

LOURDES Living

LOURDES
Health Network

Winter 2008

**Help Build
a Foundation
of Better
Community
Health
Find Out How**

**Health Care
That Leaves
No One Behind
What It Means
to Us and You**

► Carissa Aeling, a registered nurse at Lourdes Medical Center, and her baby Kayden, who was born at Lourdes in April

**2008
Lourdes
Health
Network
Annual Report**



Dear Friends,

As we wrap up another year and begin to see what lies ahead for 2009, it is exciting to think about the advancements we have made over the last several years. From offering access to the latest healthcare technology to providing care through experienced and compassionate medical staff, Lourdes Health Network has met the challenges of reaching our growing community.

In this 2008 Annual Report issue of *Lourdes Living*, you can see the variety of ways in which Lourdes has served the local population through various programs, development projects, and charity efforts. We are proud to provide the services needed to promote the health and healing of individuals and families in the Tri-Cities community.

One way we strive to extend our Mission to the community is by providing access to health screenings and programs for those who are uninsured. Breast cancer is a great health threat to many women, and our free mammogram program enables us to provide screenings for more than 100 women every year. For more information about this program, turn to page 3.

On page 6, we demonstrate our commitment to 100 percent access. We strongly believe that everyone deserves access to health care, and our Basic Health program enables us to offer services to adults in the community, regardless of lack of insurance or ability to pay. In addition, Lourdes Foundation covers premiums for individuals enrolled in Washington State's Basic Health program. Read more about the Foundation's role in this wonderful program on page 7.

Everyone at Lourdes is committed to meeting the healthcare needs of you and your loved ones. Know that you will always be met with a spirit of compassion, and remember that health care does not have to be a financial burden. We look forward to serving you in the future.

Sincerely,

John Serle, FACHE
President and CEO



OUR MISSION

Our Mission is an extension of the healing ministry of Jesus. We are called to serve our community, our patients, their loved ones, and our co-workers with respect, compassion, and care. We respond to the healthcare needs of the community in a Christian spirit. We strive for excellence in all we do.

Priceless Screenings Offered for Free

Imagine a calcification no larger than the head of a pin. That's how small breast cancer can be in its early stages. As the cancer grows and spreads in the breast, it becomes more difficult to treat, making early detection of the condition through screening mammograms key to survival.



Neena Cockrum, mammography technologist at Lourdes Medical Center

IN PARTNERSHIP WITH the Susan G. Komen for the Cure, Eastern Washington Affiliate, Lourdes Foundation and Lourdes Medical Center are committed to providing mammograms to patients who otherwise might not be able to afford them. For the past two years, the Foundation has received a grant that provides funding for more than 100 free mammograms scheduled several times a year at Lourdes.

"Susan G. Komen for the Cure plays a tremendous role in helping us serve the community," says Connie Gillispie, Lourdes Foundation Chief Development Officer. "Two years ago, they opened up funding opportunities in Southeastern Washington, providing the perfect opportunity for us to get resources to help serve the uninsured women in Benton and Franklin counties."

Part of Lourdes' Mission

As a hospital, Lourdes is known as a place where people can always come for care they often desperately need.

"Part of our Mission is to provide access for people to get health screenings, such as mammograms, before it's too late," says Dan Ellsworth, Ancillary Services Director at Lourdes. "People are very thankful to be able to receive care without incurring a financial burden."

To see if you are eligible for free screening mammograms at Lourdes, please call (509) 546-2225.

Making a Difference

Of the women who received the 100 free mammograms funded by Lourdes Foundation in 2007, 14 needed follow-up diagnostic services, four needed comprehensive testing, and two were diagnosed with breast cancer.

"Women need to take responsibility for their health care. Be diligent with your self-exams, in addition to getting a yearly mammogram and exams by your physician," says Laurie Evans, MD, general surgeon specializing in breast cancer at Lourdes Medical Center. "If you're experiencing a concern, pursue it and follow up with your doctor. And please remember that there are always options for treatment."

Sisters' Letter



A message from the Sisters of St. Joseph of Carondelet, Founders of Lourdes Health Network

LOOKING BACK OVER the year, we have much for which we are grateful. While the facts and figures will be recorded in the Annual Report, it is also good to focus on the people who make up the family of Lourdes Health Network and their contributions.

