

Fulfilling Tomorrow's Promise

The stewardship report for Saint Joseph Mercy Health System

TOMORROW'S PROMISE

2008

... a promise to build healthier communities. At Saint Joseph Mercy Health System we are committed to improving the health and wellness of the people we serve.

In partnership with donors, we continue to realize our vision for a healthier community.

As stewards of your support, we continue our efforts to keep tomorrow's promise alive



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A civilization flourishes when people plant trees under which they will never sit. -- Greek Proverb

Saint Joseph Mercy Health System

Saint Joseph Mercy Health System's Renewal Campaign

On the Road to Renewal

On, Nov. 16, 2005, Saint Joseph Mercy Health System (SJMHS) announced the Renewal Campaign – the largest fund-raising initiative it has ever undertaken. This is an exciting time in the history of the Health System. SJMHS is committed to an aggressive, 10-year initiative that will keep three of its hospitals – St. Joseph Mercy Hospital, St. Joseph Mercy Livingston Hospital and St. Joseph Mercy Saline Hospital – as well as various satellite facilities – at the leading-edge of medical care. The Campaign, led by William B. Holmes, is a key part of this plan and an opportunity for community members to join SJMHS on the road to renewal.

At the end of FY08, generous gifts for the Campaign totaled more than \$62 million.

Renewal Campaign Project Overviews:

St. Joseph Mercy Hospital

The Renewal Campaign effort at St. Joseph Mercy Hospital (SJMHS), led by Walter M. Whitehouse, Jr., MD, and Bryan Amann, will support facility renovations, equipment updates and program improvements to help transform the way that health care is provided in our community. During FY08, more than \$50 million was raised toward the Campaign goal for the Health System's central region. Two key projects are the rebuilding of the SJMHS Patient Towers and the construction of a new Surgery Pavilion.

Patient Towers Project

On October 15, a year and a day after the opening of the East Tower, SJMHS celebrated the "topping off" of the North Tower currently under construction. At the event, the final beam was placed signifying the early completion of structural steel work. Since then, the seven-story North Tower has been completely enclosed with the brick façade and windows. It is expected to open in spring 2010.

Many gifts from the community have supported the Patient Towers project, and to date, lead gifts of \$1 million or more have merited naming opportunities within the East Tower including:

- The James and Virginia Hendley Rehabilitation Unit – 4 East
- The Harry A. and Margaret D. Towsley Foundation Medicine Unit – 9 East
- The Shankar Palaniappan, MD, Medicine and Medical Intensive Care Unit – 10 East

In addition, a significant gift from The Christman Company resulted in the naming of the Cafeteria Courtyard. The courtyard is a wonderful venue for meals and gatherings, a beautiful spot to "get away" and enjoy the outdoors, and a pleasant, ever-changing view from many of the patient rooms in the new East Tower. In fall 2008, the installation of a modern canopy enhanced the space, which now has more shaded seating and some protection from light rain.

Like the East Tower, the new North Tower will have all private patient rooms, each at more than 300 square feet. The rooms will have three zones, one designated for the patient, another for loved ones and visitors and a third for staff. Family members will be welcome 24 hours a day, and the rooms will have comfortable, ample seating.

Each patient room will include a full bathroom with a barrier-free shower. The new rooms will be decorated in warm, inviting colors and fabrics, and have rich, cherry wood trim and cabinetry. Amenities include wireless Internet access and have a flat-screen television with on-demand access to SJMH's patient education video library and guest services. The new TVs will be equipped with additional patient specific information and computerized games (proven to serve as a healthy distraction). And, there will be separate lighting and sound controls in the patient and family zones to ensure that the patient is always comfortable.

Each room is equipped with double doors to widen the entrance when needed and mechanical lifts for transferring a patient to and from the bed to improve safety for patients and staff.

After completion of the seven-story North Tower, work on the main entrance and new chapel will begin. The new chapel will be much larger, accommodating approximately 140 individuals for services and celebrations (the current chapel seats 85). The chapel will include a large foyer and main gathering room plus a separate interfaith meditation room and an adjacent healing garden. The garden will lead directly to the labyrinth (outside of the Cancer Care Center) making this unique spiritual element easier to access. In addition, the new chapel will incorporate cherished and valuable design elements from the current chapel such as the stained glass and the liturgical artwork that honor a legacy of support and partnerships.

Philanthropic support has and will continue to play a vital role in building the Patient Towers. The entire project is expected to be completed in 2011, coinciding with the Health System's centennial celebration – marking 100 years of serving the community.

Surgery Pavilion

In FY08, a generous lead gift from the family of Dudley and Dawn Holmes was given to name The Helen and Marion S. DeWeese, MD, Surgery Pavilion at SJMH. (The DeWeeses are Dawn's parents.) The new name of the Surgery Pavilion was formally celebrated by Dr. DeWeese's family, friends and former colleagues at St. Joseph Mercy Hospital on June 10, the 34th anniversary of Dr. DeWeese joining the St. Joe's medical staff. Support for the Surgery Pavilion project allowed SJMH to build a state-of-the-art facility with eighteen 21st century operating suites. Design features of the operating suites included:

- Larger operating suites – each one went from an average size of 375 square feet to 625 square feet to accommodate advanced surgical equipment and the number of staff needed to perform surgeries
- Ceiling-mounted boom arms that hold lights, monitors and equipment for easy movement, increased floor space and increased safety
- Monitors with capabilities to display real-time images from the operating rooms to other linked locations so that off-site specialists can share opinions, or procedures can be observed for educational purposes
- Computerized patient record system

The new Surgery Pavilion has more than double the number of patient preparation and recovery rooms for a total of 40. And, each room has more than doubled from 50 to 110 square feet so that family members can comfortably stay with the patient before and after procedures.

The welcoming new family waiting area is triple the size of the previous family space, increased from 1,300 square feet to 4,400 square feet. The new space has an open main registration desk located near the entrance. Patients are immediately greeted by a friendly face upon check in for surgery, and family members have ready access to updates on the patient's condition. The room is arranged into seating alcoves for improved comfort and privacy. It includes comfortable furniture, appealing artwork, a soothing water feature and flat-screen television sets. Other amenities include wireless Internet access, cell phone nooks for private calls and lockers to store visitors' personal belongings.

In addition, within the family area, three consultation rooms provide families with a convenient and private location to meet with members of the surgical team before, during and after procedures.

da Vinci® Surgical System and Robotic Surgery Program

Community support made it possible to purchase the da Vinci® Surgical System in 2006, and to vastly expand its utilization at St. Joe's Ann Arbor. The da Vinci robot is now being used for robot-assisted prostatectomies and gynecologic surgeries as well as minimally invasive cardiovascular, thoracic, pulmonary and gastrointestinal procedures such as:

- Internal mammary artery harvesting
- Minimally invasive Direct Coronary Artery Bypass (MID-CAB)
- Treatment of mitral valve disease and cardiac tumors
- Video-Assisted Thoroscopic Surgery for lung cancer
- Repair of paraesophageal hernia and other benign esophageal disease
- Nissen fundoplication for gastroesophageal reflux disease
- Thymectomy – the removal of the thymus gland, which is located behind the breastbone or sternum

Patient volumes for robotic surgery at St. Joe's have also grown significantly. In the first year, surgeons treated 95 patients using the da Vinci. With ongoing training and development, in 2007, the number of procedures using the robot more than doubled, reaching 198. And, at the end of 2008, more than 300 St. Joe's patients benefited from surgeries performed using the da Vinci.

Plans to increase the uses of the da Vinci at SJMH continue. The potential for this advanced equipment is vast. With the addition of this state-of-the-art robot, surgeons at SJMH will continue to lead the way in the development and performance of safer, more effective surgical procedures. The advantages of using the da Vinci in such procedures include reduced blood loss, less risk of infection, minimized pain, quicker return to normal function, less scarring, fewer side effects and higher patient satisfaction.

[More information about the da Vinci Surgical System and the Robotic Surgery Program – pages 5 and 8](#)

St. Joseph Mercy Livingston

As part of the Renewal Campaign, St. Joseph Mercy Livingston partnered with the community to build the new Warren R. and Lauraine A. Hoensheid Cancer Center. During FY08, the majority of community gifts were designated in support of programs and research and for care of the underserved at the new facility.

