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

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

Making the mission come alive

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

Whether measured in terms of cost or the number of patients served, CHRISTUS Health’s greatest commitment to communities is provided through charity care for uninsured and underinsured patients. CHRISTUS Health provided $157,514,910 in charity care and $33,584,938 in other community benefits last year. This represented an increase from 8.2 percent of net patient revenue (NPR) in the 2001 fiscal year to 9.2 percent in the 2002 fiscal year.

Social accountability assumes a broader definition when reporting our community benefits to regulatory agencies; it includes the unreimbursed cost of Medicare and other government programs. In the 2002 fiscal year, our community-benefit investment was 17.7 percent of the system’s NPR. Donna Meyer, system director of community health, says,

Continued on page 4
Dear Friends and Associates,

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

Adding value to the communities in which we are privileged to serve lies at the very center of our Mission to extend the healing ministry of Jesus Christ. Response to a specific community need is what led the sisters of our sponsoring congregations to begin their ministries in 1866 in Galveston, Texas, and in 1869 in San Antonio. More than a century later, it continues to drive the expansion of our ministries.

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

We have much to be proud of at CHRISTUS Health. Our system provided more than $370 million in charity care and community benefits last year. This makes us one of the leading providers of charity health care services in the United States. In fact, today we are second among all Catholic health care systems in the nation in the level of charity care we provide. And as we continue to reach out and serve our communities, we expect to be first among them by the end of this fiscal year!

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

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

Therefore, while we will no longer publish Via CHRISTUS beginning in 2003, we will continue to communicate with you in many ways, including:

- System articles and messages included in your regional and local newsletters and bulletins.
- Regular e-mails sent directly to all Associates, with the request to share them with those who might not have access to e-mail.
- Taped messages from me that will be accessible via telephone, with an opportunity to ask questions and provide suggestions.
- Expanded intranet communications and messages.

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

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

Sincerely,

Thomas C. Royer, M.D., CEO

Thomas C. Royer, M.D., CEO

Coffee talk

Via CHRISTUS interviews Mary Lynch

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

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

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

Lynch: CHRISTUS has publicly committed itself to integrity in its core values. Achieving consistency with this commitment will require integrity in our leadership behaviors, our relationships with others and our business transactions. Integrity, which is inclusive of compliance with laws and regulations, will continue to be a governmental focus, and the government will demonstrate that focus in regulations and the financing of federal programs. The government has recouped large sums of money through integrity programs and therefore has an incentive to continue this focus. This places more and more demands on health care.

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

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

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

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

Via: What sets CHRISTUS apart from other health systems?

Lynch: To me, CHRISTUS is unique because of our mission and our core values. They create a spirit that is alive in CHRISTUS, and as people come to visit us, they can see that we are making every effort to provide service consistent with these core values.

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

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

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

Together we have been able to make significant accomplishments. We’ve built an excellent integrity program. We’ve implemented or have in process many educational initiatives with Health Stream® and with the CHA compliance education.

We’re working on or have already implemented components of the Associate covenant. We have initiated workforce development programs and have begun the journey to creating a just wage. And we have our first CHRISTUS Academy class. Through the efforts of many Associates, we have a much higher focus on education, and we’re working on initiatives to deliver more affordable benefits.

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

Get more of CHRISTUS Health on the Web 2 www.christushealth.org
CHRISTUS rallies to weather Hurricane Lili

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

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

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

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

Forty-eight patients evacuated from CHRISTUS St. Patrick Hospital were flown by Air Force DC-9s, appropriately named Nightingales, from Lake Charles to Shreveport, La., arriving just before sunrise. It was a complex operation carefully facilitated by CHRISTUS St. Patrick Hospital, CHRISTUS Schumpert Health System and the U.S. Air Force. Then ambulances ferried patients to CHRISTUS Schumpert Health System’s three facilities, and all were safely in place by 8 a.m. Of the 48 patients, two were admitted at the Bossier facility, 12 at Highland and the remaining patients at CHRISTUS Schumpert St. Mary Place.

CHRISTUS regions from throughout Louisiana and Texas, along with the Dubuis Hospital, Natchitoches Parish Hospital and CHRISTUS Regis/ St. Elizabeth in Waco, Texas, helped with the disaster efforts, accepting patients, assisting with transfers and offering supplies to local shelters in their communities. CHRISTUS St. Michael Health System sent a bus with 31 nurses, radiology technicians and respiratory therapists to CHRISTUS St. Elizabeth Hospital to help with the influx of additional patients transferred from CHRISTUS St. Mary Hospital.

