400 SCREENED
at West Baltimore Festival
Hundreds get free shots & screenings at west Baltimore Fall Fest

Challenge is no stranger to West Baltimore. But the challenges that plagued the community last summer give pause even to those who have lived in the area for years. This year the leaders at Bon Secours Hospital joined the pastors of Central Baptist Church and Jones Tabernacle, to champion neighbor-to-neighbor support and healthy living.

Bon Secours opened its doors for the first time to guests of the 25th Annual Fall Community Day Festival to provide an array of free health screenings, back to school supplies, food, fun and hope! “Bon Secours is French and translates in English to Good Help. Being good help is in our name and it’s what we are here to provide in our community,” said CEO Samuel Ross, M.D., M.S. “One of our goals is to ensure people who live here have access to quality healthcare.”

Of the estimated 1,000 attendees, more than 400 took charge of their health by getting screened for a host of chronic illnesses, taking part in one of the many health educational opportunities, learning more about our workforce development and financial education programs, purchasing fresh produce from the Bon Secours Produce Market, or simply having a conversation with one of BSB’s primary care physicians.

Nearly 140 Bon Secours Baltimore employees were on hand to greet neighbors with a smile, and assist with the screenings, drawing lab samples, and scheduling future appointments.

Carolyn Greene, Manager of Diagnostic Services, and one of the organizers of Community Day, recalls church members’ surprise that the Bon Secours employees volunteered their time, “and that there were so many willing to do so.” Ms. Greene shared a story of one of the attendees who was shocked that the services were being provided free. She contacted her family to come to the event because they did not have insurance. “With tears in her eyes, she gave me a big hug. She was so concerned about the health of her children, and she was grateful for the screenings they received. I am so proud to be part of the Bon Secours mission, and to have the opportunity to live the mission at Community Day.”

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<th>BY THE NUMBERS</th>
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<tr>
<td>112 Lab samples drawn</td>
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<tr>
<td>36 Vascular studies</td>
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<td>72 Cardiovascular tests (EKG)</td>
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<td>70 Flu shots given</td>
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<tr>
<td>38 Patients scheduled appointments at the Family Care Center</td>
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<td>30 Patients made appointments for mammograms</td>
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Sr. Mary Shimo, CBS, and Sr. Mary Rita, CBS, greet visitors.
Denika Palmer always knew she would be in healthcare; the nursing profession was in her family’s DNA.

Growing up in one of Baltimore’s most resource-challenged neighborhoods did not daunt Denika Palmer from pursuing her goal of going to college. To do so, however, would require the drive and the money for tuition.

So Denika decided to first pursue studies as a private duty nurse. With those credentials, she would be able to tend to the needs of her clients, while saving for college.

She recalls driving to an early job interview in Greenspring Valley—now more than a third of her life ago. Denika was struck by the fact that the homes were separated—not by walls like the row houses downtown, but by acres! And beautifully landscaped ones! That fateful journey opened her eyes to parts of her hometown she had never before experienced, nor even imagined.

“I was nervous and curious at the same time,” she recalls, likening the experience to a pilgrim in a new frontier.

While the disparity between the Baltimore she knew and the one she was about to experience was palpable, her anxiety was quickly dispelled by the graciousness of her host. Denika got the job, and was on her way to funding her college education. She gradually took on additional clients—mostly friends or acquaintances of each other who also enjoyed privileged lives. But she vowed never to forget where she came from, no matter where her journey led her.

During one of her classes, an observant mentor suggested she consider coursework in finance. “He noticed my analytical skills, and suggested I consider changing my major,” she recalls. “I had never heard of stocks, bonds, investments, or Wall Street.” But Denika ultimately found she had a natural affinity for the complexities of finance, and she went on to pursue an advanced degree in the discipline. In doing so, she shed her starched whites for bankers’ pinstripes, and now enjoys a successful career advising clients at Merrill Lynch about their financial health and well-being.

“My reason for serving Bon Secours is simple. I never want to forget where I came from, nor do I want to miss the opportunity to identify the little girl I was and offer her the opportunity I was given. When I walk through the hospital I find myself looking for that girl; I want to help her.”

Typically Denika comes to Bon Secours every other month when the Foundation Board meets. She serves not only as Secretary of the Board, but also as a member of the Finance Committee, which makes recommendations about Foundation investments and budgeting. But the hospital became very close to home for Denika when her uncle was recently admitted for his own healthcare needs. “The level of care he received was extraordinary,” she recalls. “The nursing staff exemplifies Bon Secours’ mission to provide good help to people in need.” She shared her observations at a recent Board meeting, where she thanked CEO Sam Ross for providing a culture of care for the patients at Bon Secours.