We often hear from our associates that they work at Lourdes because the values of their hearts are in concert with those of the workplace. Caregivers, office workers, housekeepers, dietitians, maintenance workers, administrators, board members, and auxiliaries all play significant roles in modeling the true Mission of Lourdes. Through their words and actions, our patients are encouraged and nurtured in their physical health, their faith, and their emotional and spiritual well-being.

We are profoundly grateful for all who serve within the various ministries of Lourdes Health Network and pray every day that we will continue to have dedicated and compassionate partners to serve the people of our community, according to our Mission, for years to come.



*Be assured of our daily prayers,
Sister Esther Polacci, CSJ
Vice President, Mission Integration*

Doing What We Do Best

Continued strides in improving access to care in the community and making progress on several multi-year projects have made 2008 a banner year for Lourdes Health Network.

ALL OF THE GROWTH Lourdes has experienced in 2008 allows us to do two very important things: stay true to our Mission and continue to do what we do best—provide exemplary care to our patients and community members.

“In our compassionate physicians, highly skilled nursing staff, and the other dedicated members of our team, we already have the components of a top-notch healthcare system,” says John Serle, FACHE, President and CEO of Lourdes. “Our new projects and renovations are only allowing us to continually offer our patients leading-edge techniques in spacious and modern facilities.”

Surgical Expansions

The expansion of Lourdes Medical Center’s surgical services department will soon be complete. The project will transform the five-suite department into an eight-suite surgery center that will enable surgeons to perform a wider variety of procedures on site at Lourdes.

Computer-assisted equipment will be available in the new surgical suites, and these advances will help ensure that Lourdes patients have the best possible surgical experiences and results.

“Our renovation of the surgical services department, which is our largest expansion in more than two decades, will meet our current demand for more operating rooms to accommodate increases in surgical volumes,” Serle says. “The expansion and equipment upgrades are vital to giving our patients and providers the space they need.”

Caring for the Family

Scheduled to open in January 2009, the new Women and Children’s Center in West Pasco will serve as a one-stop shop for local families who need both family practice services and consultations with specialists.

“Opening the Women and Children’s Center allows us to offer a full complement of the services members of our community need



Bev Harn, MD, emergency department physician at Lourdes Medical Center

most,” says Frank Becker, MBA, Vice President of Finance and CFO of Lourdes. “We will have leading-edge digital mammography, laboratory services, and a wide variety of specialties available at the center.”

Adjacent to the center, located on Road 68 in Pasco, is the Lourdes Kania Clinic. This new facility became a part of the Lourdes family in June 2008 and is a provider of urgent care services for the region.

Access to Care

In 2008, Lourdes Foundation became part of a very special Basic Health program designed to make health insurance more affordable for members of the community who have been unable to access services because they do not have insurance coverage. Thus far, the program has signed up approximately 800 people, and hopes are high that the service will continue to enroll new patients.

“This is an exciting development that is really changing people’s lives,” Serle says.

“Many of the participants would be unable to get even the most basic health care any other way.”

To stay updated on construction projects, new developments, and programs at Lourdes, visit www.lourdeshealth.net.

OUR VERSION OF FAMILY VALUES

If you have been a patient at Lourdes Health Network during our nine decades of service, you’ve experienced the Lourdes difference in health care—but do you know what inspires it?

Members of the Lourdes Health Network family pledge to provide care according to Lourdes’ Statement of Values:

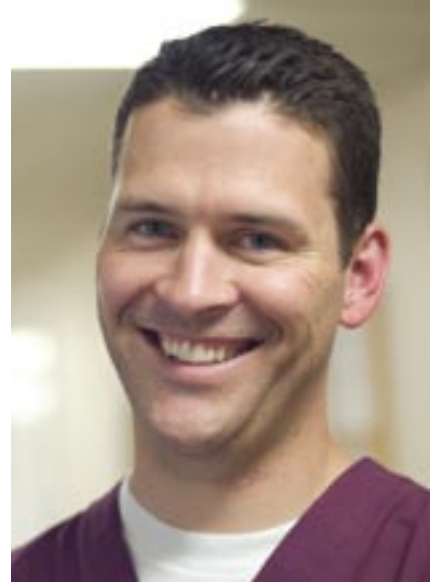
- We believe that life is a gift from God to be cherished and respected in all its stages, from conception to death.
- We believe that each person has been created by God, is unique, and has dignity and worth.
- We believe that all persons need recognition and affirmation.
- We believe in providing quality healthcare services in accordance with professional standards and the person’s total needs.
- We believe that a harmonious environment promotes healing and wellness.
- We affirm the Mission of our founders, the Sisters of St. Joseph of Carondelet, and Ascension Health, which promote Christ’s healing ministry by providing values-oriented care.