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

Kudos

The CHRISTUS Santa Rosa Children’s Health Insurance Program proudly announced that it has received over 4,500 applications since its creation more than two years ago. The program has helped provide coverage for children who were uninsured because their family did not qualify for Medicaid and could not afford the high cost of health insurance.

A grant from the CHRISTUS Fund provided an additional outreach worker at the CHRISTUS Santa Rosa Children’s Hospital emergency room to maximize CHIP enrollment.

On Dr. Tom Royer’s and Linda McClung’s visit to the affected hospitals, Dr. Royer stopped to listen to the stories of havoc-wreaking weather and personal triumphs. Dr. Royer personally thanked Associates for their hard work during this time. (He is shown above at CHRISTUS St. Patrick Hospital.)
2002 in review
Service in a spirit of empathy, love and concern

Continued from page 1

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

Communicating with a cause

An exciting community-benefits campaign was developed this year in partnership with the system communications department to provide customized materials to each participating CHRISTUS facility. The goal of the campaign is simple: to share our story far and wide with a professional, mission-driven focus consistent with our brand and image at the same time we meet the new Texas mandate that non-profit health care institutions publish an annual notice in their local newspaper. We are proud of our commitment to go above and beyond the legal requirements set forth for nonprofit health care organizations; we are proud of our corporate citizenship.

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

CDI loan program makes dreams a reality

The Community Direct Investment (CDI) loan program supports community-driven initiatives for affordable housing and economic development. The loans are made to qualified, non-profit organizations, typically for a term of two years and at a current rate of interest of about 2 percent.

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

Taking advantage of technology

How do we tell our story? It starts with good data. The process begins with reporting mechanisms that capture accurate data from each facility. Tremendous strides have been made in this area, greatly improving the old process for collecting and reporting statewide information. A Web-based reporting application was designed specifically to interface with CHRISTUS Health’s financial system, and it became available through the CHRISTUS intranet in June 2002. Now all facilities are reporting monthly information in a consistent format, thereby improving the integrity of the data. This reporting mechanism continues to be a work in progress, shaped by the input and feedback from community-benefit representatives throughout the organization.

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

Community Direct Investment loans as of June 30, 2002

Gulf Coast Region

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

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

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

Southeast Texas Region

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

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

Santa Rosa Region

ACCION Texas is dedicated to helping people work their way out of poverty by providing technical assistance, offering business micro loans and using the Individual Development Account to foster wealth building. It is now the largest micro lender in the United States with more than 1,000 accounts averaging $4,225 each in 203 communities in Texas. Forty-six percent of its clientele are women. Our investment of $150,000 has helped the organization capitalize its revolving loan fund at $5.8 million as of June 2002.

