N.W 99th Avenue Coral Springs, FL 33065 Telephone: 954-752-3960

**St. Anne's Gardens** 11800 Quail Roost Drive Miami, FL 33177 Telephone: 305-234-1994

## **St. Boniface Gardens** 8200 Johnson Street Pembroke Pines, FL 33024 Telephone: 954-433-3899

**St. Dominic Gardens** 5849 N.W. 7th Street Miami, FL 33126 Telephone: 305-262-0962

**St. Elizabeth Gardens** 801 N.E. 33rd Street Pompano Beach, FL 33064 Telephone: 954-941-4597

### **St. Joseph Towers** 3475 N.W. 30th Street Lauderdale Lakes, FL 33311 Telephone: 954-485-5150

**St. Joseph Manor** 1210 N.W. 6th Avenue Pompano Beach, FL 33060 Telephone: 754-222-6893

# St. Mary Towers

7615 N.W. 2nd Avenue Miami, FL 33150 Telephone: 305-757-3190

# St. Monica Gardens

3425 N.W. 189th Street Miami Gardens, FL 33056 Telephone: 305-628-2500

## St. Vincent de Paul Gardens

10160 N.W. 19th Avenue Miami, FL 33147 Telephone: 305-693-1590

# **Stella Maris House**

8638 Harding Avenue Miami Beach , FL 33141 Telephone: 305-865-6841

## Centro Mater West Child Care Center

8298 N.W. 103rd Street Hialeah Gardens, FL 33016 Telephone: 305-357-4395

### Centro Mater Child Care Center

418 S.W. 4th Avenue Miami, FL 33130 Telephone: 305-545-6049

### **Centro Mater II Child Care** 421 S.W. 4th Street

Miami, FL 33130 Telephone: 305-545-6049

# Centro Mater West II

Child Care Center 7700 N.W. 98th Street Hialeah Gardens, FL 33016 Telephone: 305-362-9701

# Centro Mater Walker Park

800 West 29th Street Hialeah, FL 33010 Telephone: 305-887-1140



