It Takes Heart to Create a Heart Center

Recognition and New Strides for a Stellar Program

Lourdes Health System maintains its respected position in patient care, in great measure due to its heart and vascular services. Its donors believe in this mission to combat the nation’s No. 1 killer, and Lourdes remains a leader in cardiology with the help of their support.

The accomplishments go noticed, year in and year out:

• For its 2019 rankings, Healthgrades awarded both Our Lady of Lourdes Medical Center and Lourdes Medical Center of Burlington County a perfect five-star clinical quality rating for the treatment of heart failure. Our Lady of Lourdes Medical Center also achieved five stars for its performance in treating stroke, defibrillator procedures, pacemaker procedures and pneumonia. Lourdes Medical Center of Burlington County received five-star ratings for the treatment of heart attack, COPD and diabetic emergencies.

• In 2018, for the third year in a row, Lourdes Cardiology received the Press Ganey Guardian of Excellence Award for outstanding performance in the area of patient experience. This is especially gratifying to our hard-working staff and is consistent with our patient surveys.

• The Leapfrog Group, a national nonprofit healthcare ratings organization, recently awarded Our Lady of Lourdes Medical Center an “A” and Lourdes Medical Center of Burlington County a “B” in its fall 2018 Hospital Safety Grade. The designation recognizes Lourdes’ efforts in protecting patients from harm and meeting the highest safety standards in the United States, and reflects strong improvements at both facilities.

Our services continue to advance:

• Lourdes interventional specialists have helped to expand the use of clot removal from the brains of patients suffering a stroke.

• Our care for other blood-vessel-related conditions is now offered through the Vein and Vascular Experts, a comprehensive service that looks at a patient’s complete cardiovascular condition as a first step toward diagnosing and solving problems ranging from serious circulatory issues to cosmetic concerns—all with minimally invasive catheter treatments whenever possible if a procedure is needed.

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• Lourdes’ Structural Heart Program is also making treatment easier and better for patients who have valve conditions and heart-wall defects.

Such accolades and innovation come from a process of continuous improvement. At the Lourdes Health Foundation we know that, and have leveraged your generosity to provide almost $1 million in support for a variety of enhancements that benefit our heart & vascular patients:

• New patient beds, overbed tables and bedside tables have modernized inpatient visits in Lourdes Cardiology, adding to patient comfort and care. A New Sparq ultrasound machine allows the team to perform scans with the latest image quality, right in the procedure units. We are greatly indebted to our longtime friend and donor, Morris Neidenberg, whose estate gift at his passing helped make these improvements possible.

• New HemoSphere units give clinical staff immediate visual knowledge of each patient’s hemodynamic function in the cardiac operating room, catheterization suite or in the recovery unit. Donors to this project included Edward J. Damm, George and Mary Nell Berry, Mid Atlantic Anesthesia, George and Pat Lynn, The Italian Open, James and Shirley Richardson, Dr. James and June Armstrong, and Leonard and Catherine Wood.

The Latest Technology for Mother and Baby

Our Lady of Lourdes Medical Center welcomes approximately 1,000 newborns each year in its Mother-Baby Unit.

Among modern enhancements made possible in part by donors, the hospital recently upgraded the infant security system. Cuddles units use radio frequency identification, which tracks babies electronically. The technology has been an excellent fit for the hospital’s Mother-Baby, Nursery and Labor and Delivery Units, which span two floors. The bracelets have a skin-sensing capability, ensuring that they are always on the baby, and have a self-adjusting fit that adapts to the baby’s weight changes. If the baby should be removed from the authorized area, the system locks down the perimeter of the unit and disables the elevators.

The equipment was supported by The Domenica Foundation, the Joseph Lacroce Foundation, the Davis Foundation, Mark and Denise Schmid, Dr. Tom and Susan McAvoy, Dr. Reginald Blaber, and the Medical Staff of Lourdes Health System.

More than three-quarters of births at Lourdes come from maternity patients of the Osborn Family Health Center, the primary healthcare center operated across the street from Lourdes’ hospital in Camden. Osborn provides affordable health care to communities in need, as well as to the most vulnerable populations. It promotes health and prevention through coordinated delivery of primary care, outreach, education and social services in the areas of family practice, obstetrics and gynecology, and pediatrics. Generous support this year from Brad and Jennifer Bono made possible the purchase of a portable ultrasound unit to modernize and update that capability for care of these patients.
Supporting Multilingual, Multi-Cultural Care

Effective communication and cultural competency are paramount for achieving high-quality healthcare and patient safety, especially in the diverse medical service areas which Lourdes serves.

This past year, Lourdes hosted healthcare interpreter training for its bilingual staff, many of whom volunteer to offer assistance in a variety of languages. The Health Research and Educational Trust (HRET) of the New Jersey Hospital Association (NJHA) organized expert instructors, with general funding support from the Lourdes Health Foundation, for the event. To date, the HRET program has trained more than 1,400 bilingual staff members from 80 healthcare organizations. The course at Lourdes helped to build the skills and knowledge that bilingual staff need to facilitate communication between providers and patients and families, including for disabled persons and those using sign language.

Catholic Structure Contributes to Efforts in Health Promotion, Disease Prevention—as well as Healthcare Access and Spiritual Support

Health involves integration of the physical, psychological, social and spiritual aspects of life—as well as harmony with self, others, the environment, and God.

