

Community Benefit Report



Dear Friends,

Lourdes Health System is proud to share with you its 2007-2008 Community Benefit Report. Lourdes' tradition of "serving all with reverence, compassion and integrity" is something we all take seriously in our clinical care as well as in the many free and low-cost community-based programs we offer to the people of southern New Jersey. Our impact is felt throughout the region as we work to enhance the health and improve the future of our neighbors. While we chose to highlight just a few of our programs in detail, you will see from the extensive list at the conclusion of this report that Lourdes offers unique and much-needed programs upon which many individuals rely.

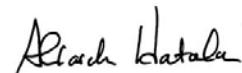
To be honest, it is not always easy to support so many services. Dollars are tight and the needs are many. Some organizations understandably make the "bottom line" decision to retreat from programs that are not financially viable. However, our mission of service, fostered by our sponsors, the Franciscan Sisters of Allegany, New York, drives us to support those that others would abandon. We do this not just because it is the right thing to do, but because it is "our thing" to do. Lourdes is about service, about mission, about people in service to others. We believe it is our privilege to serve those in need.

While we continue to serve those in need, we are also making a positive imprint on our community as we acquire new innovations, therapies and medical advances that serve to improve the health of our patients. These investments also have a direct impact on the economy of the southern New Jersey region. The impact of education and medicine ("eds and meds") is being seen throughout the region. Lourdes has been a leader in that trend, through the building of our \$54 million Critical Care Pavilion, the purchase of advanced technologies like the robotic da Vinci S™ Surgical System, hyperbaric oxygen therapy, the 64-slice CT scanner and now, as the only regional site of an exciting new stem cell clinical treatment for heart failure.

We ask, as you read these pages, to consider the question: What if Lourdes was not here? While we remain deeply committed to our community, consider the unthinkable—a day without Lourdes. Seniors without companions? Parents of sick babies without support? The homeless without health care? Where would 88,000¹ individuals go this year if our emergency departments closed?

We don't want to think about that day, but we need you to consider that, as hospitals close throughout the state, no hospital is invulnerable, and we ask that you not take us for granted. That is why a report like this is necessary. We must share our story to impress upon you the importance of our community benefit activities—so we never have to really think about a day without Lourdes.

Sincerely,



Alexander J. Hatala
President & CEO
Lourdes Health System

1. Based on 2007 figure of 50,000 emergency department admissions at OLLMC and 38,000 emergency department admissions at LMCBC.



“Without this easy access and familiarity with the hospital, staff and services, some seniors may put off getting treatment for a needed condition”

Senior Dining Program

Today's electronic, at-your-doorstep age makes it all too easy to never leave the house. For senior citizens, however, such isolation can mean limited access to the nutritious meals, medical care and socialization necessary to maintain health and well-being.

The Senior Dining Program at Lourdes Medical Center of Burlington County provides a unique opportunity for area residents 55 and older to congregate for good meals, lively conversations, medical screenings and special events.

“Studies by the U.S. Centers for Disease Control and Prevention have shown that less than one-third of adults age 65 and older meet its recommendation to eat five or more servings of fruit and vegetables a day,” said Sister Marge Sullivan, OSF, MSW, MBA, Vice President of Mission/Community Health at Lourdes Medical Center of Burlington County. “Good nutrition helps reduce the occurrence of chronic conditions such as heart disease, stroke, diabetes, osteoporosis and certain types of cancer.”

The program, established in 2006, offers discounts on already inexpensive meals planned by professional dietitians served in the cheerful environment of the hospital's cafeteria. For breakfast, diners can choose from a variety of hot, cooked selections, hot and cold cereals, pastries, bagels, fresh fruit, coffee and tea.

Lunch and dinner feature the choice of several hot entrees and side dishes, made-to-order sandwiches, grilled selections, soups, salads, desserts (including low-fat selections) and various hot and cold beverages.

The cafeteria's roomy tables and airy atmosphere are ideal for social gatherings. Not only are reservations not required, diners can stay as long as they please—a privilege unheard of in restaurants.

In addition, the program's 280 participants receive health newsletters and invitations to medical screenings, lectures and other events. Many turned out last fall to receive flu shots, helping seniors avoid long lines at supermarkets, drug stores and county-sponsored clinics.

