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Hospital of St. Raphael Annual Reports

Yale New Haven Hospital

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12-31-2000

### Saint Raphael Healthcare System Community Report, 2000

Saint Raphael Healthcare System

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## Dear Friends:

We are pleased to share this community report, entitled **"Reaching out, reaching wide."** Historically, Saint Raphael's has been known for its outreach. When our sponsors, the Sisters of Charity of Saint Elizabeth, opened the hospital 94 years ago, our mission was to serve our community — particularly the poor, the elderly, and those who needed us most. We continue that mission today. In fact, during a time when health care is undergoing tremendous changes, we have recommitted ourselves to those sound and fundamental values.

And we continue to extend our reach. By offering sophisticated new treatments and technologies, we reach new heights in medicine. Through our many programs and services, we reach thousands of people who need advanced health care. By opening a surgery center in Hamden, and offering key services in several local towns, we offer a convenient way for patients to reach us. And through our Web site at [www.srhs.org](http://www.srhs.org), we transcend physical boundaries to educate people about health matters and let them know about our excellent care.

We are reaching toward tomorrow, as well, by educating new doctors and helping shape the future of health care. Charles Riordan, M.D., our vice president of medical affairs, is chairing a statewide collaborative that is addressing complex problems surrounding mental health services. Adriana Torena, D.M.D., clinical director of Saint Raphael's Smiles to Go dental van, is serving on Connecticut's Dental Advisory Council. And I am proud to say that Saint Raphael plastic surgeon Gary Price, M.D., and I have been appointed to The Commission on the Future of Hospital Care in Connecticut.

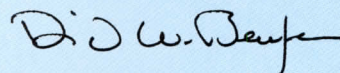
A recent report commissioned by the state found that Connecticut hospitals face some difficulties — primarily financial — as we enter the new millennium. But it also found that Connecticut hospitals rank sixth of all 50 states in overall quality of care. This came as no surprise to us at Saint Raphael's, where our exceptional staff touches the hearts and souls of our patients by consistently providing extraordinary and compassionate care. This spirit of caring truly reaches out. And reaches wide.



Some of the faces of Saint Raphael's include, from left, Annette Amato, radiology technologist; Joseph Pucillo, R.N.; Marie Roseme, patient service associate; David W. Benfer, president; Barbara Fleming, environmental services aide; Sister Joan Granville, executive assistant to the president.



Sincerely,



David W. Benfer, FACHE  
President, Hospital of Saint Raphael  
and Saint Raphael Healthcare System



## We're tops, in more ways than one

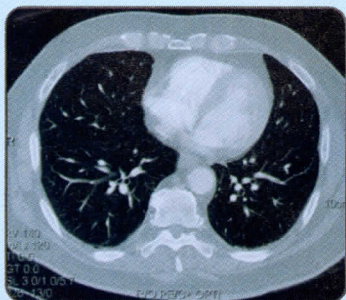
We believe Saint Raphael's is outstanding, but it's great when others recognize this, as well. In 2000, Saint Raphael's was named a Top 100 U.S. Hospital for stroke treatment — the only hospital in Connecticut, and one of only two in New England, to make the list. The recognition came in a study by HClA-Sachs Institute, a Baltimore-based healthcare information firm. And that's not our only honor. *Connecticut* magazine named Saint Raphael's one of the state's "Top Places to Work" — a list that includes only 18 of the state's 95,000 employers. Our employees were recognized as exceptional, too. Carmelit Geffen, R.N., of our medical intensive care unit, received the Nurse's Excellence in Clinical Practice Award from the American Association of Critical-Care Nurses — the only nurse in New England to receive this honor. Clinical programs and initiatives were also recognized. The National Association for Healthcare Quality featured an article on our pain management initiative in its *Journal for Healthcare Quality*, and a team of our internal medicine residents clinched first prize in the state finals of a medical quiz game that pitted them against 10 other prestigious programs. Outstanding in so many ways — that's Saint Raphael's.



Occupational Therapist Mary Ellen Santucci helps Pauline Lauro of East Haven with cooking and other daily living skills following her stroke.

