

InTouch



BON SECOURS
OF MARYLAND
FOUNDATION
Bon Secours Baltimore
Health System

VOL. 10 ISSUE 1

www.BonSecoursMaryland.org

Self-Confidence...a product of good money management

Sometimes it's commonplace changes in your life that have the biggest impact. Take managing your money for instance. Trivia Payne and her sister, Cherylette, began going to Bon Secours of Maryland Foundation (BSMF) back in 2003. The reason was the BSMF job readiness program. Both girls needed help in finding a job.



"We went to classes on Fulton Avenue," Trivia explains, "we could use the computer to type up a resume and look for jobs." But that was just the beginning. The Job Readiness Program that Trivia and her sister attended had classes where they learned how to prepare for job interviews and to practice answering questions during mock interviews. "Even simple

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FROM THE EXECUTIVE DIRECTOR



Welcome to 2010 — the beginning of a new decade. In this first issue of *InTouch* for the New Year, I want to share one of my resolutions for the Bon Secours of Maryland Foundation (BSMF).

In 2010, I resolve to further the Healthy Community Initiative that we have begun. Over the course of three meetings last year we met with more than 125 community members who sought to have their voices heard with regard to changes in healthcare delivery and ways to make their community healthier. Discussions ranged from healthy living to behavioral, family and environment health. The consensus of the groups was that we need to address both the mental and physical health of our communities in order to improve the overall health of Southwest Baltimore.

Through our partnership with Operation ReachOut Southwest (OROSW), BSMF has learned the value of community engagement in developing sustainable and transformational solutions. We have learned that successful initiatives involve meaningful resident participation and that success is more certain when you reverse thinking from addressing deficits to building upon assets. We are certainly blessed in our community to have many assets to build upon and this year that is exactly what we're resolving to do.

We hope you will stand alongside the community members, OROSW, Bon Secours Hospital, University of Maryland at Baltimore School of Social Work and our many community partners and friends to further these crucial initiatives.

Thank you for your continued support.

—George Kleb, Executive Director

www.BonSecoursMaryland.org



It's here — the Bon Secours of Maryland Foundation website has been launched and continues to be updated. We are striving to provide the most up-to-date information on all our programs and events so that you remain fully informed about our progress with the community.

Want to learn more about a program or event we are offering — click on our programs. Excited about an upcoming program — click on Make A Gift and make a donation through our secure online giving link. Need to get in touch with a program director — find phone numbers and emails under Contact Us. Have a family member that needs help finding a job — click on Seeking Services and we'll connect you with BSMF people who can help.

We hope you will visit our site and use it to find the information you need. If you can't find something, please let us know by emailing bsmf-info@bshsi.org. We look forward to your comments!

One Woman with Heart

Joe Ann Murphy, RN

Tele-Heart Program and Parish Nurse
Ministry Clinical Manager

I was fortunate to have met Mrs. T a few years ago as a referral from one of our Bon Secours Cardiologists. I was asked to make a home visit and place her in the heart failure program because she failed to adhere to the prescribed treatment plan. She had been in and out of the hospital six times in one year with Congestive Heart Failure (CHF).

Mrs. T is a delightful, very dignified but frail 70-year-old. She has a pacemaker, history of cardiomyopathy, hypertension, obesity and diabetes. We sat in the living room and talked awhile about her general health while I checked and recorded her vital signs, weight, lungs and inspected her extremities and abdomen for edema.

She shared with me that she had not completed 8th grade and had been a widow for a number of years. She has two adult children still living at home. Her youngest, a daughter, left her to



care for her grandchildren, a little boy and girl ages three and seven. Mrs. T had retired in the 1980's as a hotel housekeeper for health reasons, but never really slowed down. As one would expect of a retired housekeeper, her home was well organized and spotless — further testimony of her refusal to slow down despite significant heart failure symptoms. Her two grandchildren sat patiently during the interview. There were pictures of her

family proudly displayed on the walls and mementoes of special trips she had taken over the years with her church group.

She has to wear oxygen, but only at bedtime at this point; however I noticed that she is very short of breath after making a quick trip to the bathroom during our interview.

We talked about her medication and I helped her understand why each one was necessary in the treatment of her CHF. As we talked, I reiterated the importance of a low sodium diet. We talked about how lowering the salt and fat content in the children's diet would be helping them also. I told her she would be taking a tremendous step toward preventing future health problems for her grandchildren — just by making a few little changes now. She looked at me and it was clear I had made a vital connection for her — by making these changes for herself she could be helping her grandchildren now and well after she is gone.