And while Denika Palmer became a financial planner instead of a nurse, her work on the Foundation Board affirms her childhood aspiration to be in healthcare; she is now fulfilling that goal at Bon Secours.
The Bon Secours family of patients, visitors and employees may be experiencing some inconvenience these days, but come March they will forget the noise, dust and make-shift digs when renovations to the dining room and food service areas are complete. Three years ago the employees launched a fundraising campaign to expand the café’s cramped quarters and limited dining options. In November, “ground” was broken for construction, anticipated to last 16 weeks.

As visitors can attest, the dining facility at Bon Secours is far from a luxury. With no suitable restaurants within walking distance of the Hospital, employees and guests depend on the space, access, and offerings of the first floor facility for more than a quick meal. They depend on its 24-hour availability for a respite during long days with patients and a kind word from the Sisters of Bon Secours.

Since launching the campaign in 2010, employees have donated more than $85,000, and other corporate donors have generated the remaining $560,000 needed to pay for the renovations.

According to Monica Cioffi, R.N. and Renovation Project Manager, the demolition and re-design of the service area will take place in the first two months of construction, and the dining room upgrades will begin in February. While Monica keeps the trains on the tracks, colleagues Randy Komenski and Anthony Rakis are supporting her efforts by ensuring regular communications and construction oversight. In the process, temporary dining areas have been configured to accommodate employees and visitors during the renovations.

A grand re-opening is scheduled in March, 2014.

Thanks, Donors!

Morrison, a division of Compass Group $ 250,000
Bon Secours Health System Foundation $ 225,000
Bon Secours Baltimore Employees $ 85,000
American Radiology $ 30,000
Berkley Research $ 30,000
Broadway Services $ 10,000
Diamond Healthcare $ 7,500
SunQuest $ 5,000

This mural, donated by Joan Plisko and designed and painted by local artist Kirk Seese, will remain on its original wall.
A WOARD OF THANKS FROM OUR LEADERS

This is the time of year we pause to give thanks. Perhaps we pause long enough to make a vow of year-round gratitude. As time races forward, we resolve anew to be more appreciative of God’s endless abundance.

In southwest Baltimore, we are reminded of the dire need of our neighbors every day. We are rewarded, as well, by their trust in our care and their expressions of gratitude—for even the smallest of offerings. The mission of the Sisters of Bon Secours—and of our System—beckons us to bring compassion to health care and to be Good Help to Those in Need®—just as it did when these courageous women arrived here more than 130 years ago.

With an innate understanding of the spiritual benefit to healing, the Sisters took care of the poorest and sickest in 1881—not through medical treatments or technological breakthroughs, but through their mere presence. Supporting the everyday errands of the caretakers was known not only to lift a family’s daily burdens, but to enable them to focus solely on their loved one’s healing process.

It should be no surprise that the care Bon Secours offers our neighbors today still transcends modern medicine. A skilled congregational nurse makes home visits, case managers handle both social and medical needs, and committed educators offer life lessons, counsel, and information to move patients toward independence. We accept our lead role in preventing illness, because we are the anchor institution in the city’s most financially vulnerable and health-challenged community.

SEASON’S REFLECTIONS

A recent Baltimore Business Journal Community Benefit analysis showed Bon Secours far outspending its closest hospital peer. As a percentage of annual revenues, Bon Secours Baltimore contributed 11.56% of its revenues to people who could not afford its care. In other words, a hospital with perhaps the least financial capacity to do so provided the greatest percentage of income toward those in dire need.

True to the mission of the early Sisters of Bon Secours, we define our purpose beyond traditional medicine. We help our neighbors find jobs, put roofs over their heads, and feed their families. With a clear vision shared by many supporters, Bon Secours is laser-focused on mitigating the woes that lead to chronic disease.

At this time of year, and every day that preceded it, we pause to give thanks...

● to our colleagues who are driven by the mission to provide Good Help

● to our elected officials and advocates for championing our cause

● to our tireless Board members and program volunteers who selflessly give of their time, talent and treasure, and

● to the countless citizens of west Baltimore who perform random acts of kindness every single day.

In this particular season of giving, we ask that you begin—or continue—your generous financial support of the programs of Bon Secours. With your help, we will continue to perpetuate the healing ministry of the Sisters of Bon Secours.