## Sophisticated new services better serve patients

We're constantly looking for better ways to serve our patients, from the smallest babies to most advanced in years. Consistent with our role as a cardiac leader, Saint Raphael's opened a Congestive Heart Failure Center, and began using a laser that improves blood flow to the heart when bypass surgery is inappropriate. We were the only hospital in Connecticut to participate in trials of a new, implantable device to fight abnormal heart rhythms, and received national publicity for a study showing that people who fall asleep while driving may actually have undiagnosed heart problems. To assist in the fight against cancer, we began offering CT scans to detect lung tumors in their earliest stages, and received approval to begin a stem cell transplant program. Also in 2000, Saint Raphael's became the first Connecticut hospital to use a monitor that more effectively tracks oxygen levels during labor to cut down on Cesarean sections. And we began treating abdominal aortic aneurysms — a potentially fatal condition — with a special grafting procedure that reinforces the weak blood vessel to prevent it from bursting.



CT scans of the lungs, like this one, are being used to detect lung tumors in their tiniest stages.

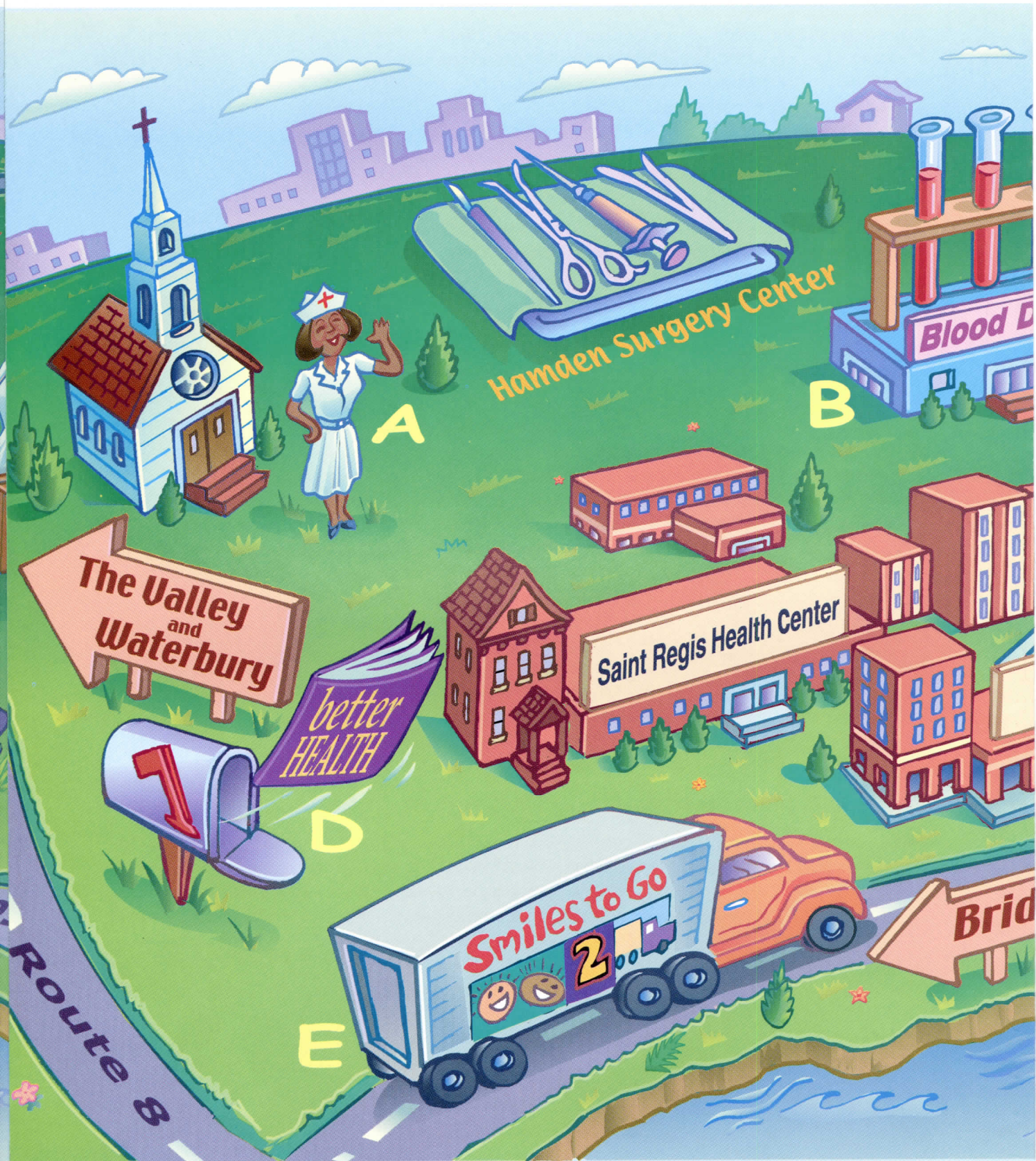
## There's no place like home

Saint Regis Health Center, Saint Raphael's 125-bed skilled nursing facility and the only Catholic nursing home in greater New Haven, is home at any given time to about 125 residents. Our goal is to provide them with the high quality care for which Saint Raphael's is known, in a warm and friendly environment. Three new programs were introduced in 2000 to enhance resident dignity, independence and safety. A multi-disciplinary committee assesses clinical reasons for incontinence and identifies therapeutic or rehabilitative means to improve the quality of life for these patients. A fall prevention program provides bed alarms to all new patients, particularly those who arrive on the off-shift before a full physical therapy and safety evaluation can be completed. And a fine dining program offers residents individually tailored meals and a restaurant-like dining experience. Are these important to our residents and their families? You bet. Saint Regis does exceptionally well on satisfaction surveys — 92 percent would recommend the facility to others.



Enjoying a fine meal at Saint Regis are Frank D'Agostino (left) and Matthew Mitchell (right), while Certified Nursing Assistant Anna Lopez and Chef Timothy Bennett look on.













We put our heart into cardiac care.  
Hospital of Saint Raphael

Lifestar

Homecare Nurses



Project MotherCare

Midrid

25

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# REACHING OUT, REACHING WIDE