[More information about St. Joseph Mercy Livingston and the cancer center – page 25](#)

St. Joseph Mercy Saline Hospital

At St. Joseph Mercy Saline Hospital, community support for the Renewal Campaign during FY08 benefited the Community Health Pavilion project. The Pavilion will comprise an addition to the existing hospital and extensive interior renovations (begun in 2002) including a new clinical laboratory and a state-of-the-art Imaging Center. Nearly completed, the Imaging Center will be followed by a new main entrance, pharmacy, visitor areas and gift shop as well as a new community room.

[More information about St. Joseph Mercy Saline – page 21](#)

St. Joseph Mercy Hospital

Neonatal Intensive Care Unit

The NICU at SJMH offers diagnostic services and treatment for more than 900 sick and critically ill newborns each year. Neonatologists supervise care in the NICU and work with a team of neonatal nurse practitioners, nurses, respiratory therapists, social workers, case managers and lactation consultants. The NICU staff embraces a family-centered care approach – the family is viewed as an integral part of the healing process and involvement is highly encouraged.

St. Joseph Mercy Hospital developed the Family Advisory Board (FAB) to help ensure that families' needs were being met while they were receiving care at the NICU. The Board's goals are to aid and enhance the advanced medical services and compassionate care provided to infants in the NICU and to offer parents much needed support and education.

In November, FAB held its fourth annual *Fashionable Growth* fashion show as a tribute to Board members' life-changing NICU experiences and to provide an opportunity for individuals and organizations to support the NICU. More than 300 tickets were sold. Proceeds from ticket sales and the silent auction help FAB to offer educational and support programs to families at St. Joe's NICU.

Every three weeks, members of FAB work with a NICU nurse to offer a 2 ½ hour session about discharge planning, developmental care and health issues such as apnea. In addition, the class engages parents in creative projects such as making nametags and birth announcements and starting journals. Once a month, FAB sponsors pizza night in the private waiting space on the Unit and families are invited to enjoy dinner and the support of others who are in similar situations. And, the group sponsors the annual *Preemie Reunion* – in 2008, more than 500 families attended the special event.

During FY08, gifts from generous community members aided in the purchase of approximately 500 Infant CPR Anytime® kits. This program allows St. Joe's to equip families, free of charge, with kits that teach them how to perform infant CPR. This can be critical for babies going home on oxygen, who are suffering from apnea or who are otherwise compromised due to breathing issues.

In 2008, St. Joe's NICU launched a training program for staff using the SimNewB™ neonatal simulator. This realistic simulator helps to provide hands-on, interactive staff training in resuscitation and other clinical procedures. The simulator is extremely life-like – it cries, hiccups, has a heartbeat, moves its arms and legs and turns blue if it is not getting enough oxygen. St. Joe's was one of the first hospitals in the nation to use the SimNewB to help enhance clinical staff expertise.

In addition, St. Joe's offered a conference for staff in January 2008 to establish its Infant Driven Feeding Program. The goal is to make the transition from tube feeding to oral feeding as positive and effective as possible. Data is being studied to determine whether or not babies who are fed orally sooner and more frequently advance quicker and as a result are able to go home sooner.

Cardiovascular Care

St. Joseph Mercy Hospital's Michigan Heart & Vascular Institute (MHVI) has 50 board certified cardiologists, cardiac surgeons, vascular surgeons and interventional radiologists who work with a specialized team of skilled nurses, technologists, physician assistants, social workers, nutritionists and exercise physiologists.

SJMH's superior level of expert care has been recognized with the Society of Thoracic Surgeons' 3-Star Rating (the group's highest award). St. Joe's in Ann Arbor has been ranked as one of the nation's 100 Top Hospitals for Cardiovascular Care for four years by Thomson Reuters. In addition, Blue Cross Blue Shield of Michigan has named the Hospital as a Cardiac Center of Excellence.

Patients turn to St. Joe's for advanced diagnosis, the latest treatments, traditional and minimally invasive surgery options, active research, renowned rehabilitation, vital education and support services, and comprehensive inpatient care. St. Joe's MHVI is one of the largest cardiovascular disease centers in Michigan and has one of the highest volumes in the state.

Annual volumes:

Cardiac Catheterizations

- 2,600 Coronary Diagnostic Procedures
- 1,350 Percutaneous Coronary Interventions

Electrophysiology and Arrhythmia

- 2,100 Therapeutic Procedures

Cardiothoracic Surgery

- 650 Coronary Bypass and Valve Surgeries
- 480 Thoracic Surgeries

Vascular Medicine and Surgery

- 18,000 Non-invasive Diagnostic Procedures
- 900 Vascular Surgeries

da Vinci® Robotic Surgical System

Past gifts helped to develop St. Joe's Robotic Surgery Program and purchase of the da Vinci Robotic Surgical System. St. Joe's leads the way in developing new treatments using the da Vinci, including internal mammary artery harvesting, direct coronary artery bypass and epicardial pacemaker lead placement. In addition, it is now used to treat mitral valve disease, cardiac tumors and atrial septal defects.

[More information about the da Vinci Surgical System and the Robotic Surgery Program – pages 3 and 8](#)

CardiacAdvantage™

During FY08, St. Joe's escalated its dedication to patient-centered care and staff collaboration by launching the CardiacAdvantage™ program. St. Joe's is proud of this treatment philosophy, which promotes a focus on communication. Primary and specialty care are coordinated every step of the way to ensure immediate,

comprehensive services and results from diagnosis to treatment to rehabilitation to recovery. This is a unique collaborative, multi-disciplinary method – very few health care systems regularly use this type of team approach to treat their patients.

In addition, throughout the year, an interdisciplinary team made up of physicians, nurses, social workers, and other staff met weekly to review operations and address all issues that impact patient satisfaction. Based on patient satisfaction survey scores, the group created action plans to improve quality of care in areas such as pain management and discharge planning/patient education.

New Clinical Advancements

Carotid Artery Stenting

MHVI has begun offering a new treatment for patients who have a build up of plaque in one or more of their carotid arteries and who have a history of heart disease or have had a stroke or mini stroke. This new minimally invasive procedure is an alternative to open surgery. A catheter is inserted through a small incision made in the leg and it is guided through the body to the neck to treat and remove the blockage. In addition to performing this procedure, St. Joe's is participating in national research studies to gain more knowledge regarding protocols and outcomes.

A Cure for Atrial Fibrillation – Thorascopically Guided Epicardial Atrial Fibrillation Ablation

Atrial Fibrillation is estimated to affect more than 2 million adults in the United States. It is the most common arrhythmia in the elderly persons, and is a major risk factor for stroke. Experts have recently made strides in efforts to better understand atrial fibrillation, which has led to the development of advanced techniques for the treatment. One new treatment is radiofrequency catheter endovascular ablation. This leading-edge procedure was recently introduced at St. Joseph Mercy Hospital as a collaborative effort between the cardiothoracic surgery and electrophysiology departments. Initial results are very encouraging with respect to both patient outcomes and satisfaction. A recent report given at the 2009 American College of Cardiology Conference suggests the rate of curing patients using this procedure may be as high as 90% at one-year follow-up. Other patient benefits include smaller incisions, faster recovery and shorter length of stays as compared to traditional treatment.

Screening, Education and Support Programs

During FY08, philanthropic support made it possible for MHVI to continue offering a wide variety of community education programs for children and adults free of charge. One example of this was the *Healthy Hearts 101* educational outreach program developed for school-aged children. The program is run strictly with funds donated by community members. Since it began in 2005, it has served more than 9,000 students. Twice each month, Manak Sood, MD, spends a half day leading this innovative program that engages children and teaches them of the risks factors for cardiovascular disease, especially smoking. During FY08, in addition to the two monthly programs, MHVI staff also visited Saline Schools to present to more than 400 students.

Other popular classes include ...*And the Beat Goes On* and *Yoga for Health*. In addition, a Heart Failure Educational Series was offered at the Towsley Senior Health Building on St. Joe's campus in Ann Arbor during the months of October and November in 2008. The series was provided in three parts and the topics included: *What is Heart Failure?*, *Heart Failure Medications*, *Why sign up for Medicare Part D?*, *Eating to Manage Your Heart Failure*, *Why Do I Need Exercise?* and *Coping with Chronic Illness*.

In September of 2008, St. Joe's held a free day of screening for Peripheral Artery Disease (PAD) at MHVI – more than 110 individuals benefited from this pain-free test. PAD is a vascular disease that most often results in the narrowing of vessels that carry blood to the legs, arms, stomach or kidneys. Because it often goes undiagnosed, offering a screening day aids in early detection and creates a first step for those who need treatment.