Season’s blessings,

Samuel L. Ross, M.D., M.S.
Chief Executive Officer
Bon Secours Baltimore Health System

Brother Art Caliman, CFX
President, Board of Directors
Bon Secours Baltimore Health System Foundation
NEW DOCS BRING EXPERTISE & PERSONALITY TO BALTIMORE CAMPUS

The final half of 2013 brought five new physicians to Bon Secours, Baltimore, all of whom are positively impacting the patient experience and employee morale with their unique styles and skills. Here, we feature the three newest additions to the clinical staff.

Arsalan Sheikh, D.O., joined Bon Secours in May as Chair of the Department of Medicine. Dr. Sheikh is playing a key role in outcomes management, quality, safety, and performance improvement initiatives, including Clinical Transformation. In this role he works with hospital physicians to ensure that patients receive the highest quality care. “It’s not just about seeing patients and providing medicine. We want to address all the aspects of health—their lifestyle and their medical care,” he says.

A practicing endocrinologist with expertise in the treatment of diabetes, he has a particular affinity for urban healthcare provision.

In his prior role, Dr. Sheikh served as the Physician Advisor and Director of Inpatient Endocrinology at Newark Beth Israel Medical Center in New Jersey. There, he provided care to a population similar to that of west Baltimore. When the opportunity here beckoned him, he recognized its importance—not only to his professional skill and passion, but to the quality of life for his young family. Dr. Sheikh, his wife and two children, live in Howard County.

Ibrahim “Pete” Hanna, M.D. joined Bon Secours in September as Chair of the Department of Surgery. Dr. Hanna previously served as an Attending General Surgeon at MedStar Union Memorial Hospital and as a Consulting Physician at Union’s Center for Wound Healing.

“The way this hospital ministers to the community just makes me feel good,” says Dr. Hanna. At the recent Community Day Celebration, Dr. Hanna witnessed the caring interaction between staff, community members, and especially, the Sisters of Bon Secours. “I was touched by their warmth and compassion,” he recalls. Dr. Hanna’s mission is to provide high quality surgical services to the community in west Baltimore. “We have an outstanding staff and surgical team, who enable us to demonstrate that we compare favorably to any other hospital in terms of quality of care.”

Dr. Hanna was actually lured to the United States to attend medical school by an uncle in Huntington, WV, the home of Marshall University. During a recent visit by his parents, who live in Damascus, Syria, the two families were geographically close enough to reconnect at Dr. Hanna’s Harbor East residence. His parents extended their visit longer than usual—not because of the unrest in Syria, but because they got to enjoy the neighborhood’s amenities and the company of Dr. Hanna’s Cavalier King Charles Spaniel, Elton.

Esti Schabelman, M.D., M.B.A. has been appointed Chair of the Emergency Department. Dr. Schabelman joins Bon Secours Baltimore from Howard County General Hospital, where he served...
for three years as the Assistant Director of the Department of Emergency Medicine and Assistant Professor at Johns Hopkins University School of Medicine.

Dr. Schabelman feels, “a career in Emergency Medicine meshes well with Bon Secours because our mission is to care for everyone, regardless of circumstances. It doesn’t matter who they are, each person gets the best care possible”.

Dr. Schabelman has practiced at both Johns Hopkins and at the University of Maryland.

“I missed working in the inner city,” he says, “I missed caring for a community like the one we serve here in west Baltimore.”

Dr. Schabelman has been through electronic medical record conversions at other hospitals, and will bring his experience to the ConnectCare® transition. “We have a great team in the ER. Everyone is so dedicated and collaborative; this will help us make the smoothest transition possible.”

Dr. Schabelman and his wife, who live in Howard County, recently welcomed their first child, a girl, to the family.

Tax credits fly, as donors support Nursing program

In Spring, 2013, we reported on a unique giving opportunity—Community Investment Tax Credits—that supports the Bon Secours Baltimore Community Nursing Program. Gifts of $500 or more to this program qualify donors for a credit on their Maryland State taxes worth 50% of that amount.

Thanks to the overwhelming donor response, the $20,000 allocation of tax credits from the Maryland Department of Housing and Community Development is all but exhausted.