Since my visit, Mrs. T has shown significant improvement in her overall health and disease management. She regularly attends the Tele-Heart education classes and calls weekly just to talk. She also reminds other members of the Tele-Heart Program about the class schedule and is a good role model for others in the program. She has lost a total of 60 lbs. with diet changes and a routine workout schedule that she really enjoys.

Mrs. T's story accurately reflects many of the patients in the Bon Secours Community and in the Tele-Heart Ministry. The education classes in 2002 had only three to five patients in attendance. In 2008, we regularly hosted 45 to 60 members for each class. The Tele-Heart Program furthers community outreach efforts by visiting all Bon Secours and surrounding area senior living buildings monthly, providing health education and screenings for the residents. The Tele-Heart Program family is 204 members strong and growing.

I am always amazed by the genuine interest of our community concerning education in disease management and preventive care, but, most of all, I am amazed by the relationships I have made and hold close to my heart. ♡

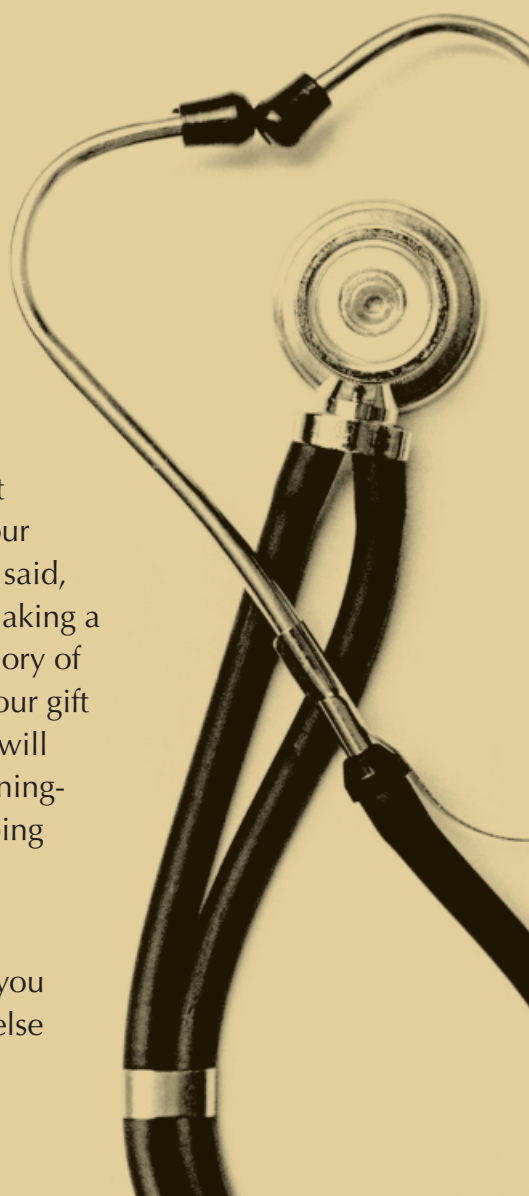
National Doctor's Day March 30, 2010

Thanks Doc!

If you've ever wondered how to say "thank you" to your healthcare provider — the man or woman in your life who has helped when you are ill and worked to keep you well — we've got news for you!

You may think it goes without saying that you appreciate the care and advice of your doctor, but for some of us, it needs to be said, loud and clear. You can do just that by making a Doctor's Day Donation in honor or memory of the doctor that means the most to you. Your gift to Bon Secours of Maryland Foundation will give your favorite doctor something meaningful and unique — the satisfaction of helping another member of our West Baltimore community.

Take this opportunity to tell your doctor you care about them by caring for someone else — give a Doctor's Day Donation today!



Self-Confidence...a product of good money management

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things like setting up a professional email," continues Trivia, "I used to use my nickname. That wasn't professional and it didn't look good to prospective employers. Now I use my own name as an email for my resume and cover letter."

With the confidence Trivia had acquired, she decided to take classes at Baltimore City Community College (BCCC). She finished in 2007 with an Associate's degree in Early Childhood Education and continued on to Towson University. While attending TU, she still takes classes at Our Money Place (OMP). "They match you up with someone for one-on-one counseling. That's how I met Althea [Saunders-Ranier]." Trivia smiles when she talks about Althea. "They had bank applications at OMP and Althea helped me fill it out. Then she called the bank to say I was coming down so they

would expect me. It made everything so easy. I don't think I would have gotten an account without her help. It's overwhelming."