The New Heart Hospital

As part of the Renewal Campaign, St. Joe's is building the new Heart Hospital, which will be located in the Patient Towers on the Ann Arbor campus – it will be an important part of the comprehensive, state-of-the-art cardiovascular care the Hospital provides. The cardiac medicine, cardiac surgery and vascular surgery units will serve pre and post-operative cardiovascular surgery patients and those who require 24-hour monitoring and intensive care. St. Joe's provides inpatient care to approximately 8,000 cardiovascular patients each year.

The concentration of these units together in the Heart Hospital will promote better coordination and efficiency among staff for improved outcomes. It will be a center of excellence for inpatient care – supporting advanced cardiovascular medicine in a healing environment.

Women's Health Services

The Ellen Thompson Women's Health Center was designed to offer a soothing, healing environment for women to receive high-quality, specialized health services. Programs at the Women's Health Center focus on the whole person – body, mind and spirit – and address the changing health care needs of women throughout their lifetime.

Breast Health

According to the American Cancer Society, more than 180,000 new cases of breast cancer were diagnosed among women in the United States in 2008; and more than 40,500 women died of the disease that same year. The Women's Health Center is dedicated to the prevention of breast cancer. Philanthropy supports breast care education, counseling, and diagnostic and screening services including mammograms and ultrasounds provided there.

Saint Joseph Mercy Health System conducted nearly 49,000 mammograms in 2008. Gifts from the community also helped to make it possible for SJMHS to provide a day of low-cost mammograms, which benefited 125 women who were unable to afford this service.

Digital Mammography

In recent years, digital mammography has emerged as the state-of-the-art technology for breast cancer diagnosis and screening. A study released in late 2005 showed that digital mammography offers significantly better imaging for women who are under the age of 50 years and for women of all ages who have dense breast tissue. (The imaging for women who do not fit either of these categories is comparable on digital and standard mammography equipment.)

Last spring, SJMHS received a gift of \$1.5 million from Robert and Ellen Thompson (for whom the Women's Health Center is named) to aid in the conversion to a digital mammography system. This gift along with those from other individuals and community organizations helped to complete the conversion last fall. The Health System now has 13 digital mammography units, with 8 of those units housed within the Women's Health

Center and the remaining units at its hospitals in Howell and Saline and at three of its outpatient centers – the Plymouth Health Building; Canton Health Center and Woodland Health Center.

The new digital system provides the benefits of increased accuracy, convenience and efficiency. It also increases safety for patients and care providers by using 30%-50% less radiation than traditional mammography. Above all, digital mammography helps St. Joe's to identify breast cancers earlier in some cases, which improves the odds of successful treatment.

Converting to an entirely digital format allows the Health System to continue providing technologically advanced, compassionate, professional care to patients.

In addition to superior diagnostic and support services, gifts for breast health have been designated for leading-edge research and advanced treatment. The Women's Health Center helps to connect women to breast cancer services throughout the Health System, including chemotherapy, radiation therapy, surgery and inpatient care.

[More information about Cancer Care Services – page 16](#)

da Vinci Robot

In FY08, St. Joe's made a presentation to the community regarding the minimally invasive gynecologic procedures and surgery options that the Hospital offers using state-of-the-art equipment such as the da Vinci robot. When medication and non-invasive procedures are unable to relieve symptoms or address disease, surgery remains the most effective treatment for a range of gynecologic conditions including cervical and uterine cancer, uterine fibroids, endometriosis, uterine prolapse and menorrhgia.

The latest minimally invasive gynecologic procedures enable surgeons to access target anatomy, which may not require an external incision. For complex hysterectomies and other gynecologic procedures, robot-assisted surgeries using the da Vinci robot may be the most effective, least invasive treatment option. Through tiny one to two centimeter incisions, surgeons using the da Vinci can operate with greater precision and control. The minimally invasive options help to minimize the pain and risk such as bleeding, damage to surrounding organs and nerves and extended recoveries that are associated with traditional open gynecologic surgery. These advanced minimally invasive approaches have proven excellent clinical outcomes.

[More information about the da Vinci Surgical System – pages 3 and 5](#)

Heart of a Woman

Heart disease manifests itself in significantly different ways in women than it does in men. Most notably, there is a wider variation in symptoms, which can result in a lack of attention to serious heart conditions or episodes.

Coronary artery disease remains the number one cause of death for American women over the age of 40 and more than 1,200 die from heart disease each day.

The Women's Health Center implemented the Heart of a Woman program to encourage women to become informed and to seek diagnostic and treatment services. The program includes an exam, cholesterol profile and educational materials. And, because heart disease and those at risk for heart disease often have compounding

illnesses such as diabetes and hypertension, treatment and prevention of these conditions is addressed. In addition, the program connects women to resources that can help to manage these diseases including individualized nutrition consultations, stress management classes, exercise evaluations and classes, weight loss management services and mental health coaching.

Fitness, Nutrition and Wellness

Philanthropic support was the foundation for the Women's Health Center's health education, fitness and nutrition programs. During FY08, the Center continued to offer classes designed to promote general health and wellness or to combat specific diseases and conditions.

Last year, nearly 850 students participated in the Women's Health Center fitness classes including strength training, yoga, cardio and pilates. In addition, more than 1,230 individuals benefited from personal fitness assessments and personal training sessions.

More than 40 participants benefited from the class *Increasing Strength and Bone Density*, which was specifically developed to aid women diagnosed with osteoporosis or osteopenia. Individuals received instruction and a fitness band and were able to practice exercises that they could repeat at home or the gym to help increase bone density. The specialized class received positive responses from those who attended.

The Women's Health Center also offered a variety of nutrition programs and hands-on cooking classes during FY08. More than 37 different cooking classes were offered with titles like *Hooked on Fish* and *D.A.S.H.: Dietary Approaches to Stop Hypertension*. In total, 222 participants attended the classes. In addition, more than 170 students participated in the HMR Program for Weight Management®, which promotes rapid and significant weight loss through in-depth lifestyle education, personalized attention and intensive follow-up services.

SJMHS's 2008 wellness classes addressed stress, life-changes and life skills to help avoid illness and injury, manage one's health and improve quality of life. 646 participants benefited from classes such as *Boot Camp for New Dads*, *Heart to Heart: Conversations for Mothers and Daughters on Puberty and Growing Up*, and *CPR Family and Friends*.

In addition, philanthropic support helps the Women's Health Center to continue to provide bone density testing, a midlife services program, massage therapy, a continence clinic and access to colon cancer screening for women.

St. Joseph Mercy Center for Diabetes

Since 2003, the St. Joseph Mercy Center for Diabetes has been located in the Women's Health Center and overseen by the director of Women's and Children's Services. Center for Diabetes staff provide comprehensive diabetes education and medical services, which focus on the improvement of diabetes self-management skills by involving family or support persons.

In FY08, the Center for Diabetes provided services to 1,381 individuals who made a combined total of 4,500 visits. Specialized services were offered to treat patients needing specialized education, insulin pump therapy and continuous glucose monitoring. In addition, patients were seen to monitor complications related to pregnancy and gestational diabetes.

Patient Volumes:

- Continuous glucose monitoring – 39
- Insulin start – 87
- Consultations and initiation for insulin pump therapy – 36
- Assistance with insulin algorithms – 83
- Review courses – 32

In order to improve patient satisfaction, appointment scheduling was reorganized under the Health System's central network. This increased the times of day in which patients and families were able to directly reach a scheduler and decreased wait times when calling.

Pastoral Care and Chapel Services

The Saint Joseph Mercy Health System pastoral ministry staff made up of 22 chaplains and administrators provide spiritual support to our patients and their families. During FY08, this team developed and maintained programs and services that focus on compassion, hope, comfort and spiritual and emotional strength.

Chapel Services

Hundreds of patients, visitors and staff rely on the chapel to be a quiet place where they can go for reflection, solace and prayer. In 2008, gifts for the chapel helped to provide daily Catholic mass, Saturday and Sunday vigil mass and occasional memorial services. And, we continued to broadcast the mass on a closed-circuit Hospital television station and provide the Eucharist to patients who wished to participate in the sacrament but were unable to leave their rooms.