While at the hospital for their meals, program participants can avail themselves of many Lourdes outpatient services, including the Wound Healing Center, physical therapy, mammography and selected cardiac tests and treatments.

“Without this easy access and familiarity with the hospital, staff and services, some seniors may put off getting treatment for a needed condition,” Sister Marge said. “In this way, the program is helping to save lives.”



While at the hospital for their meals, program participants can avail themselves of many Lourdes outpatient services, including the Wound Healing Center, physical therapy, mammography and selected cardiac tests and treatments.



“We have a unique opportunity today to work with people to help them live their lives to the fullest”

Wellness Services

In the United States, one in six men will get prostate cancer². It is the second most common cause of death from cancer in men³. Yet, if caught early, nearly 100 percent of men survive the disease⁴. Early prostate cancer has no symptoms, that's why screening programs are so vitally important.

Prostate screenings are just one of the many programs offered by Lourdes' 50 Plus Club. Since 1988, Lourdes Wellness Center has offered free health and wellness programs, health screenings and education to the 7,000 active members of its 50 Plus Club, an organization aimed at enhancing the well-being of this maturing age group. A recent prostate screening for club members detected an abnormality in one man, leading to additional tests that saved his life.

In addition to the 50 Plus Club, the Wellness Center provides ongoing services to the community as part of its mission of service and healthy lifestyle education. Every year, 40,000 area residents benefit from community wellness and health education programs provided by the Lourdes Wellness Center. Free blood pressure, cholesterol, glucose, prostate and other screenings are held at Lourdes' hospitals, malls, fairs, churches, civic organizations, music concerts, businesses, fire halls and elsewhere across the region. Without access to these free tests, on-site counseling and the healthcare information Lourdes provides, many residents would not seek the medical care they so urgently require.

For some individuals, free screenings are a lifeline. For the uninsured or underinsured, free health screenings are essential for maintaining their health and avoiding unnecessary trips to the emergency department. The Wellness Center's connections to programs like the Osborn Family Health Center, which provides financial counseling, and weekly

massage to patients, help to close the gap of healthcare services and support.

Lourdes Wellness Center was founded in 1979 as part of the first hospital-based wellness service in the region. The Lourdes Wellness Center also provides free introductory sessions on topics such as acupuncture, spirituality, yoga, exercise, tai chi and stress management—and courses in these topics offered at a lowered cost than most area centers so as to remain accessible to as many people as possible.

Sister Helen Owens, OSF, RN, MSN, D.Min., is Vice President of Mission for Our Lady of Lourdes Medical Center and Founder of the Lourdes Wellness Center. Through her vision, the center has continued to grow and offer new and innovative programs that promote community health and well-being. “We have a unique opportunity today to work with people to help them live their lives to the fullest,” explains Sister Helen. “To achieve this, we need a new delivery system that is person-centered as well as wellness and community focused, with an emphasis on primary and preventive care.”

Imagine if Lourdes could not continue to offer these services to the public? Who would fill the healthcare gap? Who is available to support healthy lifestyles among those with few resources? How many South Jersey residents would live with undiagnosed illnesses? The Lourdes Health System is committed to promoting healthy communities and ensuring access to all, especially those in need.

2. American Cancer Society. Website accessed July 22, 2008. Available at: www.cancer.org/docroot/CRI/content/CRI_2_2_1x_How_many_men_get_prostate_cancer_36.asp?sitearea=

3. U.S. Department of Health and Human Services. United States Cancer Statistics: 2004 Incidence and Mortality 2007.pp.xvii.

4. American Cancer Society. Website accessed July 22, 2008. Available at: www.cancer.org/docroot/CRI/content/CRI_2_2_6x_Prostate_Cancer_Survival_Rates.asp?sitearea=



IMAGINE if Lourdes could not continue to offer these services to the public? Who would fill the healthcare gap? Who is available to support healthy lifestyles among those with few resources? How many South Jersey residents would live with undiagnosed illnesses? The Lourdes Health System is committed to promoting healthy communities and ensuring access to all, especially those in need.

“Research shows that in cities, many homeless don’t use health care services until there’s an emergency situation.”



Project H.O.P.E.