Parish nurses provide the link between traditional healthcare and spiritual health. By virtue of its Catholic affiliations as a religious-based health organization, Lourdes enjoys special opportunities to promote health in its served communities. Through its Parish Nursing program, members of its nursing staff conduct screenings and education that support disease prevention, detection and intervention. Parish nurses are persons of faith who are experienced registered nurses. In this ministry, they may direct parishioners to available resources and can also help these congregants access and navigate the health system. Many common public health challenges are partly lifestyle diseases, and our parish nurses, with their many talents, can help individuals recognize and reverse risk factors.

The Lourdes Health Foundation purchased blood pressure equipment for use at the newly formed Parish Nurse Ministry at Christ the King Parish in Haddonfield, New Jersey. Retired and active nurses, nurse practitioners and other healthcare providers have been introducing themselves by way of the blood pressure screenings that take place after select masses.
Seizing a Special Chance to Expand the World of Young Patients

As the medical home for more than 5,000 pediatric patients from surrounding underserved areas, the Osborn Family Health Center at Lourdes has an opportunity to impact the lives of promising young people in many ways.

The center’s Reach Out and Read program is a vital example—an activity that has been a favorite of Lourdes’ pediatric staff, the members of which enjoy giving out new books each year and promoting early reading. Children ages 6 months to 5 years receive books at their well visits, which also promotes discussion with parents of the child’s developmental stages. Students of Our Lady of Lourdes School of Nursing also devote hours to reading with pediatric patients in Osborn’s waiting room. Not only do the youngsters benefit, but nursing students get to advance their community-building and service skills.

Additionally this year, Diane Hines-Cooper, a board member for the center, sponsored an event in which she donated more than 100 bags that each contained a stuffed character such Madeline, Corduroy or Paddington, along with a copy of a book featuring that character.

A Medicines Program that Means So Much

Gifts to the Foundation also helped continue funding for Osborn’s Prescription Assistance Program. This program provided many tens of thousands of dollars of medications in recent years to patients from very-low-income families and individuals without health insurance who are receiving care through any three of the center’s specialty areas: family practice, obstetrics & gynecology, and pediatrics.

Prominent types of drugs provided include antibiotics and asthma medications, in the latter case including nebulizers needed for delivering the drugs. Similarly, for pregnant patients with type 2 diabetes, donations help provide glucometers, testing strips and lancets, so that mothers-to-be can monitor their glucose levels throughout pregnancy.
A Safe Base for Adolescent Growth

The Bridge teen program at Lourdes helps to bridge teens to better lives.

For more than 35 years, it has offered Camden youths a place to gather and a forum in which to share. It brings teenagers from the city together for facilitated discussions of, and refuge from, family problems, drugs, crime, loss, trauma and other issues. The unique program has helped many to healthier lives. With funding from Allegany Franciscan Ministries with an Allegany Community Outreach grant, and the help of annual supporters such as The Mindy Holman/Frank Beideman Fund of the Community Foundation of NJ, Holman Auto Group, Bill and Kathie Stone, and Dr. Reginald Blaber, The Bridge has recently been able to expand its program to more local schools.

A Place for Those Who Need Immediate Behavioral Health Care

Lourdes Medical Center of Burlington County is a leader in behavioral health services in southern New Jersey.

Its particular strength lies in its inpatient behavioral health facilities, for which it provides four customized units for acute needs. In addition to its Crisis Unit, Short-Term Care Facility and Adult Behavioral Health Program, it provides a Senior Behavioral Health Program delivering multi-level, multifaceted care for patients 55 and older who have a psychiatric diagnosis (that may include dementia) but may also need concurrent medical care. The multidisciplinary staff of this established program provides management for such patients in a recently revamped 20-bed unit. This year, your gifts to the Foundation helped fund a renovation of the behavioral health program’s outdoor patio.

Making the Emergency Experience as Comfortable and Welcoming as it Can Be

An emergency room is the room that no one hopes to be in.

But almost everyone needs one at some time. In its continuing efforts to improve the experience of patients, family and friends in its busy emergency department, Lourdes Medical Center of Burlington County installed new televisions in the department’s treatment areas, with the help of your support to the Foundation and continued support from TeamHealth.
Janet Reynolds remembers what it was like trying to work her way through nursing school. She knows personally how hard it is to make ends meet when you are young, trying to enter a profession, and having to pay tuition. But Janet remembers what a boost a small scholarship was to her at that time, after which she went on to a successful career in clinical nursing and in the pharmaceutical industry. Today, she has circled back to those student roots that she looks upon so vividly, to help those taking their first steps.

Each fall and spring semester, Janet gives $2,000 to a deserving and needy student at Our Lady of Lourdes School of Nursing. Working with the Lourdes Foundation and the school, Janet has set criteria that requires candidates to have a certain grade-point average. They must be involved in their community and show a high level of commitment to becoming a nurse. The student’s circumstances are also a factor. Many of these students are young mothers—sometimes single ones—trying to get further into the field, for example by working as LPNs, and pursuing their RNs, all at the same time. For years now, Janet has also volunteered several hours a week at the Lourdes Health Foundation.

Janet Reynolds believes that providing a scholarship like the one she contributes is within the reach of many of Lourdes donors—including alumni, and current and former staff, patients, family members and friends. Even a small scholarship contribution can go a long way for a deserving student. The awarding of a scholarship is greatly appreciated by the recipient and can be deeply gratifying for the donor.