Southwest Louisiana Region

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

Central Louisiana Region

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

Outside the CHRISTUS Health regions

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

**CHRISTUS Fund spreads hope and help**

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

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

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

<table>
<thead>
<tr>
<th>Year ended June 30, 2002</th>
<th>Unreimbursed costs</th>
<th>Percent of net patient revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Charity care</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indigent and outpatient charity care</td>
<td>$75,597,091</td>
<td>3.6%</td>
</tr>
<tr>
<td>Other charity care</td>
<td>$1,183,105</td>
<td>0.1%</td>
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<tr>
<td>Unreimbursed government-sponsored indigent care</td>
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<tr>
<td><strong>Charity care subtotal</strong></td>
<td><strong>$157,514,910</strong></td>
<td><strong>7.5%</strong></td>
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<tr>
<td><strong>Other community benefits</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Donations (cash, in-kind services and gifts to other nonprofit or public organizations)</td>
<td>$2,503,516</td>
<td>0.1%</td>
</tr>
<tr>
<td>Donations (cash, in-kind services and gifts to individuals)</td>
<td>$406,522</td>
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</tr>
<tr>
<td>CHRISTUS Fund and interest from Community Direct Investments</td>
<td>$3,228,886</td>
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</tr>
<tr>
<td>Educational activities (student internships, clinical experience and other education)</td>
<td>$14,334,562</td>
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</tr>
<tr>
<td>Scholarships and funding</td>
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</tr>
<tr>
<td>Education of patients</td>
<td>$322,850</td>
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</tr>
<tr>
<td>Community health education (publications, informational programs and outreach activities)</td>
<td>$1,266,850</td>
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<tr>
<td>Research</td>
<td>$107,103</td>
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<tr>
<td>Subsidized health services</td>
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<tr>
<td>Other subsidized health services</td>
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<tr>
<td>Other programs for special populations</td>
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<tr>
<td>Leadership activities including advocacy</td>
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<td>0.1%</td>
</tr>
<tr>
<td><strong>Other community benefits subtotal</strong></td>
<td><strong>$33,584,938</strong></td>
<td><strong>1.7%</strong></td>
</tr>
<tr>
<td><strong>Charity care and other community benefits subtotal</strong></td>
<td><strong>$193,099,848</strong></td>
<td><strong>9.2%</strong></td>
</tr>
<tr>
<td><strong>Government-sponsored programs</strong></td>
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<td></td>
</tr>
<tr>
<td>Unreimbursed government-sponsored programs (Medicare, CHAMPUS, USFHP, etc.)</td>
<td>$179,150,605</td>
<td>8.5%</td>
</tr>
<tr>
<td><strong>Government-sponsored programs subtotal</strong></td>
<td><strong>$179,150,605</strong></td>
<td><strong>8.5%</strong></td>
</tr>
<tr>
<td><strong>Total community benefits</strong></td>
<td><strong>$372,250,453</strong></td>
<td><strong>17.7%</strong></td>
</tr>
<tr>
<td><strong>Net patient revenue (system total)</strong></td>
<td><strong>$2,107,828,000</strong></td>
<td></td>
</tr>
</tbody>
</table>
CHRISTUS in the community

CHRISTUS Coushatta Health Care Center

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

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

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

CHRISTUS Jasper Memorial Hospital

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

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

Turkey Trot benefits Children’s Miracle Network. CHRISTUS Jasper Memorial Hospital hosted its third annual Turkey Trot on Nov 9 to benefit Children’s Miracle Network and other local charities. The event was held at Sandy Creek Park in Jasper, Texas, and included a one-mile walk, one-mile run, and 5K and 10K runs. Turkey gift certificates were awarded to all first place finishers in each age category.

CHRISTUS Santa Rosa Health Care

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

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

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

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

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

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

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

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

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

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

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

First Friday Tennis Tournament raises $3,700.
For the third year, a First Friday Tennis Tournament has been a leader in developing a Beaumont-areawide Healthy Communities Initiative. Through the initiative, the hospital and other community leaders address local issues and determine how community needs can be met.

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

The estimated 200 people who attended—including city officials, politicians, health care providers and other community leaders—heard speakers discuss various aspects of the crisis. Topics included rising health care premiums, uninsured workers, loss of physicians, crowded emergency rooms, and the effects of these problems on business and economic development, particularly in Southeast Texas.

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

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

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

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

CHRISTUS St. Catherine Hospital

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

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

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

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

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

Continued on page 8
Ark-La-Tex Region
- Rummie W. T. Therapeutic Center Inc.—therapeutic horseback riding for physically challenged children .......................... $40,000
- Closing the Health Gap—program for health education, screenings, and immunizations, targeted to the African American community ........................................... $5,000
- Heart Watch—health education for prevention of heart disease, stroke, diabetes, asthma and other chronic health issues ................. $40,000

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

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

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

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

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

VIA CHRISTUS
Regional highlights
CHRISTUS in the community

Continued from page 7

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

A CHRISTUS St. John Hospital “Wee See” recipient

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

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

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

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

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

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

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

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

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

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

Total enrollment for the ACT OUT! Program has reached more than 30 participants, ranging from the seventh to 10th grades. The program has received referrals from Communities in Schools counselors and other local youth organizations. Students say they have enjoyed the experience of teamwork and the opportunity to express themselves and their concerns. Community leaders and program coordinators have witnessed the students mature with increased self-confidence and the development of a sense of belonging.