Because of its success, the Foundation applied for the maximum in available tax credits per organization for the coming year and hopes to receive much as $50,000 in credits to offer donors in 2014. Eligible donations will support the Bon Secours Financial Services Program. Established in 2003, this program is a vital component of Bon Secours’ Center for Working Families. Some have never planned a household budget, bought a car or saved money in a bank account. The program has helped hundreds of residents manage their finances and begin to build strong financial futures for their families.

“Our mission is to help families become more financially aware and build assets,” says Althea Saunders-Ranniar, Program Director for Our Money Place. “The goal is economic self-sufficiency.”

For more information, please contact Almarie Wood: Almarie_wood@bshsi.org or 410-362-3204.

HONORING POPE FRANCIS with the newly-renamed St. Francis Family Care Center are Sisters (l to r): Mary Skopal, SSJ; Mary Rita Nangle, CBS; Mary Shimo, CBS; and Elaine Davia, CBS.

Sr. Elaine, a Certified Registered Nurse Practitioner at the Center, was featured caring for a patient in the cover photo of the last issue of InTouch.
They day started off with gray skies, but the sun peeked through by mid-morning for the 5th Annual Bon Secours ON THE GREEN Charitable Golf Outing. It ended with a record outcome, $313,000; one that will significantly benefit Baltimore’s Community Works programs and the people they serve.

The tournament was created in 2008 by a group of Health System employees who envisioned a fun recreational and social opportunity that would pull together system executives, vendors, donors, and local Bon Secours employees. Today, it is far more than that. While still employee-driven and social, it has become a signature fundraising event that requires two golf courses, an army of volunteers, and logistics too complex to enumerate.

By day’s end on September 24, golfers and beneficiaries alike convened for dinner, where they received a first hand testimonial about the impact of their contributions. Community Works’ clients Charles Mitchell and Kelly Yarberough took the stage to convey their personal testimonials about the Fatherhood Program and the Family Support Center at Community Works. And they left the event already making plans for 2014.

From free hot meals to GED preparatory classes, parenting programs, workforce development, financial literacy, developmental childcare, eviction prevention, and so much more, Bon Secours Community Works seeks to live its mission to be Good Help to Those in Need. •

Michael Tolliver of Compass

Mike Adams of ABS and Skip Hubbard, SVP Bon Secours Health System

Dr. Ross (right) and friends from VALIC

Charles Mitchell, client

Kelly Yarberough, client

(Left to right) Sr. Nancy Glynn, CBS, David Schlachter, and Sr. Pat Dowling, CBS

(Left to right) Sr. Mary Shimo, CBS, Toriano Q. Fisher, and Sr. Elaine Davia, CBS
Bon Secours goes “live” in February with electronic patient records

Bon Secours Baltimore will be going live with an electronic medical record system in February, 2014. The system, called ConnectCare©, will maintain a complete patient history of diagnoses, medications and hospital visits.

The vision for ConnectCare© is to achieve world-class outcomes; enable caregivers to provide superior, consistent care; and enhance operating performance by leveraging leading clinical practices through an integrated system of clinical information.

What does that mean? “For the first time we will have one patient and one medical record that can be accessed by all of our providers anytime and anywhere,” says Brandi Benton, ConnectCare© Project Manager, “granting them a more complete understanding of a patient’s comprehensive health needs.”

Victoria Richardson, a Bon Secours Clinical Informatics Nurse at Bon Secours St. Mary’s Hospital in Richmond, offered an example of a safety measure at a recent ConnectCare© meeting. A physician ordered a medication dosage that was inconsistent with the patient’s age and weight. ConnectCare© generated a warning that advised the dosage was too high. The physician was able to avoid a medication error that could have been fatal.

“This is a huge change,” comments Marsha Ojemen, R.N., ConnectCare© Training Lead, “but it’s going to be so good for us.” Implementing ConnectCare© will generate a host of benefits for Bon Secours Baltimore, its patients, staff, and physicians. According to Ojemen, “having this information at our fingertips will allow us to respond to a patient more quickly and with fewer errors, and it will standardize and improve the quality of care and patient safety.”

Ms. Ojemen’s role as the ConnectCare© Training Lead will be to design and implement the training for 700 hospital, clinical and other staff, including key employees who will provide support after the “go live” date and train new employees. End-users will receive curriculum that is tailored to their patient care role beginning in December.

Ojemen has received very positive feedback from the Bon Secours Baltimore staff about transitioning to ConnectCare©. “It’s something that the staff is eagerly awaiting and has created a buzz of excitement,” says Ojemen.