Camden can be a tough place to live. Routinely ranked as one of the poorest cities in America⁵, more than 35 percent of its total residents, and 50 percent of its children, live below the poverty level.

Now just imagine being homeless in Camden, sleeping on the street or a crowded, dirty shelter—worried that when you close your eyes, someone could steal your few possessions or inflict physical harm. There’s a constant grumble in the pit of your stomach, but that pales to the voices inside your head. You can’t figure out why that gash on your leg won’t heal.

Who else but Lourdes’ Project H.O.P.E. (Homeless Outreach Program Enrichment) actually travels in a mobile health unit to locations throughout the city where the homeless congregate to offer medical care and provide food, blankets, supplies and social-service information? Who else but Project H.O.P.E. operates a clinic at the Bergen Lanning Health Center on West Clinton Street, providing primary medical care, drug and alcohol counseling, free prescription medication and social services?

Founded in 1993, Project H.O.P.E. is the only provider of medical services to the homeless in Camden County. Until Project H.O.P.E. began its work, many of the health, social and behavioral problems of the homeless population went unattended or resulted in admissions to the city’s emergency departments.

“Research shows that in cities, many homeless don’t use healthcare services until there’s an emergency situation. At that point, they go to the emergency room,” said Pat DeShields, MSW, RN, Project H.O.P.E. director. “By providing primary care, we are able to address their healthcare issues before they are serious enough to necessitate a visit to a hospital emergency department.”

In 2007, the program provided 6,400 medical visits to 1,498 homeless individuals (up from 1,038 in 2005). Outreach workers also recorded 2,100 encounters with homeless individuals in areas where they congregate.

Project H.O.P.E. works with other social-service agencies to help clients find permanent shelter and employment. Once back on their feet, individuals often frequent Lourdes’ Community Health Practice, a clinic which provides primary medical care to more than 1,500 uninsured and underinsured patients.

Now imagine that Lourdes was unavailable to provide these services to Camden’s homeless. Would any other healthcare provider step in to fill the need? Or would nearly 1,500 of the poorest of this country’s poor go without medical attention?

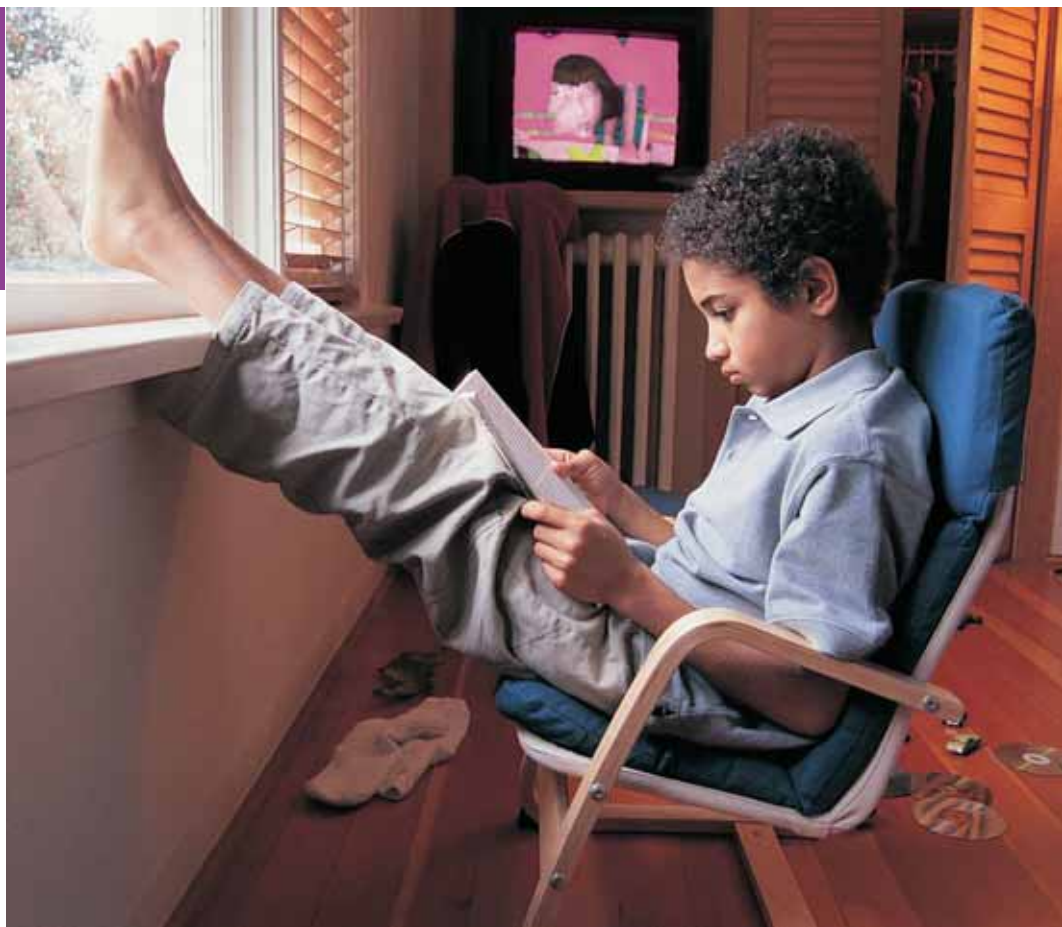
5. U.S. Census Bureau. 2006 American Community Survey.