James Maxwell, nuclear medicine technician at Lourdes Medical Center



Dana Flowers, RN, LPN at Lourdes Birthplace



Eric Lowe, PA-C in the surgical services department at Lourdes Medical Center

“At Lourdes Health Network, we are committed to keep pace with the continued growth of the Tri-Cities. As we move into a new year filled with upgraded services and creative solutions designed to give everyone in our community access to quality health care, we are still dedicated to our Mission. It is the anchor of both Lourdes’ history and our bright future.”

—John Serle, FACHE, President and CEO of Lourdes

Lourdes in 2008: By the Numbers

If you’re looking for a black-and-white estimation of the positive effect Lourdes Health Network has on the Tri-Cities community, take a look at some of the vital numbers from 2008. You may be surprised how big Lourdes’ impact on your community really is.

Total Amount of Charity and Uncompensated Care
\$1,034,000

Cost of Public Programs
\$3,167,000

Number of Lourdes Health Network Outpatient Visits
137,830

Number of Emergency Department Visits
25,501

Number of Admissions
2,908

Number of Lourdes Health Network Associates
715

Number of Volunteers
290

Number of Volunteer Hours
37,966

Monetary Value of Volunteers’ Donated Hours
\$741,485

Giving Back to Your Hospital

New construction projects at Lourdes are continuing to raise the level of care in the community—and you can be a part of the change.

If you want to give back to Lourdes and help your friends and neighbors, you can help in two important ways: giving your time or donating to Lourdes financially.

- **Lourdes Foundation** is dedicated to providing the financial resources Lourdes needs to serve our growing community. If you are interested in learning more about giving opportunities through the Foundation, call (509) 564-2254.
- If donating your time is a better option for you, **Volunteer Services** has all the information you need to begin giving back to the network. To learn more about volunteering at Lourdes, visit www.lourdeshealth.net and select the “Contact Lourdes” option, and then the “Volunteers” option, or call (509) 546-2301.



Health Care That Leaves No One Behind

Lourdes Health Network is committed to providing quality health care for everyone, regardless of his or her ability to pay. Not only is it aligned with the organization's Mission, but it's also a service to the community.

ACCORDING TO a recently released report from the United States Census Bureau, almost 45 million Americans are living without insurance. Unfortunately, this statistic is only rising. This is the second consecutive year that these figures have continued to increase, and each year the number of Americans without health insurance reaches a new record.

This problem affects not only adults, but children as well. More than 10 percent of the children in America lack health insurance. Fortunately for the children—and adults—in the Tri-Cities community, Lourdes Health Network is extending a helping hand.

Reaching Out to Those in Need

“Making sure that everyone has access to basic health care, or what we refer to as our 100-percent Access Campaign, is something that our parent organization, Ascension Health, has been committed to for years,” says John Serle, FACHE, President and Chief Executive Officer of Lourdes.

One element of the campaign, implemented through Lourdes Foundation, provides medical care to those in need—via the Washington State Basic Health program. All patients are provided basic, quality health care at Lourdes, regardless of their ability to pay.

“We can provide real support and coverage in a cost-effective way,” says Serle. “Lack of health insurance is a big problem in this country, and we all need to take an active part in finding a solution. As of the end of July, we had helped approximately 800 people. We hope the number of people who benefit from the program continues to grow.”

“It's just part of what we do,” says Serle. “We are here to care for the whole person—and providing basic health care helps heal both the body and the spirit.”

For more information about Ascension Health's 100 Percent Campaign, visit www.ascensionhealth.org.

“Close your eyes and ponder the idea that anyone can be in a position of lacking health coverage. She might lose a job, or he might have a job that doesn't offer benefits. We have a responsibility to support individuals in our community who are less fortunate than we are.”