Oncology Pastoral Care Program

Generous gifts made in FY08 helped to maintain the Oncology Pastoral Care program at St. Joseph Mercy Hospital's Robert H. and Judy Dow Alexander Cancer Center and the Warren R. and Lauraine A. Hoensheid Cancer Center at St. Joseph Mercy Woodland Health Center. A full-time outpatient oncology chaplain, who possesses expertise in ministry to cancer patients and their loved ones, divides his time between the two locations. The Oncology Pastoral Care program recognizes that people are often spiritual by nature regardless of religious beliefs, and that spiritual care promotes healing.

The oncology chaplain supports patients and families who are receiving outpatient, inpatient, palliative, hospice and follow-up services. The oncology chaplain helps to make the clinical setting more welcoming. He helps patients to cope with the physical and emotional stress of cancer by listening to and conversing with them, offering counseling, praying with them, and organizing group activities. Through support, hope and comfort, this program helps to meet the emotional and spiritual needs of patients and families who are facing cancer.

During FY08, the oncology chaplain held a seminar for caregivers that benefited oncologists, radiologists, nurses and other clinical staff who provide care and treatment to those diagnosed with cancer. The seminar helped staff hone their skills at providing compassionate care to patients and families, to network and share best practices and to rejuvenate their passion for the work they do.

In addition, the Health System established a patient advocacy group. As a first step, the oncology chaplain and a cancer survivor who received treatment and participated in research studies at St. Joe's both attended a seminar at Mayo Clinic to learn about the model used there. The group will connect patients who are

considering participation in research trials with others who have first-hand experience. They will also offer the patient perspective to research clinicians so that they may continue to provide the best possible care.

Education

During FY08, SJMHS continued to work with interns as part of the Clinical Pastoral Education (CPE) program, a form of theological education that takes place primarily in clinical settings where ministry is being practiced. CPE credits are often a requirement for ordination within certain churches and can also serve as an avenue in becoming a pastoral care minister. The student interns act as ministers and learn through the experiences and facilitated group reporting. SJMHS supported a total of 12 interns in FY08.

In 2008, SJMHS held two CPE Professional Advisory Group meetings. The group consists of pastoral care leaders, physicians, managers and nurse leaders who conduct the interns' exit interviews and are responsible for addressing any concerns. SJMHS has implemented this process as a requirement to becoming a CPE Center by the Association for Clinical Pastoral Education, Inc. (ACPE) and expects to reach this goal within two to three years.

Bereavement Guide Program

Throughout the Health System, as part of this program, chaplains, nurses and nurse supervisors who are trained in the bereavement care provide compassionate support to families of patients who have died.

In FY08, philanthropic support helped to provide families with a packet of materials that included a booklet on grieving, a list of bereavement support groups, suggested scripture readings from a number of world religions, and answers to frequently asked questions. Families also received a specially created pamphlet, *You Are Not Alone*. Gifts helped to purchase and produce materials; annually, approximately 2,000 packets are provided to families during a very difficult time in their lives.

St. Joseph Mercy Canton Health Center

The St. Joseph Mercy Canton Health Center was opened in 1998 and offers primary and urgent care, diagnostic imaging and clinical laboratory testing, interactive youth education programs and physical medicine and rehabilitation services. The Center also houses a number of specialty medical practices including cardiology, urology, allergy, ear nose and throat, neurology, and orthopedic and plastic surgery. The Canton Health Center not only provides patients and families with superior outpatient services, it also allows for seamless access to specialty and inpatient services at St. Joseph Mercy Hospital in Ann Arbor.

St. Joseph Mercy Health Exploration Station

The Canton Health Center also houses the St. Joseph Mercy Health Exploration Station (completed in 1999), which is the first interactive health education center built in Michigan. Throughout FY08, (2007-2008 school year) more than 305 groups, representing 25 different school districts, dozens of private schools, home schools, pre-schools and scout troops, visited the Health Exploration Station (HES). A visit most often includes a 40 to 50 minute classroom presentation, and exploration time in the exhibit gallery. Groups ranged in age from 3-year-old pre-school students to college students studying education. In total, during FY08, over 14,000 students and adults benefited from the interactive educational programs – more than 1,200 were able to experience HES free of charge on open house days provided the fourth Thursday of each month. Since opening, 140,000 individuals have participated in programs at HES.

Programs offered at HES are designed to support and enhance classroom instruction and meet several state curriculum objectives including those set by the Michigan Department of Education in its Health Education Content Standards and Benchmarks and Michigan Curriculum Framework of Science Content Standards and Benchmarks. The most popular programs were:

- Pre-kindergarten through 2nd Grade: *Inside You* - A program that helps to create awareness about the body with a special emphasis on the five senses
- 3rd through 5th Grade: *How Your Body Works* – This program provides an overview of the 10 major body systems and ways to keep them safe and maintain one's health

A philanthropic gift from the SJMH Medical Auxiliary made it possible to offer a program to parents titled, *Drugs 101: What Parents Need to Know*. Other special programming included a class that guides parents in educating their children about sex. A condensed version was piloted with a local PTO and was well received. In addition, HES continued to provide camps during the summer months; *Amazing Me* had 17 participants, and *Girls Empowered* had 10 participants in each of the two sessions offered.

During FY08, outreach and community partnerships remained an important part of the Health Exploration Station focus. Staff participated in the local *Mending the Safety Net* and *Passport to Safety* expos at the Dickenson Center in Livonia. There they introduced the Health Exploration Station and Health System to dozens of school counselors, social workers, administrators and teachers. In addition, groups including Youth Leadership Canton and Plymouth, the Everest Institute Nursing Tech Program, Ross Medical Educational Center, and Mercy Leadership Academy were welcomed to tour HES and learn about the programs offered there and the positive impact on children and adults who participate.

Last year, the HES classrooms and exhibits underwent some upgrades and repairs. The original projectors were replaced with new LCD models in each classroom. And, new carpet was laid in the “digestive tunnel.” Maintaining the appearance of the classrooms and exhibits helps to ensure the quality education services provided at HES.

Center for Advanced Medicine and Surgery

In 2006, SJMHS began to develop plans to renovate and expand the Canton Health Center to create the St. Joseph Mercy Canton Center for Advanced Medicine and Surgery. Ground was broken in 2008, and construction is on schedule for completion in fall 2009. This project, which has been supported by philanthropic gifts, will take place in phases and add capabilities at this popular location.

Phase I

Imaging Services Expansion

In FY08, the Imaging Center was completely renovated including the expansion and update of exam rooms that promote patient comfort and privacy. In addition, new technologically advanced imaging equipment was purchased including digital mammography, a 64-slice CT scanner and a mobile and stationary MRI.

Entrance and Lounge Renovation

Refurbishing the public areas of this ten-year-old facility will also be part of Phase I. The original canopy and main entrance will be replaced with an updated architectural design. In addition, the lounge area will be remodeled and will include new furniture and fresh paint and finishes.

Phase II and Phase III

This construction project includes the addition of an Ambulatory Surgery Center and office space for specialty physician practices. Once completed, outpatient surgical procedures in specialty areas such as orthopedics; cardiology and thoracic surgery; and otolaryngology will be provided there. And, the new office space will attract more physician practices to the area to address specialty care needs of the community.

Another highlight of the project is the construction of a new Cancer Center at this site to help meet the needs of oncology patients residing in the area. The Cancer Center will include a full range of cancer care services including chemotherapy, radiation therapy and support programs.

RapidArc™

The new Cancer Center will be the first in Southeast Michigan to offer radiation therapy using RapidArc technology. This state-of-the-art system is the latest approach to image-guided, intensity-modulated radiation treatment (IGRT/IMRT) – enabling beams with varying intensity of radiation to be aimed at the tumor from multiple angles. RapidArc makes it possible to program the linear accelerator to deliver more precise treatment in a shorter time than traditional radiation treatments. In most cases one treatment lasts less than two minutes with the linear accelerator making a full rotation around the patient.

RapidArc will be a valuable addition to the treatment options already available at Saint Joseph Mercy Health System. It is complementary to the CyberKnife at St. Joseph Mercy Ann Arbor. The CyberKnife is used for certain types of tumors that require a stronger single dose. RapidArc enhances current treatments for larger and irregular tumors. Both options provide improved accuracy and protection to healthy tissue, and they help to lessen the side effects of radiation treatment such as fatigue.

[More information about CyberKnife – page 17](#)

The development of the new Center for Advanced Medicine and Surgery will help patients living in Canton and southern Wayne County communities gain access to remarkable medicine and remarkable care close to home.