Now imagine that Lourdes was unavailable to provide these services to Camden’s homeless. Would any other healthcare provider step in to fill the need? Or would nearly 1,500 of the poorest of this country’s poor go without medical attention?



“Children who do well in school are less likely to drop out, abuse drugs or alcohol, become juvenile delinquents, or young mothers and fathers.”



Osborn’s Reach Out and Read

Barnes and Noble and Borders don’t operate stores in Camden. The city’s libraries pale in comparison to their suburban counterparts and aren’t within walking distance for most youngsters. There aren’t always enough books at school to take home and read.

Studies show that low-income parents are unlikely to possess children’s books or read regularly to their kids⁶. Yet, studies also demonstrate that parents who read to their young children foster a curiosity of learning that is critical to their intellectual development and acquisition of language skills^{7, 8, 9}.

Without the Osborn Family Health Center at Our Lady of Lourdes Medical Center, low-income families in Camden would lose a place where children learn to love books and become eager to attend school. Osborn is a partner in “Reach Out and Read,” a national nonprofit program endorsed by the American Academy of Pediatrics that makes literacy promotion a standard part of primary care for children.

At every well-child exam, pediatricians and nurses encourage parents to read aloud with their children, and offer age-appropriate tips and encouragement. Parents who may have difficulty reading are encouraged to invent their own stories to go with picture books and spend time naming objects with their children.

Children from the age of 6 months through 5 years receive a new, developmentally and linguistically appropriate book to take home after each biannual

Osborn check-up or immunization. By the time the child starts school, each has a home library of at least 10 new books.

Since its inception, Reach Out and Read at Osborn has distributed more than 30,000 books. By encouraging the love of reading in children and mentoring positive reading behaviors in parents, Lourdes is helping to break the cycle of poverty and dependence. Children who do well in school are less likely to drop out, abuse drugs or alcohol, become juvenile delinquents or young mothers and fathers.

Located in a state-of-the-art facility across the street from Our Lady of Lourdes Medical Center, Osborn offers family practice, obstetrics/gynecology, high-risk obstetrics, teen pregnancy counseling, pediatrics, outpatient lab testing and other social services in a high-quality, comfortable private-practice model setting. Osborn serves nearly 50,000 patients a year. Over the past three decades, its dedicated staff has provided more than 1 million primary and specialty care visits to the poor and underserved of Camden.

6 Young KT, Davis K, Schoen C, et al. Listening to parents: A national survey of parents with young children. Arch. Pediatr Adolesc Med. 1998;152:255.
7 Needlman R, et al. Clinic-based intervention to promote literacy. American Journal of Diseases of Children. 1991;145:881-884.
8 Mendelsohn A, et al. The impact of a clinic-based literacy intervention on language development in inner-city preschool children. Pediatrics. 2001;107:130-134.
9 Needlman R, et al. Effectiveness of a Primary Care Intervention to Support Reading Aloud: A Multi-center Evaluation. Ambulatory Pediatrics. 2005;5:209-215.