—John Serle, FACHE, President and Chief Executive Officer of Lourdes

The number of uninsured Americans has spiked by more than 2 million since 2006. Lack of health insurance isn't just an issue related to poverty. In some cases, even when health insurance is offered, people simply can't afford the premiums or health insurance isn't available for their dependents. Lourdes Health Network is here to fill the gap.

A Legacy of Giving

Lourdes Foundation has initiated a new era of caring for the Tri-Cities community with the establishment of the Lourdes Legacy Society, which will assist Lourdes Health Network by providing funding for many different health services and programs.

THE MOST VISIBLE symbol of the Lourdes Legacy Society is the donor wall, which was dedicated in September, in the main lobby of Lourdes Medical Center. Each level of giving, named to honor a piece of Lourdes' history, acknowledges the past while celebrating the present and future of Lourdes Foundation.

How You Can Become a Member

A person becomes a society member when he or she reaches \$1,000 in total giving. This can be achieved in a variety of ways, such as supporting the annual Lourdes Classic golf tournament, purchasing an engraved brick through The Garden of Our Lady of Lourdes Pavers Fundraiser, designating funds through United Way, or giving cash. As giving reaches certain increments, such as \$5,000 or \$10,000, donors attain different

levels of membership in the society. Members are invited to, and recognized at, various functions throughout the year.

Where Your Dollars Go

The funds raised by the Lourdes Legacy Society support several endeavors, including Lourdes' free mammogram program for the uninsured. In addition, funds go to Lourdes Counseling Center's Children's Summer Day Treatment Program, which helps mentally ill children continue learning once school lets out for the summer. The lack of state funding for this program makes your contributions all the more vital.

For more information about the Lourdes Legacy Society, call (509) 546-2254 or e-mail cgillispie@lourdesonline.org.



Laurie Evans, MD, general surgeon at Lourdes Medical Center

Basic Health Care for Those Who Need It Most

For more than 33,000 people without health insurance in Benton and Franklin counties, getting sick can be a considerable burden. But with the help of Lourdes Foundation, hundreds of people are receiving the insurance they need.

IN 2007, Lourdes Foundation teamed up with Community Health Center La Clinica to offer health coverage to uninsured adults through Washington State's Basic Health program. Since then, the Foundation has helped pay Basic Health premiums for more than 800 adults in the community, with plans to have 1,000 people enrolled by the end of 2008.

The Foundation covers the majority of premiums after an applicant enrolls in the Basic Health program through the state. With this partnership, recipients pay the first \$50 of the premium at a rate of \$4.17 per month.

"The program is a direct result of Lourdes Health Network's Mission to promote the healing ministry of Jesus by improving the health of its communities," says Connie Gillispie, Lourdes Foundation Chief Development Officer. "Our goal is to build lasting partnerships within the community that help to create valuable support for those in need."

For more information about Basic Health, visit www.basichealth.bca.wa.gov.

This publication in no way seeks to serve as a substitute for professional medical care. Consult your physician before undertaking any form of medical treatment or adopting any exercise program or dietary guidelines.

{ Staff Profile }

Meet Bill Waites

Lourdes Health Network is pleased to welcome a new addition to the medical team—Bill Waites, PA-C, Physician Assistant at Lourdes Family Health Center in Connell, Washington.

Waites graduated from the Physician Assistant Program at the University of North Dakota School of Medicine and Health Sciences in Grand Fork.

“I became a physician assistant because I thought it was the best of both worlds in the medical field,” says Waites. “It was a great opportunity for me to help patients at a level higher than a nurse would without attending a four-year medical school.”

Bringing Knowledge to Connell

After practicing for 11 years in internal medicine, Waites missed working with children. So, when the Lourdes Family Health Center offered him a family practice position, Waites accepted the opportunity with open arms.

“I am excited to help meet the healthcare needs of Connell community members both young and old,” Waites says. “The Lourdes Family Health Center is a wonderful facility that offers a holistic approach to treatment of patients and their families.”

Outside of the office, Waites enjoys watching high school sports—especially football and basketball—and spending time with his family.

To schedule an appointment at the Lourdes Family Health Center, call (509) 234-3410.