Senior Health Services

Saint Joseph Mercy Health System has an interdisciplinary Senior Health Services staff that includes board certified geriatricians, nurse practitioners, clinical social workers and registered nurses. The support and office staff are also specially trained to understand the special needs that seniors and their family members may have. Senior Health Services promotes family involvement in the health care process and focuses on addressing the changing needs of patients by providing a continuum of care, including outpatient, inpatient, residential/assisted living and nursing care services.

Senior Health Clinic

The Senior Health Clinic has three geriatricians who lead a dedicated staff focused on addressing the complex health care needs of seniors. In 2008, staff treated 3,000 seniors seeking primary, wellness and specialized

services including:

- Comprehensive geriatric assessment – a two hour appointment with a physician and social worker that includes assessment of the patient's physical, psychological, emotional and social needs and concerns
- Evaluation of memory loss and depression
- Medication evaluation – SJMH physicians are uniquely qualified to minimize the use of medications whenever possible and to prescribe the best medications for the patient based on possible side effects, interactions and the patient's age and overall health

Philanthropic support for staff education has allowed SJMHS caregivers to train for participation in the Centers for Medicare/Medicaid Physician Quality Reporting Initiative. This initiative is designed to help physicians work with Medicare/Medicaid to provide the highest level of quality care to patients. SJMH has sent one physician and one nurse practitioner to the training.

Transportation Assistance Program

A generous gift from a local foundation made it possible for SJMHS to continue partnering with Neighborhood Senior Services (NSS) to provide the Medical Access Transportation Program. NSS is one of many organizations with which Senior Health Services collaborates to address obstacles to health care. By getting them to their appointments, St. Joe's and NSS are assisting patients who might otherwise go without care. Approximately 550 transports were provided to St. Joe's senior patients last year.

All participants register through the NSS in-home needs assessment process that is provided by a resource advocate. During this assessment, all of the client's needs are discussed and a detailed transportation plan is developed. Volunteer and staff drive the clients to their medical appointments and pharmacy visits. The cost to the patient is based on his or her ability to pay and in some cases it is provided free of charge. Support for the program helps ensure that St. Joe's patients have access to the specialized care they need to lead healthier lives.

Prescription Assistance Program

During FY08, philanthropic support helped SJMHS to continue offering the Senior Health Services Prescription Assistance Program, which is designed to aid patients in obtaining free medication from pharmaceutical companies and to guide patients who are interested in signing up for Medicare Part D, Medicaid and county and local programs. During the fiscal year, 57 patients saved nearly \$109,000 through assistance from pharmaceutical companies. The geriatric social workers helped patients to access assistance services, low-income subsidies and insurance programs that resulted in out-of-pocket costs as low as \$2 per prescription. Gifts for this program also help the Senior Health Clinic to provide prescription medications to patients who are in urgent need and/or who do not qualify for other assistance. Since its inception in 2002, the program has provided approximately \$1.9 million in charity care.

Education and Support Services

Senior Health Services staff provide seniors in the community with specialized educational and support opportunities designed to address their health – body, mind and spirit. Last fall, St. Joe's offered a popular four-part program, *Sharp at Any Age*, aimed at maintaining brain health through nutrition, exercise and activities such as word games and math puzzles. The interactive and social environment also fosters improvement in memory and comprehension skills.

Through a grant from Trinity Health, Senior Health offered a free exercise program, *Senior Fit*. The 45-minute

fitness class was aimed at improving seniors' endurance, strength, flexibility and balance. Regular physical activity can help prevent certain disabilities and diseases such as diabetes and heart disease as people age. During FY08, a fitness instructor led two sessions that ran three times a week for seven weeks. This popular class was available to those ages 55 and older – the oldest participant was 89 years old – and many attended all three days throughout the session.

Providing support group and counseling services remained an important role of SJMHS geriatric social workers. During FY08, the Alzheimer's Caregiver Support Group served as a valuable resource for families in our community. The program is offered in collaboration with the Alzheimer's Association – Michigan Great Lakes Chapter. In addition, general counseling was provided to elderly patients, adult children, families and couples. Counseling services are beneficial in the adjustment to aging or a particular illness, changing roles within the family, and in developing means for coping with the physical, emotional and spiritual changes that may result.

Huron Woods

Located at the Harry A. and Margaret D. Towsley Senior Health Building, Huron Woods was established in 1991 as a residential facility for patients with memory loss due to Alzheimer's and other dementias.

During FY08, Huron Woods provided care to 71 residents within its five home-like units, each with private bedroom/apartments, and shared common areas like the kitchen, living room and dining room. Each resident's room has an area designated for living and another for sleeping as well as a private bathroom. In addition, the room is decorated in ways that reflect his or her former home – familiar color schemes, and personal furniture, pictures and belongings help the resident adjust to the move and feel comfortable and secure in a new home.

In 2008, for the second consecutive year, Huron Woods was recognized by the Michigan Center for Assisted Living with a Quality Standard Level 3 Seal. This award is the highest honor given to organizations that use best practices as outlined by the American Health Care Association and National Center for Assisted Living in their *Quality First* Campaign. The award recognizes Huron Wood's commitment to offering care and services that nurture the individual's health, enhance his or her life and promote dignity through respect, independence and choice. Philanthropic support for Huron Woods allows the program to operate at this stellar level.

Philanthropic gifts continued to support staff training and education during FY08. Generous support made it possible for ten staff members to attend the Lillian and James Portman Conference held in Livonia. This educational opportunity was designed to provide special knowledge and skills required to care for individuals with Alzheimer's and other dementias and to foster the development of positive work environments. The Director of Huron Woods and SJMHS Medical Director of Senior Health Services were both invited to speak at the event, not only demonstrating the community's respect of the Health System's leadership in this field, but also reflecting our commitment to continually improving care.

Throughout FY08, Huron Woods continued to implement the *Mealtime Enhancement* program. The program helps to address issues such as impaired motor skills, decreased ability to communicate food preferences, and declined interest in eating that might affect proper nutrition and hydration. It helps to promote adequate and appropriate food choices, an enjoyable dining environment, and, ultimately, the health and well-being of residents at Huron Woods. The director of Huron Woods was invited to share documented outcomes of the program at the Health Care Association of Michigan Conference.

Gifts from grateful family members helped Huron Woods to continue offering life enrichment programs like music therapy, social clubs, crafts and movies. In FY08, a generous gift supported the development of an art therapy program. The therapist specializes in working with those who suffer from Alzheimer's and other dementias and has made strides with the residents engaging them in the creation of paintings and other artworks as an alternative way to communicate their thoughts and feelings. The art therapist organized a show, *Rendezvous of Colors*, to feature residents' paintings at the Huron Woods Thanksgiving celebration for residents, family members and staff. In addition, several of the paintings were printed on note cards and sold as part of a fund-raising effort that will directly support the art program. The residents find purpose in creating the art and take pride in seeing their work displayed.

Philanthropic gifts also supported improvements to the Huron Woods courtyard that allowed residents to enjoy the summer weather, outdoor activities and cookouts. These enhancements included new landscaping and garden maintenance, more functional picnic tables and other outdoor furniture, and a new fence enclosing a larger section of land. Once again, a donor paid for residents to visit a greenhouse and select nearly 30 flats of flowers and plants, which they had the opportunity to help plant in the refurbished Huron Woods courtyard.

In FY08, philanthropic support made it possible to complete renovations to the chapel including the re-upholstery of all the chairs with an elegant fabric that complimented the paint and carpet updates made last year. More than 40 residents participate in the non-denominational services provided each Thursday and the condensed Catholic Mass on Sundays. An organist leads hymns at the Thursday service, which helps to stimulate the memories and participation of many residents.

Generous donors also made an in-kind gift of four large statues and a new manger for the Nativity Scene at Huron Woods, a tradition that is important to many residents and visitors and is a beautiful way to spread peace and joy during the holiday season.

Community support also helped fund the continued stay at Huron Woods for patients who can no longer pay for residence and care. At its inception, trends indicated that most patients would reside at Huron Woods, a private pay facility, for approximately three years or through end of life. Due to advancements made in the treatment of Alzheimer's and the excellent quality of care provided at Huron Woods, many patients remain beyond the anticipated three years, despite inability to continue payment.