Having a bank account is one of the first steps to financial independence. Without an account, many people resort to checking cashing businesses

that charge outrageous fees for the service. Another important step in the OMP financial management program is monitoring your expenses. "Writing down everything you spend makes you much more aware of what you make and how you spend it," Trivia explains.

"I have to tell you a funny story," Trivia shares. "When I first started going to Our Money Place, I didn't have any goals or plans. Althea would ask who wants to buy a house and I never raised my hand. But by the time I finished ... I wanted to buy a house, open bank accounts (checking and savings)!"

"I refer a lot of people to Our Money Place," Trivia says. "In fact, my husband, Antoine, he went there too." Antoine and Trivia have known each other since they both attended Lake Clifton High School. They have plans to move to a new home in the new year along with the five daughters they are raising together. "I'm trying to teach my girls about the importance of budgeting money," Trivia adds. "I told them I had \$100 for their Christmas presents this year and they could help decide how to spend the money. I think they understand now, better than I did for sure!"

"Tax time is a killer for folks. Do you know how much money I used to waste on that? And a lot of people still do! They charge you a couple hundred [dollars] to fill out the form and a percentage of what you get back too. Going to Our Money Place for tax preparation has saved me a lot." This year is going to be different. They're together and they have plans for a healthy future! ♡



OUR MONEY PLACE BY THE NUMBERS

over
1,600
tax returns were
prepared in 2009

PROVIDED
140
hours of financial
management
counseling

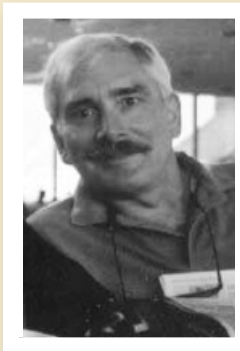
TRAINED
53
participants on
sound money
management skills

119
individuals joined
the Security Plus
Federal Credit
Union

DALE McARDLE

Loyal Donor Sees & Feels Impact of His Gift.

Dale McArdle came to Baltimore in 1982. Through his work with Catholic Charities' housing programs, he came to learn about Bon Secours of Maryland Foundation.



"What impressed me about Bon Secours is that their programs meet a wide variety of needs. They have a housing program, but its impact extends way

beyond the physical structure. Bon Secours' programs take into consideration men, women, children and families. Their housing program is not just about buildings, but the people that live in them. The program also works with a number of vacant lots and they are concerned with the impact that cleaning up and planting grass and trees has on the environment."

"Bon Secours doesn't approach community development in the same manner as other organizations. The approach is global and yet personal at the same time."

Making a difference in West Baltimore and the lives of its residents — that's why Dale McArdle and others like him continue to financially support Bon Secours of Maryland Foundation, year after year. Dale can travel through West Baltimore and see the impact Clean & Green has had on the community. He can also see the lights on in nearby houses and realize that inside those houses is where the real satisfaction lies — in the quality of life for the people that call West Baltimore home.

Find out more about Bon Secours and their programs or to make a gift on-line visit www.bonsecoursmaryland.org.

BEFORE



AFTER



DURING

Sister Theophane Fund

Your connection to our patients, our employees and our community!

Your gifts to the Sr. Theophane fund have made a difference in the lives of so many this year. In fact, they provided:

- ✓ A 30-day supply of oxygen for a patient being discharged from Bon Secours
- ✓ One month of care for a vulnerable individual at a state licensed assisted living home
- ✓ A voucher to receive prescription drugs to aid the patient in the days following discharge
- ✓ Transportation for individuals who need cab assistance from the hospital to a loved one who can care for them.
- ✓ Assistance to employees facing financial hardship



There's so much more that needs to be done and people that need our support. Won't you consider giving to the Sr. Theophane Fund this year? Help us reach out and touch the West Baltimore community to which we all belong.