Imagine Camden’s children denied yet another opportunity, should “Reach Out and Read,” cease to exist. It is difficult, under any circumstances, to deny children the opportunity to learn and grow. With this particular program, Lourdes is encouraging the intellectual stimulation of children, and the bonding with their parents, through access to books. A simple, but incredibly powerful tool we all take for granted.



“At first I was very scared. But the staff was very supportive. They help you step by step and tell you what to expect.”

Lourdes Caring Boutique - Cancer Patient Navigator

Last year, Eva, a 57-year-old resident of Burlington Township, was diagnosed with breast cancer and underwent surgery at Lourdes Medical Center of Burlington County, with follow-up treatment to rid her body of cancer.

Eva bravely dealt with the surgery, chemotherapy and radiation. But she had to admit she was more anxious about the side effects of her care. She was concerned about her energy level, her family relations, her ability to resume “normal life,” and yes, her appearance.

Recognizing that cancer patients need more than medical treatment, the Lourdes Cancer Center opened several support services in 2007 to offer emotional, educational, and aesthetic support to supplement its clinical care. In that year, more than 200 people utilized Lourdes' Caring Boutique, cancer resource center, support groups and other services.

The Lourdes Caring Boutique, located a few steps from the hospital, provides all cancer patients in Burlington County (not just Lourdes patients) wigs, prosthesis bras, temporary and permanent prostheses to those in need, as well as pillows to use with seatbelts.

“The Boutique is dedicated space that we specifically designed to be private and cozy and where our trained staff can work with the patients to help them locate all of the items they need to help return to their daily activities,” said Denise Cortland, BA, RN, CSN, Lourdes Cancer Center administrator.

“The staff helped me to choose a wig and choose and apply makeup,” Eva said. “We went in-depth about caring for my skin and how to use sun screen. It was a great experience.”

A supplement to the boutique is the American Cancer Society's Look Good ... Feel Better® program. Lourdes Medical Center of Burlington County is the only local

hospital participating in this free public service, which helps women undergoing cancer treatment learn to cope with appearance-related side effects and regain a sense of self-confidence and control over their lives. Facilitated by licensed volunteer cosmetologists certified in the program, female cancer patients are taught how to enhance their appearance using make-up techniques and how to disguise hair loss using wigs, turbans and scarves.

In addition, through a partnership with the Personal Wellness Foundation and Susan G. Komen for a Cure, Lourdes offers workshops for male and female cancer patients to maintain optimal health, physical appearance and emotional well-being during and after treatment. The workshop covers topics such as skin and hair care, stress management and proper nutrition. Male participants are provided hair pieces if desired.

Center patients are aided by a dedicated patient navigator, a specially trained professional who guides individuals and family members through the treatment process. This includes expediting appointments and directing patients to additional services and resources. The navigator followed 111 patients in 2007.

Among the wide range of educational and outreach services maintained by the navigator are a monthly breast cancer support group, a cancer resource center and an ACS cancer information kiosk located in the hospital's women's center.

“At first I was very scared. But the staff was very supportive. They help you step by step and tell you what to expect,” said Eva, who is now cancer-free. “They tell you to try to stay healthy, keep a positive attitude and be around people with a good attitude. I couldn't have asked for anything better. I got all the support I could need.”



What if Burlington County residents did not have access to Lourdes cancer support services? While immediate clinical outcomes might not change, it is not difficult to imagine that long-term survival could be impacted.



“Parish nurses also provide medical screenings and support hospitalized or homebound parishioners.”



What would happen if it were not here? With shortages among healthcare providers in just about every profession, parish nurses help to extend our existing resources. Without them, and without a program to train and continually refresh their ranks, it would be the most vulnerable populations who would suffer the most.

Parish Nursing

Dorothy Cannon makes house calls.

The registered nurse is part of a ministry of allied medical professionals at Saint Mary of the Lakes Parish in Medford that visits ailing fellow parishioners, conducts monthly fairs and education sessions.

“You can evaluate a lot by sitting on the couch and chit chatting. You can see someone’s ankles and see if they’re swollen. You see if he or she is able to keep up the house,” Cannon said. “We’re not transporting people, but we want to make sure they get to the doctor.”

There’s no doubt that new drugs and devices are helping people to live longer lives. But, medical advances don’t help people too infirm to leave their homes for care or those who would prefer to receive health information from a friend in the next pew in church. Parish nursing fills that need.