Cancer Care Services

The Robert H. and Judy Dow Alexander Cancer Care Center provides comprehensive and compassionate cancer care through diagnostic and medical treatment services, as well as vital support services such as pain management, nutrition education and counseling. In addition, the oncology physicians and staff evaluate the patient's need for surgery and help connect him or her to surgical services. The American College of Surgeons Commission on Cancer has named SJMH a teaching hospital cancer program with commendation.

During FY08, the outpatient chemotherapy clinic, which has 23 private treatment areas, served an average of 65 patients each day. And, an average of 75 patients received radiation treatment each day at the SJMH Fred and Sally Palma Radiation Oncology Treatment Facility.

Cyberknife® Radiosurgery System

In June of 2007, Saint Joseph Mercy Health System purchased the Cyberknife Radiosurgery System – the first technology of its kind in the state of Michigan. When CyberKnife operations began, patients flooded St. Joseph Mercy Hospital phone lines, inquiring about this new option for cancer care.

By August of 2008, more than 150 patients had received 511 treatments in total using the CyberKnife. St. Joe's doctors began by offering treatment for brain and spine tumors, then added therapies for lung, prostate and liver cancers.

The Cyberknife allows SJMHS to offer a non-invasive procedure option for combating tumors determined otherwise untreatable. This innovative radiosurgery system is capable of delivering non-invasive, targeted treatment to cancers anywhere in the body with sub-millimeter accuracy, minimizing damage to surrounding healthy tissues. CyberKnife is the first and only system to use image guidance combined with computer-controlled robotics to continuously track, detect and correct for tumor and patient movement throughout the treatment making it possible to treat areas that move due to breathing. This extreme precision also eliminates the need for invasive head and body frames, making the treatment virtually pain free. And, this advanced system can treat multiple tumors at different locations in the body during a single treatment session.

In addition, St. Joe's is participating in clinical trials for CyberKnife treatment on prostate cancer.

[More information about the SJMHS Cancer Research Program – page 18](#)

Other advanced services include radiation therapy planning with two CT-simulators and radiation services with three linear accelerators as well as intensity-modulated radiation therapy (IMRT). IMRT employs multiple, targeted X-ray beams to precisely treat localized cancer while minimizing the radiation exposure of surrounding healthy tissue. And, our Cancer Care Center remains one of the few in the state with its own operating suite to perform high-dose-rate (HDR) brachytherapy procedures and to use 3-D HDR brachytherapy treatment planning to calculate the optimal dosage and position of protected radiation sources that are surgically placed within or near the tumor site.

Multidisciplinary Care

During FY08, the Cancer Care Center continued to offer patients superior care through the Lung Cancer Specialty Clinic and added the Gastrointestinal Cancer Specialty Clinic. The multidisciplinary model has reduced the time span between diagnosis and treatment from 34 days to 13 days. The multidisciplinary care team, which includes the medical oncologist, radiation oncologist, medical and surgical specialists, multidisciplinary care nurse coordinator and social worker meet with the patient together during one appointment at one location. This allows the staff and patient to create a single seamless treatment and support plan because any concerns or problems are immediately addressed. SJMHS continues working toward developing multidisciplinary specialty clinics for additional diagnoses, including pancreatic tumors and urological cancers.

Prevention, Support and Education Services

In FY08, philanthropic support continued to make vital screening and education services available. The Cancer Center offers free annual prostate screening four times each year for men ages 50-70 years, for African-

American men ages 40-70 years and for those who have a history of prostate cancer. In FY08, 35 men were screened, and SJMH was able to provide treatment for two men who were diagnosed with prostate cancer.

In recognition of melanoma/skin cancer detection and prevention month in May, St. Joe's provided a day of free screening. Many of the 100 individuals who were tested had never been to a dermatologist; and, of those who attended, 20 were found to have suspicious lesions. This type of screening is the first step to getting treatment when needed.

During FY08, a total of 1,000 individuals attended a free event at St. Joe's featuring the Super Colon™ – an interactive educational exhibit that provides an up-close look at healthy and diseased colon tissue. In addition to the display, physicians were available to answer questions about colorectal health. The event helped to raise awareness about the risks of colorectal conditions and cancer and to inform visitors of ways to prevent and treat these diseases.

In addition, gifts from the community made it possible St. Joe's to offer low-cost mammograms for women in our community who are unable to afford services.

[More information about breast care services – page 7](#)

The cancer care program continues to offer a variety of support and education services including a resource library, an art therapy workshop, referral services and several support groups for specific types of cancer.

During FY08, SJMHS remained dedicated to providing ongoing physician education. Two cancer symposiums were offered. The first was on the topic of developing a smoking cessation program with featured speaker Dr. Alan Blum. The second symposium featured Deborah Barton of the Mayo Clinic who along with a panel of St. Joe's physicians discussed ways to manage breast cancer symptoms.

Cancer Research

Saint Joseph Mercy Health System remains the lead institution in the 13-member Michigan Cancer Research Consortium (MCRC). MCRC is one of only 50 Community Clinical Oncology Programs (CCOP) in the nation, and is designated by the National Cancer Institute (NCI) to participate in the latest cancer treatment and prevention trials. In addition, of the 50 CCOP groups, MCRC remains among the top 10 for rate of patients participating in research trials. The Health System's active participation in the MCRC allows us to provide patients with access to the most current options in the country for emerging cancer prevention and treatment.

St. Mary Mercy in Livonia, St. Joseph Mercy Port Huron and St. Joseph Mercy Oakland have benefited from this strong research program since joining the Health System in 2008. Saint Joseph Mercy Health System's cancer research program provided an infrastructure that the hospitals needed to enhance their cancer care programs. More than 15 patients from each of these hospitals were enrolled in a study within the first five months of joining the Health System.

In FY08, SJMHS continued to work with the NCI Central Institutional Review Board (CIRB), which has proven to reduce the administrative burden on the SJMHS Institutional Review Boards (IRBs) and investigators

while continuing the high level of protection for research study participants. SJMHS has been able to use the CIRB for approximately 20% of CCOP studies, reducing enrollment time from approximately 3 weeks to 48 hours or less.

The SJMHS Medical Oncology Director and Oncology Research Director remain members of the Mayo Clinic Cancer Research Consortium (MCCRC) Board of Directors. This collaboration allows the Medical Oncology Director to participate as the principal investigator on many trials and direct cooperative group research done with Mayo Clinic and the National Cancer Institute.

In FY08, St. Joe's developed the Patient Advocacy Group to provide information about the role of research in cancer care to patients and families who are considering participation in studies. Members of the group will bring the patient perspective to clinicians by attending scientific meetings, reviewing protocols, and making presentations to clinicians. This past winter, a member of the cancer care team and a cancer survivor who had been treated at St. Joe's attended a conference at the Mayo Clinic to learn about their model for the Patient Advocacy Group as a platform for launching the program.

In FY08, St. Joe's was chosen as one of only 20 sites in the country to participate in a clinical trial studying CyberKnife as a treatment for low- to intermediate-risk prostate cancers. The study is still underway. Patients are being treated using this non-invasive modality on an outpatient basis over a five-day period. The trial is set to analyze disease-free survival, treatment side-effects and rates of cancer recurrence.

In addition, SJMH has been asked to participate in an upcoming study coordinated by the M.D. Anderson Cancer Center. The randomized study for early-stage, operable lung cancer patients will evaluate outcomes for surgery therapy versus CyberKnife radiosurgery treatment. St. Joe's was the only hospital in Michigan invited to participate.

In collaboration with other community hospitals in Southeastern Michigan, there are now 130 physician investigators that participate in the Michigan Cancer Research Consortium with over 100 active studies on treatment, prevention and management of cancer and its symptoms for all types of adult cancers. Annually, more than 500 participants are placed on cancer clinical trials – in 2008, 560 patients participated in studies. A dedicated research staff at St. Joseph Mercy Hospital supports the patients and physicians. The staff consists of seven nurses and seven data analysts. In addition to providing the latest treatment for patients in Southeastern Michigan the staff partners with the community to provide education regarding cancer control studies and how to gain access.

[Information about the Health System's Warren R. and Lauraine A. Hoensheid Cancer Center – page 25](#)

St. Joseph Mercy Hospital Medical Auxiliary

In FY08, the St. Joseph Mercy Hospital Medical Auxiliary presented an annual gift of \$109,165 to SJMHS President and CEO Garry C. Faja. The majority of the 2008 grants support programs designed to meet the needs of the underserved as well as those that offer opportunities for community education, outreach and support.