Thank you. 🙏

A message from our CEO



DR. ROSS, CEO

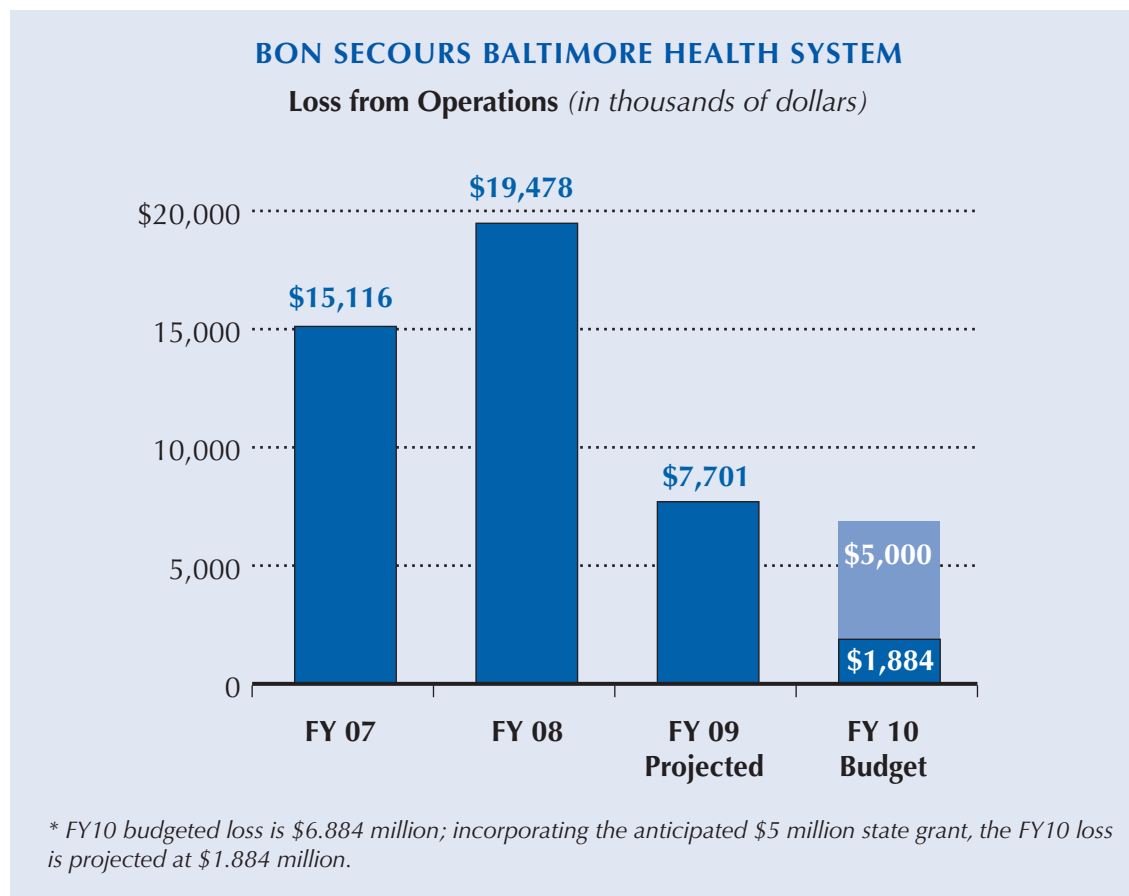
Bon Secours Baltimore Health System

Happy New Year! On behalf of everyone at Bon Secours, thank you so very much for your generous and faithful support of our work. I pray that 2010 is a year of many blessings and good health for you and your family.

Before looking forward, I want to spend just a few minutes reflecting on 2009.

As you may recall, Bon Secours Baltimore Health System received media attention during 2009. The coverage focused on the financial issues we faced and raised questions about our ability to sustain our acute-care services. Please know that Bon Secours Baltimore Health System has made significant progress in meeting its financial challenges and will maintain all of its operations, including hospital acute-care services. In short, Bon Secours Hospital and the Sisters of Bon Secours remain fully committed to serving the people of West Baltimore.

Several factors have contributed to this improvement in our financial picture. First, we have expanded partnerships with the state of Maryland and a



growing number of local jurisdictions, which has led to an increase in patient volumes. Second, we have fulfilled our reporting obligations to the state of Maryland and expect to soon receive a \$5 million grant that will allow us to make needed investments in operations and equipment.

Our role in West Baltimore is not limited to the medical care delivered inside the hospital's walls. Our community development, housing and workforce development programs are critical to the community's overall health. Through our work with Operation ReachOut SouthWest, we support a range of activities to improve the neighborhoods of Southwest Baltimore. These community-based

activities will continue. In addition to our work with Operation ReachOut SouthWest, Bon Secours provides comprehensive community programs that collectively have an annual operating budget of more than \$14 million. Bon Secours is one of the largest employers in West Baltimore with over 800 full and part-time employees. Many of our employees live in the neighborhoods we serve.