Lourdes Medical Center of Burlington County is the only hospital in southern New Jersey with a Parish Health Nursing Program. Started seven years ago, the ecumenical program has trained more than 400 people on how to promote healthy lifestyles, provide information on available resources and encourage fellow congregants to assume primary responsibility for their own health.

Lourdes currently conducts the program with faculty from Philadelphia’s LaSalle University.

Attendees are taught to focus on the whole person when emphasizing wellness, disease prevention, health promotion and healing—linking the interrelationship of mind, body and spirit.

“The successfully trained parish nurse can help congregants access and navigate the health system, institute programs to promote healthy lifestyles and support groups and provide education on health issues,” said Connie Giampaolo, BCC, hospital director of pastoral care. “Parish nurses also provide medical screenings and support hospitalized or homebound parishioners.”

Cannon said that in addition to home visits, Saint Mary of the Lakes now holds monthly blood pressure screenings, infant car seat safety checks and a telephone health information line.

Lourdes also hosts regular continuing education and networking sessions so parishes can share best practices and ideas. For example, Saint Mary now informs parishioners with unused durable medical equipment to donate it to Mission of Hope, another Lourdes Medical Center of Burlington County outreach program that sends used medical equipment and unused healthcare supplies to Third World nations.

Lourdes Parish Nurse Program is filling an unmet need in our communities.



“The fact is that no one wants to wait when a loved one is ill. Yet, when several people are in need of acute care, how do you make priorities and choices?”

Emergency Care

Ask anybody who works in the healthcare industry, and they will tell you that the true nerve center of a hospital is its emergency department. That is certainly the case at Our Lady of Lourdes Medical Center and Lourdes Medical Center of Burlington County. Though emergency departments do not officially “count” as a community benefit, according to the Internal Revenue Service, there is no doubt the region’s emergency departments are an essential part of southern New Jersey’s overall health and well-being. To remove even one of them would upset a very tenuous emergency delivery system for this community.

At almost any time, day or night, Lourdes emergency departments are an intense, high-energy, chronicle of the human condition. In a treatment room at Lourdes Medical Center of Burlington County, you’ll find a pair of frightened parents cradling their feverish infant, anxiously awaiting a test result. In its behavioral health unit, counselors work with a young man who has been off his medications and contemplating suicide. A few miles south at Our Lady of Lourdes Medical Center, you’ll find a transport aide preparing to wheel the 17-year old football star with the aching leg to X-ray. In a treatment room, an elderly woman receives oxygen and fluids while her nurse holds her hand.

These scenes repeat over...and over...24 hours a day, 365 days a year...no case is exactly the same. The diversity, the immediacy, the responsibility... all make the ED an amazing place to work. Lives are saved...and some are lost. Every emotion—joy, grief, happiness, sadness, relief, despair—is experienced by staff as well as patients and families.

Now imagine a day without either of Lourdes emergency departments? Consider the burden of pouring an additional 88,000¹⁰ individuals into the remaining emergency departments in Camden,

Gloucester and Burlington counties? Where would behavioral health crises cases go? Neonatal emergencies? Patients with strokes and heart attacks with their “golden hour” ticking away? Even if existing hospitals had similar services, would they be equipped to acquire the additional burden and provide the same level of care?

The fact is that no one wants to wait when a loved one is ill. Yet, when several people are in need of acute care, how do you make priorities and choices? How would those choices be made if there were fewer emergency rooms than there are today? Luckily, we do not need to make such a choice, but an overworked and undercompensated system could drive hard decisions.

We believe, as does the American College of Emergency Physicians that “quality emergency care is a fundamental right and unobstructed access to emergency services should be available to all patients who perceive the need for emergency services.”¹¹

Emergency care is a vital part of our country’s safety net for those who have no access to care. We aide all who enter our emergency departments. That is what all hospitals do. However, at Lourdes, we are also extremely proactive in providing health enrollment assistance and access to primary care services that will help to prevent patients from seeking unnecessary emergency department care. The Osborn Family Health Center, created over 30 years ago by our sponsors, the Franciscan Sisters of Allegany, New York, provides more than 50,000 outpatient visits a year on a sliding scale basis.