Programs supported by the SJMH Medical Auxiliary Annual Gift	Amount
Breast Pumps for low-income mothers	\$ 2,700
Indigent Car Seat Program	\$ 1,400
Compression bandages for financially challenged lymphedema patients	\$ 1,000
Transportation for disadvantaged patients	\$ 5,000
Medication Assistance Program for disadvantaged patients	\$ 1,800
Medication Assistance Program for CHF patients	\$ 2,000
Medication Assistance Program for disadvantaged psychiatric patients	\$ 1,000
Washtenaw Health Plan Patients' Health Care Financial Services	\$ 6,000
Neighborhood Health Clinic	\$ 56,370
Pregnancy Loss Memorial Services	\$ 350
Prenatal Teaching Supplies	\$ 500
Infant Safety – Reducing SIDS program	\$ 1,070
Safer Wheels – Safer Lives 2008/2009	\$ 2,000
Health Exploration Station – <i>Drugs 101: What Parents Need to Know</i>	\$ 7,000
Health Exploration Station – ShapeDown Program	\$ 2,500
Educational Programs for CHF Patients	\$ 1,000
Healing Quilt	\$ 1,000
Mentor Partnership Network	\$ 4,000
Bundles of Love	\$ 500
Sexual Assault Nurse Examiner	\$ 1,000
Renewal Campaign – year 3	\$ 5,000
Auxiliary Endowment	\$ 5,975
Total	\$109,165

Neighborhood Health Clinic and St. Joseph Mercy Haab Building

More than 20 years ago, Oscar Haab made a gift of land to St. Joseph Mercy Hospital to develop a vacant lot in downtown Ypsilanti that would be the new home for a health care center to meet the needs of local residents. St. Joe's broke ground in September 1989 at 111 N. Huron Street for the new St. Joseph Mercy Haab/Ypsilanti Health Building.

When it opened in 1990, the facility had only two internal medicine physicians on staff. Today, the Haab Building houses two complete physician practices specializing in internal medicine and in adult and pediatric medicine. The facility also serves as an important component of the Health System's physician resident training program and is the current home of the St. Joseph Mercy Neighborhood Health Clinic.

Neighborhood Health Clinic

Care of the poor and underserved is a core value of Saint Joseph Mercy Health System. Gifts for the Neighborhood Health Clinic made in 2008 helped to make a significant difference in the lives of patients and families in need. Staff at the Neighborhood Health Clinic saw a growing number of patients who not only turned to the Clinic for vital medical services, but also for food, clothing, transportation to health care appointments and assistance in purchasing prescriptions.

New Programs and Services

In 2008, the Community Connections Grid Project, made possible with a grant from a local foundation, was launched at the Haab Building. Utilizing features of United Way's community-wide "211" program, the project is designed to improve chronic disease management through the development of a tool that facilitates and matches patients needs with community resources and programs available to them. Via a computer kiosk, patients can complete a brief survey that helps them identify barriers to their care. The information is used to identify and address the patients' social and functional needs, ultimately putting them in touch with individuals who can offer advice and assistance with issues like lack of transportation or the need to pay for prescriptions or treatments while also keeping up with rent, heat or other necessary bills.

On September 2, the Neighborhood Health Clinic began offering evening hours on Tuesday, Wednesday and Thursday until 7:30 p.m. Huron Street Internal Medicine, located in the Haab Building, also offers evening appointments to its patients on Wednesdays.

Facility Improvements

The community room at the Haab Building is very busy and used for education and community programs including:

- Groups at high risk for asthma and diabetes (five physicians take turns facilitating one to three Trinity Health grant-funded classes each week)
- Local police department meetings and activities
- Exercise classes for Neighborhood Health Clinic patients
- Neighborhood Health Clinic annual physical assessments for participants in the Washtenaw County Foster Grandparents program (every March, 40 to 50 seniors)
- SJMHS Medical Auxiliary gatherings to assemble gift baskets including food, toiletries, socks, scarves and gloves for NHC patients (100 patients receive the items annually, donated by SJMHS departments and SJMHS Medical Auxiliary)

The building's new file room is being fully utilized. Two new clerical staff have been moved in and the Neighborhood Health Clinic has moved its files and filing staff to this location to take advantage of a centralized file space and the potential of cross-trained clerical staff to optimize productivity.

During FY08, renovations were completed to enhance the registration and reception area of the Huron Street Internal Medicine practice that will benefit both patients and staff. An unused procedure room was reconfigured, adding a pass through window that will provide immediate visual and auditory access between the receptionists and the medical assistants and nurses. This improves processes so that staff and patients will not have to walk from one room to another to communicate.

St. Joseph Mercy Saline Hospital

Renewal Campaign

During FY08, community support for the St. Joseph Mercy Saline Hospital Renewal Campaign reached nearly \$2.7 million toward the \$7.5 million goal.

In FY08, St. Joseph Mercy Saline Hospital broke ground for its latest project, the addition of the Community Health Pavilion. This is a key project of the Campaign. The Pavilion will comprise an addition to the existing hospital and extensive interior renovations (begun in 2002) that will include the new clinical laboratory, and a state-of-the-art Imaging Center. Construction began and included the demolition of the 50-year old Meister Building, which was necessary to make space for the new main entrance, visitor areas and gift shop as well as a new community room. The Community Health Pavilion is scheduled to be completed in 2009.

Community Health Pavilion Project Highlights:

- Houses the nearly completed leading-edge Imaging Center and recently renovated Clinical Lab, making advanced diagnostic and treatment services available close to home
- Includes the construction of a new front entrance and parking area, redirecting traffic from the Emergency Center entrance and creating safer, more direct access to both emergency services and inpatient and outpatient services on the Hospital's two floors
- Creates a larger, more conveniently located Community Room for education forums and community events
- Adds a new, larger visitors' lobby providing a more comfortable space for patients and visitors

Imaging Center

SJMSH has nearly completed interior renovations to bring leading-edge imaging services close to home. A highlight of this project was the renovation of space for the new CT Scan and General X-ray Suite. This phase of the project included the purchase of the latest computed tomography (CT) imaging equipment, a 64-slice CT scanner and conversion to digital mammography.

With the purchase of the 64-slice CT scanner, SJMSH has been able to increase the number of patients receiving CT services each month by 200. On average, SJMHS now provides these services to 560 patients each month. Approximately 50% of the patients needing CT services are from the Hospital's Emergency Center, while the remaining patients are scheduled through a referring physician. In 2008, the Hospital was able to offer next-day scheduled appointments and extended hours (7 a.m. to 4 p.m.) for CT scans.

The new 64-slice CT scanner has the capability to produce clear, accurate images of organs and bones within seconds. Detecting double the area of a traditional CT scanner, this new equipment provides a better overall image of the affected area and often results in the need for fewer images. In addition, the scanner works at high speed, eliminating blurriness that can be caused by the motion made when the heart beats or a patient takes a breath.

The majority of patients receiving CT services at SJMSH are being tested for possible tumors, blood clots or aneurisms, or when the patient's physician is determining the precise location of these dangerous abnormalities.

The CT scanner is often used in detecting abdominal issues such as gall bladder problems. In addition, the 64-slice CT scanner is an extremely valuable tool in the diagnosis and treatment of joint injury and disease because it is able to produce sectioned images of these dense areas.

In FY08, SJMSH completed implementation of the Picture Archival and Communications Systems (PACS), which replaced the conventional analogue system for all imaging services including general X-ray, CT scans,

ultrasound, mammography, bone density testing and nuclear medicine. The new computerized system is used to capture, store, distribute and display medical images, eliminating the need to manually file, retrieve or transport film. A PACS consists of four major components: the imaging modality such as a CT scanner or nuclear medicine camera, a secured network for transmission of patient information, workstations for reviewing and interpreting images, and long and short term electronic archives for the storage and retrieval of images and reports. This system also makes it much easier for images to travel with the patient when they are receiving care at other hospitals within the health system.

PACS allows SJMHS to maximize the benefits of having radiologists who are board-certified subspecialists – highly trained experts in specialty areas of imaging such as mammography, CT or nuclear medicine. With PACS, the radiologists can transmit an image within minutes to their colleagues throughout the Health System for consultation.