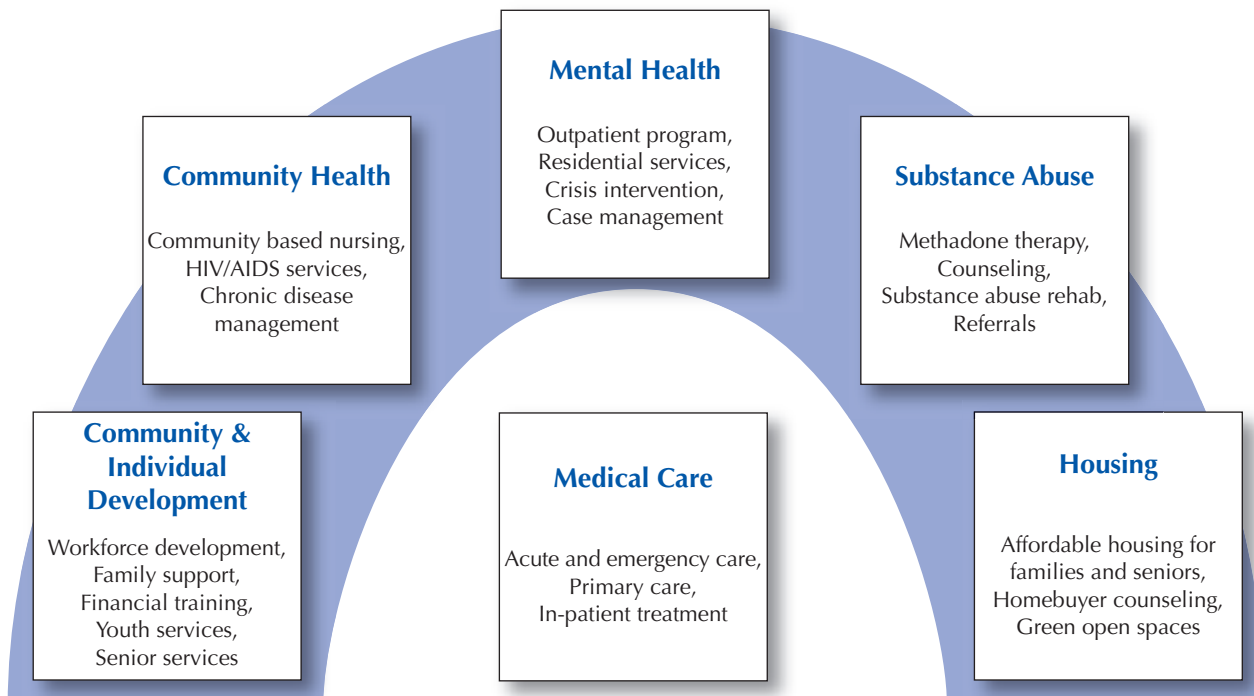
2010 will be an exciting year at Bon Secours Baltimore Health System. We have begun a community engagement process to determine what we should be doing to improve health outcomes in the community. We will also be working with other health care providers, philanthropic supporters, patients, elected officials and other stakeholders to re-focus the entire health care delivery system in West Baltimore to make it more efficient and more responsive to the needs of the people.

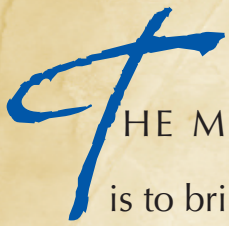
Bon Secours has been providing care to the citizens of West Baltimore for more than 125 years. We are pleased to say that we remain committed to building on that legacy of service for many years to come.

Sincerely,

Samuel L. Ross, MD, MS
 CEO, Bon Secours Baltimore Health System

Bon Secours Baltimore Health System





THE MISSION of Bon Secours Baltimore Health System is to bring compassion to health care and to be good help to those in need, especially those who are poor and dying.

As a system of caregivers, we commit ourselves to help bring people and communities to health and wholeness as part of the healing ministry of Jesus Christ and the Catholic Church.

InTouch

A PUBLICATION OF

Bon Secours of Maryland Foundation

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Jazz Under the Stars

September 11, 2009



It was a truly wonderful evening with over 60 seniors from the Smallwood Summit building and another 80 or more from our surrounding community. Everyone had a great time and can't wait for another concert next year!

We gave away 4500 pounds of fresh produce to residents of Smallwood Summit and community members came out and danced and enjoyed the music of our own George Kleb (Executive Director, Bon Secours of Maryland Foundation) and band member, Charlie Brown, who provided music along with The Mike Connell Project. 



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