10. Based on 2007 figure of 50,000 emergency department admissions at Our Lady of Lourdes Medical Center and 38,000 emergency department admissions at Lourdes Medical Center of Burlington County.
11. American College of Emergency Physicians. Statement of Values. Accessed July 23, 2008. www.acep.org.



With hospitals in Camden as well as Willingboro, New Jersey, Lourdes provides outstanding emergency care to adults and children. Advances in information systems and new patient safety enhancements allow the teams at both hospitals to raise the level of care further than ever before. This would not be accomplished without the teamwork and support of the emergency transport crews from every township in the area. Together, the region is delivered excellent, efficient care to stabilize patients in any sort of crisis.

Our Lady of Lourdes Medical Center

For period from 1/1/2007 through 12/31/2007

Title / Department	Monetary Inputs		Outputs		
	Expenses	Offsets	Benefit	Persons	
50 Plus Program/Community Wellness	30,099	8,834	21,265	1,221	
Alcoholics Anonymous/Ethics/Mission Services	14,280	0	14,280	96	
Angels Alley/Angels Alley	451,194	274,511	176,683	1,354	
Cancer Programs/Cancer Program	78	0	378	200	
CBISA Administration/Community Health Improvement	15,783	0	15,783	Unknown	
CEO Community Building Activities/Administration	2,684	0	2,684	126	
Child Development Services Holiday Food Drive/ Child Development Services	4,184	2,500	1,684	300	
Community Advisory Committee/Community Health Improvement	5,191	0	5,191	100	
Community Benefit Steering Committee/Community Health Improvement	3,156	0	3,156	150	
Community Benefit Steering Committee Mini-Grants/ Community Health Improvement	22,313	0	22,313	1,905	
Community Health Practice/Community Health Practice	114,515	94,859	19,656	1,487	
Community Lectures & Workshops/Marketing & PR	1,396	0	1,396	25	
Community Wellness Program/Community Health Education	495,210	243,526	251,684	9,602	
Consumer Medical Hotline/Marketing & PR	963	0	963	837	
Cover the Uninsured Week/Marketing & PR	3,018	0	3,018	132,346	
e-HealthTalk/Marketing & PR	18,852	0	18,852	38,852	
Educational Tours/Marketing & PR	692	0	692	28	
Farmer's Market/Public Relations	4,700	0	4,700	2,500	
For Women Only/Public Relations	48,950	0	48,950	1,000	
Global Health Ministry Program/Ethics/Mission Services	20,555	0	20,555	1,500	
Helping Hands Program/Helping Hands Program	19,055	16,945	2,110	1,018	
Joseph A. Pacera Community Benefit Awards/ Community Health Improvement	1,693	0	1,693	312	
Lourdes Institute of Wholistic Studies Cert. Training Prog/ Lourdes Institute of Wholistic Studies	248,459	165,730	82,729	3,196	
Lourdes Speakers Bureau/Marketing & PR	6,742	0	6,742	600	
Monetary Contributions/Patient Financial Services	800	0	800	1,210	
Musical Support for OLLMC Chapel Ceremonies/Marketing & PR	599	0	599	270	
Osborn Conference Room for Community Benefit Programs/ Osborn Family Health Center	18,648	0	18,648	3,150	
Osborn Family Health Center/Osborn Family Health Center	46,192	8,817	37,375	12,199	
Osborn Health Center Community Outreach Activities Osborn Family Health Center	3,764	4,775	48,989	4,578	
Pastoral Care/Pastoral Care	310,720	0	310,720	34,111	
Patient Relations/Patient Relations	10,149	0	10,149	412	
Project H.O.P.E. (Homeless Outreach Program Enrichment)/ Project H.O.P.E.	1,136,541	911,506	225,035	5,495	
Share and Care/Ethics/Mission Services	15,302	3,801	11,501	546	
The Bridge/The Bridge	96,744	31,182	65,562	9,313	
The Doctor Show/Public Relations	60,096	0	60,096	372,600	
Volunteer Services/Hospitality Services	50,666	0	50,666	11,600	
VP, Operations -- Community Building Activities/Administration	7,320	0	7,320	360	
Number of Activities 37	Grand Totals	3,341,603	1,766,986	1,574,617	654,599

Please note that the terms: Community Services and Community Benefits are basically interchangeable for the report.