In 2008, the Hospital finalized the conversion process adding digital mammography – SJMSH was the first location in the Health System to make the upgrade from the analogue to digital system. It provides the added benefits of increased accuracy, convenience, efficiency and safety to patients and care providers. Above all, digital mammography helps St. Joe's to identify breast cancers earlier in some cases, which improves the odds of successful treatment.

[More information about digital mammography – page 7](#)

In addition, the Imaging Center's new Mammography Suite has been completed, including two exam rooms and one mammography imaging room. The spacious area and healing environment reflect the new design within the CT and General X-ray Suites. The remaining components of the project include the purchase of new furniture and the renovation of space for the new Ultrasound Suite, which will be located across the hall.

The exam room for bone density testing was moved to a newly renovated area next to the Mammography Suite this year. Many patients visit the Hospital for both services and the new location makes it more convenient to coordinate appointments on the same day, and often back to back. Bone density is a valuable screening for the prevention and monitoring of osteoporosis.

In May of 2008, The Imaging Center expanded its program to offer Cardiac Stress Testing and Nuclear Medicine services on Saturdays. Adding weekend hours improved patient satisfaction for those who arrived at the Hospital on a Friday and needed inpatient care and overnight monitoring – it eliminated the need to send patients to St. Joe's in Ann Arbor.

Overall, the new Imaging Center will have a unique patient-centered design bringing the diagnostic testing to one area within the Hospital, while enhancing privacy by creating three separate suites for specific services: the

Nuclear Medicine and Cardiac Stress Testing Suite (completed fall 2004); the CT scan and General X-ray Suite (completed summer 2006); and the Mammogram Suite and Ultrasound Suite (to be completed in 2009).

Acute Care of Elderly (ACE) Program

St. Joseph Mercy Saline Hospital received community support to help provide specialized inpatient care through the Acute Care of Elderly (ACE) Program. The ACE Program incorporates an interdisciplinary team

that is led by a geriatrician and includes a primary care nurse, social worker, pharmacist, pastoral care minister and case nurses. The program addresses the special needs of older adults. Mobility, independent functioning, comfort level, mental status, depression, skin health, nutrition and response to treatment are all maximized through nurse-initiated guidelines. The program is aimed at enhancing the quality of life for our seniors, helping to return them to a state of healthful well being, and assisting them in transitioning home. The ACE Program more effectively treats patients 75 years and older than traditional care and is aimed at improving satisfaction and outcomes and better accommodating the growing patient volumes for this age group.

St. Joseph Mercy Saline Hospital Auxiliary

During FY08, the St. Joseph Mercy Saline Hospital Auxiliary made gifts totaling \$23,530 to benefit the Community Health Pavilion project.

Judy Ivan Healthy Communities Endowment

The Judy Ivan Endowment Fund was established at St. Joseph Mercy Saline Hospital in 1998 to partner with schools and community organizations to support health care initiatives by providing funding for health programs that address needs that would otherwise go unmet. The Fund has been making grants since 2001 and has distributed more than \$225,000 to partner organizations. During FY08, the Endowment supported seven community endeavors in the Hospital's service area. A total of \$21,300 was granted, helping to make the following programs possible:

- **Friends of Henne Field** – the renovation project will help to create an enjoyable public greenspace in the heart of the city of Saline.
- **Britton/Macon Area Schools – *The Challenge Days Program*** – this is a continuation of the Community Visions/Building Youth Assets Program, designed to help raise self-esteem and eliminate substance abuse and other destructive behaviors.
- ***Health Awareness and Action in Milan (HAAM)*** – the initiative established an evening educational series to engage adults in activities that promote healthy living and to encourage them to serve as positive role models
- **Milan Area Schools – *Healthy Students Project*** – the initiative allowed Milan Schools to educate students about health care needs and the safe storage of medications and medical supplies, and to help students obtain medical supplies when needed.
- **Evangelical Home of Michigan – *Church Ambassador Program*** – the grant aided in offering flu clinics (free of charge) at local churches in Lenawee and Washtenaw counties.
- **Model Elementary School/Lincoln Childhood Center – *Special Needs Early Childhood Development Delay (ECDD) Music Program*** – the grant supported a music program, including the purchase of instruments and the salary for a music specialist to benefit 48 at-risk children.
- **Saline Parks and Recreation – *Senior Power Program*** – funding helped to provide a year-long senior fitness program that was designed to help the population stay active and maintain a healthy lifestyle.

St. Joseph Mercy Livingston

Renewal Campaign

With generous support to the Renewal Campaign from community members and local businesses, Saint Joseph Mercy Health System opened the Warren R. and Lauraine A. Hoensheid Cancer Center in 2006. The facility, located at the St. Joseph Mercy Woodland Health Center in Brighton, is the first in Livingston County to offer comprehensive prevention, diagnosis, treatment, research and education services close to home. In FY08, gifts for the Cancer Center had reached \$4.8 million.

Radiation Treatment

Gifts for the Cancer Center supported the installation of the facility's CT simulator and linear accelerator, essential pieces of equipment for today's radiation treatment planning and therapy. More than 7,000 radiation treatments using the linear accelerator were provided at the Warren R. and Lauraine A. Hoensheid Cancer Center in FY08. The vital treatments were provided to 300 patients in our care at this convenient location, eliminating their need to drive an hour or more each way to locations such as Ann Arbor, Lansing or Detroit for vital treatments.

Chemotherapy

Each day, more than 25 patients received chemotherapy treatment at the Cancer Center. When the Cancer Center was built, it allowed the Health System to expand and enhance these services. Supporters not only aided in the addition of treatment bays, but also helped to create a more healing environment. Each bay was designed with a floor-to-ceiling window that overlooks the courtyard and with space for a comfortable recliner plus seating for family and visitors. There are also two private infusion rooms, each with a bed for patients who are particularly ill or have special needs.

[More information about SJMHS cancer care services and treatments – page 16](#)

Cancer Care Programs and Research

During FY08, philanthropic support helped to maintain support and education programs. Grant support made possible the *Share and Care* support/discussion group offered at the Cancer Center. *Share and Care* is a self-help group offered free-of-charge to patients, family and friends. Participants are encouraged to exchange information, discuss common concerns, and draw on one another for support, all of which enhance their abilities to cope effectively.

And, in January 2008, SJMHS developed a growing partnership with the American Cancer Society, which received a gift to open the first Cancer Resource Center in the County at this location. Volunteers provide support to cancer patients and their families through the delivery of information, American Cancer Society programs and services and referral to community resources.

In addition, gifts from the community helped to establish an Oncology Chaplaincy Program at SJMHS. The chaplain, who specializes in spiritual support for cancer patients, divides time between the Health System's Cancer Centers in Ann Arbor and Brighton.

[More information about the Oncology Chaplaincy Program – page 10](#)

During FY08, the Cancer Center treated a growing number of patients who were underinsured or uninsured. Support from the community helped to offer patients care beyond treatment services including assistance with transportation to and from treatment visits, the cost of co-pays and medications and connecting patients to community resources needed to manage their health and overcome barriers to care.

Gifts made during FY08 were also instrumental in further development of the research program at the Warren R. and Lauraine A. Hoensheid Cancer Center. In partnership with the National Cancer Institute, Mayo Clinic and other fellow leaders in research, SJMHS participates in virtually every cancer trial in the nation. The Cancer Center in Brighton allows the Health System to offer these research trials close to home for patients who reside in the Livingston County area. The cancer trials are designed to study prevention, diagnosis and treatment methods as part of a patient's care plan.

[More information about the SJMHS Cancer Research Program – page 18](#)

Philanthropic support has made it possible for a member of the SJMHS cancer research team to work a minimum of two full days each week at the Warren R. and Lauraine A. Hoensheid Cancer Center. When a patient comes to SJMHS for cancer care, the research staff and physician work together to determine all the studies for which the patient may be a candidate. The studies are highly regimented with protocol guideline books often surpassing 200 pages in length. While participating in a study, patients and their reactions to the trial are monitored very closely. The studies require strictly controlled patient visits, testing, record keeping and reporting.

Chapel

Proceeds from the gift shop at St. Joseph Mercy Livingston Hospital, which is staffed by volunteers, helped to renovate the chapel at the Hospital. The refurbishment included all new furniture, paint and lighting and the addition of a water feature to help enhance the comforting, spiritual environment.

These pages represent many Health System programs and services that are made possible through the generous contributions of our donors. If there is a specific program or service area that interests you, please contact our Office of Development to learn more 734-712-4040.