ConnectCare© will maintain a complete electronic patient history of diagnoses, medications, and hospital visits... with the vision to achieve world-class outcomes.
Sister Mary Shimo has NOT left the building.

Despite her resignation from one of many jobs, this Sister of Bon Secours will likely never slow down. With an international travel schedule and multiple Board assignments that would rival a corporate executive, Sister Mary Shimo’s days are fuller than those of professionals half of her 69-year old age.

In October this “energizer” Sister took the Bon Secours community by surprise with her resignation—not from her myriad of professional assignments, but from just one: managing Bon Secours’ Volunteer-Student Program at the Baltimore Health System. Scarcely-allowing time for the news to sink in, Sr. Shimo was on a jet to Peru for an upcoming Board meeting of the International Congregation of the Sisters of Bon Secours of Paris; the group globe-trots quarterly for face-to-face meetings, and monthly in-between by telephone.

The organization, whose roots date back to the 1800’s in Paris, France, is represented today by more than 250 members around the world. Sr. Shimo’s assignment at the international meetings is to record minutes, have them translated to French and Spanish, and disseminate them to the leadership team. They each travel with laptop computers to ensure uninterrupted communication.

She is the official secretary/archivist for the Community.

To many, it is a little known fact that the Sisters of Bon Secours made their first inter-continental journey to Baltimore in 1881, where their work in America began; others, such as Sister Shimo, reside in Marriottsville, on a rolling Howard County campus, which also houses a retreat and conference center, and the headquarters offices of the $3+ billion, 20,000-employee east coast health system.

Sr. Shimo feels her roots in pastoral care have been instrumental in her work with Bon Secours’ volunteers for the past 13 years. Unlike most hospitals, whose volunteers organize fundraisers and staff gift shops, Bon Secours’ prospects are seeking work experience and credentials. Those who ascend to the ranks of full-time employees are fitting examples of Sr. Shimo’s “good help” and perhaps her proudest legacy. No matter how challenged they are, she reminds them frequently “there is a God who cares about you; who loves you.”

Today’s Sisters of Bon Secours bear little resemblance—in fashion, or lifestyle, that is—to their predecessors. Sister Mary Shimo is no exception. This spirited, energetic professional maintains a social schedule which would rival that of a seasoned public figure. Don’t ask her to meet before 9:15 a.m., however—not because she might oversleep, but because she must first feed her cat, don her workout gear, and head to the local gym, all before arriving at her first floor office at Bon Secours. On weekends, it is not unusual to see her at a community event or Foundation fundraiser, meeting, greeting or performing any number of jobs she is assigned.

Her recent decision to turn over the reins of the Volunteer office to someone else did not come lightly. Upon reflection, Sr. Shimo realized she had to be “good help” to herself first in order to be that to others. She took great joy in removing almost every scheduled meeting or event—except for Ravens games, of course—from her December calendar.

She hopes her successor will pick up where she left off, giving potential Bon Secours volunteers “a first chance, and a second chance, and supporting and encouraging them in their work.”

Come January, frequent hospital visitors will likely see no interruption in Sr. Shimo’s presence. She will continue to attend Board and Ethics Committee meetings, and participate in the many Hospital-sponsored health walks and fairs.

And soon it will be readily apparent that Sister Shimo has indeed not left the building.
MORE THAN 140 HONORED friends joined Bon Secours CEO Dr. Samuel L. Ross and his wife Carolyn Ross at the annual major donor barbeque event in September. Natural hosts with Southern hospitality to spare, Dr. and Mrs. Ross look forward to this event each year. “Carolyn and I enjoy sharing our Texas roots and having the opportunity to thank so many donors and friends for their support of the Baltimore Health System and the mission of the Sisters of Bon Secours.” Hosted on the wooded grounds of the Bon Secours Retreat and Conference Center in Marriottsville, this year’s guests donned their cowboy hats and boots, greeted friends old and new, and enjoyed a feast of delicious BBQ dishes, not the least of which were Dr. Ross’ famous ribs!

Several of the Sisters of Bon Secours voted on the best and most “western-challenged” costumes for the evening. Taking honors in the “best” categories were Neil & Ruth Muldrow, Sr. Pat Dowling, Ibrahim Hanna, M.D., Franklin Lee, and Rhonda Overby. Winning the dubious distinction of “most western challenged attire” were Drs. Arsalan Sheikh and Athol Morgan.
The mission of Bon Secours Baltimore Health System® is to bring compassion to health care and to be Good Help to Those in Need.® 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.