**A.** Saint Raphael's reaches out to area churches, synagogues and other houses of worship through our Parish Nurse program. Our staff works with parishioners in the healthcare field to help them serve as resources to their congregations.

**B.** Patients can now undergo blood tests more conveniently through new drawing stations in Hamden and Branford.

**C.** The New Haven Knights professional hockey team counts on Saint Raphael's, the team's official hospital, for medical care.

**D.** For more than 20 years, people have relied on Saint Raphael's *Better Health* magazine for accurate, up-to-date healthcare information. The magazine reaches nearly 140,000 local homes every other month.

**E.** Saint Raphael's is on the road with Smiles to Go, our mobile dental clinic, and Project MotherCare, our prenatal and primary care clinic on wheels.

**F.** Free blood pressure screenings throughout the region are just one way we reach out to friends and neighbors. We also offer a variety of other community-based screenings and health education programs to bring better health closer to home.

**G.** Making great health care more convenient is why we're expanding services in communities like Branford, where you'll find our new dialysis center, adult fitness program and new preadmission testing facilities, as well as Saint Raphael's Occupational Health Plus, which helps businesses manage on-the-job injuries and other employee health concerns. Already in New Haven, watch for Occupational Health Plus to open in Hamden!

**H.** TakeHeart, the area's only comprehensive cardiac rehabilitation program, helps people with heart disease lead healthier lives, with sites in Guilford and New Haven.

**I.** When disaster strikes, sometimes the quickest way to Saint Raphael's Trauma Center is via the Lifestar helicopter.



## Healthful, helpful info right at hand

It's now easier than ever to access Saint Raphael's and a wealth of great health information. Just visit our new Web site at [www.srhs.org](http://www.srhs.org). Exciting features include a calendar of events, information about our programs and services, and directions to our main campus and affiliates. We also highlight a healthy recipe of the day to help you prepare tasty, nutritious meals. Looking for a job or to volunteer at Saint Raphael's? You'll find those opportunities as well. But that's not all. In addition to details about the newest and most sophisticated treatments available at Saint Raphael's, the site contains current and past issues of *Better Health* magazine, the state's leading health and wellness magazine, and a trusted source of healthcare information. Soon we'll have an online physician referral service. So visit now, and visit often, as new information is frequently added.