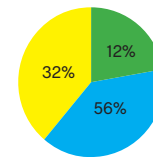
All of the community benefit programs listed are programs that help the community without making a profit, or programs that may stop if decision was made on a purely financial basis. The expenses of the program will always surpass the revenues.

Lourdes Medical Center of Burlington County

For period from 1/1/2007 through 12/31/2007

Title / Department	Monetary Inputs		Outputs		
	Expenses	Offsets	Benefit	Persons	
American Red Cross Blood Drive & United Way/Public Relations	471	0	471	81	
Breast Cancer Awareness Programs/Cancer Program	10,149	2,000	8,149	1,200	
Burlington County Department of Health Programs/Cancer Program	2,913	0	2,913	250	
Burlington County Mallwalker's Program/Community Outreach	550	0	550	83	
Cancer Program & Registry Meetings/Cancer Program	9,454	0	9,454	1,650	
Cancer Program Projects/Cancer Program	1,490	0	1,490	260	
Cancer Registry Projects/Cancer Registry	1,594	0	1,594	62	
CAO--Community Meetings/Administration	5,740	0	5,740	Unknown	
Collection/Distribution of Food/Clothing/Mission Services	811	0	811	4	
Community Benefit Administration/Mission Services	14,244	0	14,244	Unknown	
Community Health evaluations, planning and research/Mission Services	3,134	0	3,134	385	
Community Health Fairs/Community Outreach	4,320	0	4,320	6,221	
Diabetic Education/Wellness Center	176	0	176	2	
Financial Contributions/Finance	2,034	0	2,034	900	
Hoping Support Group/Women's Center	4,956	0	4,956	400	
Language Translation/Patient Relations	27,599	0	27,599	16	
Medical Waste Disposal/Education, Diabetes	3,996	720	3,276	72	
Midpoint Support Group/Community Outreach	4,765	0	4,765	219	
Musical Contributions/Public Relations	1,532	0	1,532	160	
Narcotics Anonymous/Community Outreach	6,456	0	6,456	1,000	
Parish Nurse Program/Spiritual Care	3,732	0	3,732	195	
Patient Transportation/Patient Relations	6,384	0	6,384	212	
Registry Examination Site for ABRET/Neurodiagnostic/Sleep Lab	799	0	799	3	
Safe Sitters Course/Community Outreach	7,366	3,180	4,186	51	
Senior Dine & Clergy Meals/Food & Nutrition	1,536	0	1,536	132	
Senior Programs/Volunteer Services/Hospitality	5,664	0	5,664	960	
SG Stroke/Neurological/Community Outreach	2,792	0	2,792	207	
Share & Care/Spiritual Care	19,201	1,500	17,701	840	
Speakeasy Support Group/Community Outreach	749	0	749	24	
Spiritual Care Community Outreach/Spiritual Care	28,579	0	28,579	6,202	
Spiritual Care Volunteers/Spiritual Care	28,830	0	28,830	2,984	
Volunteer Auxiliary, Thrift Depot & Gift Shop/Volunteer Services/Hospitality	14,611	0	14,611	4,452	
Volunteer Services/Volunteer Services/Hospitality	52,396	0	52,396	48,321	
VP--Community Meetings & Outreach/Mission Services	2,404	0	2,404	520	
Number of Activities 34	Grand Totals	281,427	7,400	274,027	78,068

2007 Totals for LHS



- Charity Care \$8,478,469
- Medicaid \$4,794,858
- Community Services \$1,854,812

Charity Care = Charity Care is free or discounted health services provided to persons who cannot afford to pay and who meet the organization's criteria for financial assistance. Charity Care does not include bad debt.

Medicaid (or Medicare) = Government sponsored-healthcare community benefits include unpaid costs of public programs -- the shortfall created when a facility receives payments that are less than the cost of caring for public program beneficiaries.

Community Services = Community benefits are programs or activities that provide treatment and/or promote health and healing as a response to identified community needs. They are not provided for marketing purposes.



1-888-LOURDES ~ www.lourdesnet.org

A Ministry of the Franciscan Sisters of Allegany, NY ~ Member of Catholic Health East