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

CHRISTUS St. Michael Health System

Children’s Health Expo provides free health screenings. CHRISTUS St. Michael Health System

Continued on page 10

A parish nurse provides health screenings and counseling at a health fair sponsored by the Rocky Mountain Parish Nurse Ministries.
Fund grants awarded
July 2001 through June 2002

Continued from page 9

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

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

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

West Central Louisiana Region
- CHRISTUS Coushatta Health Care Center Community Garden—community garden for teens, adults and seniors for multiple purposes ........................................... $25,000
- DOVES—domestic violence education and support center of the YWCA of Northwestern Louisiana ........... $48,110
- Family Violence Program—funds for first-year administration in the 2002 fiscal year .......................... $2,394,437

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

Disaster relief
- American Red Cross, Central Louisiana Chapter—for victims of the effects of Tropical Storm Allison .......... $10,000
- American Red Cross, Houston Chapter—for victims of the effects of Tropical Storm Allison .................. $15,000
- Assist America Campaign/Catholic Charities Funding—for victims of the terrorist attacks of Sept. 11. Funds to match contributions made by Associates. Total: $150,000 ........................................ $30,000
- Emergency Aid Coalition—for victims of Tropical Storm Allison in their various facilities ...................... $2,000
- The Women’s Home—for victims of the effects of Tropical Storm Allison ........................................... $2,000

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

Regional highlights

CHRISTUS in the community

Continued from page 9

CHRISTUS in the community

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

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

CHRISTUS St. Patrick Hospital

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

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

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

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

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

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Southwest Louisiana Women’s Commission Fall Conference.

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

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

Molo Middle School students take a stand against suicide. Sept. 16 through 21 was proclaimed “Yellow Ribbon Suicide Awareness and Prevention Week” by Louisiana Governor Mike Foster. In recognition of this week, the Associates of the CHRISTUS St. Patrick Hospital’s School-Based Health Center at Molo Middle School in Lake Charles, La., conducted classroom presentations and a student essay contest regarding how to recognize a cry for help and how to prevent teenage suicide.

The Molo Middle School students really embraced this campaign,” says Jackie Doyle, Molo Middle School-Based Health Center social worker and coordinator of the Yellow Ribbon Week activities. “Each student signed a suicide contract stating that they will not attempt suicide and will get immediate help if they are ever feeling suicidal feelings and thoughts.”

Champeaux wins “Citizen of the Year” award.

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

We wish everyone a very merry Christmas and a happy holiday season!

CHRISTUS: Our Daily Bread

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

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

People

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

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

Charles Moore, M.D., director of heart transplant services and the Assist Device Program at CHRISTUS Transplant Institute, recently presented “Cardiac Transplantation and Cardiac Assist Devices in the 21st Century” to the Organ Transplant Group at the University of Texas Health Science Center at San Antonio and the Kumamoto City Medical Society Physicians Group. The latter was a group visiting from Kumamoto, Japan, sister city to San Antonio, Texas. Dr. Moore also served as guest speaker at the 2002 Awards Luncheon of the Texas Transplant Olympics held in New Braunfels, Texas, in September. He was introduced to the crowd by one of his former patients who received a heart transplant five years ago.

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

The National Association for the Advancement of Colored People (NAACP) recognized Charles Foster with this year’s John Schillady Award at its 30th annual Freedom Banquet. The John Schillady Award is presented to a non-African American individual in the community who has displayed great support for the NAACP organization and its belief in enhancing equal rights for African Americans and other minority groups.

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

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

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www.christushealth.org
New format, new mode of communication

The Via CHRISTUS publication is taking on a new shape and physical form. In place of this printed copy, important Via CHRISTUS stories will be coming to you via your local Associate newsletters and through the CHRISTUS intranet. In December 2003 we will print and distribute a fiscal year-end issue that will highlight the system's social accountability efforts along with other major achievements and programs. Special Via CHRISTUS editions will be used throughout the year as needed to relay important CHRISTUS information.

Coffee talk

Via CHRISTUS interviews Linda McClung

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

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

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

Via: What is your background and experience?

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

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

Via: What attracted you to CHRISTUS Health?

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

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

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

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

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

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

System highlights

Congratulations, Touchstone winners

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

The 2002 winners include:

- **Clinical quality**
  - HealthTexas Medical Group
  - CHRISTUS Primary CareNet
  - Impact of Behavioral Modification Module on Glycemic Control

- **Service quality**
  - CHRISTUS Jasper Memorial Hospital
  - CHRISTUS Health Southeast Texas
  - Patient Satisfaction

- **Business literacy**
  - CHRISTUS St. Michael Health System
  - CHRISTUS Health Ark-La-Tex

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

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

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