## Our care isn't limited by our walls



Sharing a hug at the Timothy Dwight Elementary School Clinic are Principal Bernadette Strode, pupil Bruce Stiles, and Physician Assistant Marjorie Jimenez.

Our mission is to improve this community's health, with a particular concern for the underserved. But lack of transportation is a major barrier, often preventing people from accessing needed care. Saint Raphael's solution: *take care to them*. The Project MotherCare prenatal and primary care mobile clinic celebrated its 10th anniversary in 2000. It has had a great impact — New Haven's infant mortality rate decreased substantially after MotherCare's inception. Smiles to Go, a mobile dental clinic, began visiting inner city schools, transitional housing sites, and other locales in 2000, providing basic dental care to those with limited access. Children were the primary focus of its initial 3,395 visits. And we opened a clinic at neighboring Timothy Dwight Elementary School, offering physicals, immunizations, "sick visits," and student/family/teacher health education. Where there's a need, there's Saint Raphael's.

## Care and compassion — at the most difficult time

Motor vehicle accident. Heart attack. Serious fall. Stroke. All require immediate medical attention. You want an Emergency Department that is a federally-approved Trauma Center, with highly trained professionals available 24 hours a day, seven days a week, to care for you. Where advanced diagnostic and treatment equipment are available in newly renovated surroundings that respect your privacy. And where there are specially trained staff and volunteers who serve as liaisons between you, your caregivers and your loved ones, helping to relieve the anxiety of concerned family members and friends in the waiting room. You want Saint Raphael's. And for those other emergencies — cuts, high fevers, sprains — we're here, too. A new Fast Track area in our Emergency Department is dedicated to caring for less emergent problems, often in less than an hour. Skill, speed, confidence, concern — we've got everything you want and need in an emergency.

Emergency Department waiting room volunteer Patricia Murray (right), of Madison, and Cathy Hunt, R.N.





## How can surgery be this easy?

Through its mobile clinics, Saint Raphael's brings dental and primary care to patients. And while a sophisticated operating room on wheels isn't likely, we offer something even better. A state-of-the-art surgery center, featuring a comprehensive array of same-day procedures, conveniently located in Hamden. With free parking and easy access via the Merritt Parkway, I-91, or Whitney and Dixwell avenues. And with an extraordinary staff — including the talented surgeons affiliated with Saint Raphael's that so many patients know and trust. We're getting such rave reviews from patients and physicians on the quality and efficiency of our care that surgeons from other parts of the state are bringing their patients here as well. And we're especially friendly for little patients, with a special play area and a homey, less frightening environment, but with the high tech equipment their parents expect. Since the Hamden Surgery Center carries Saint Raphael's name, that's our expectation as well. So while you still need to leave home to have surgery, you don't need to go far. And we'll have you home later that same day.



**David Astrachan, M.D., an ear, nose and throat specialist, and Barbara Case, R.N., in an operating room at the Hamden Surgery Center.**

## Philanthropic support grows ever stronger

During the year 2000, the Saint Raphael Foundation generated more than \$4.8 million to support Saint Raphael's mission of caring — much of it in endowment funds to help us in future years. Generous individuals, organizations, corporations, physicians, and employees made it possible for the Foundation to continue to build our endowment, and to fund other important services. The Foundation supported cancer, cardiac and orthopedic services; care for seniors and the underserved; and community outreach efforts including Sister-to-Sister, a breast cancer screening program. The Foundation is presently in a strategic planning process to determine how it will move forward to help Saint Raphael's and Saint Regis fulfill community needs while maintaining flexibility to meet future needs through endowment development. Also supporting our caring mission this year was the Saint Raphael Auxiliary, which presented Saint Raphael's with \$191,000 toward an endowment pledge of \$1 million. Funds were raised in a variety of ways, including the gift shop, thrift shop, baby photos and special events, such as an annual golf tournament. Many people give of themselves — time, talent and financially — to help Saint Raphael's give this community the exceptional care it deserves.



**James Sheridan, senior vice president of People's Bank, presents David W. Benfer, president of Saint Raphael's, with \$75,000 to help support the Smiles to Go mobile dental clinic.**



**Saint Raphael  
Healthcare System**

1450 Chapel St., New Haven, CT 06511

