To Our Community of Friends:

Our mission is more than just a written statement, it is what we live. Our commitment to fulfill our mission is what we do every day. It extends beyond simply caring for patients during their hospital stay. We strive to treat the whole person - physically, mentally and spiritually.

Since our beginning in 1874, Carondelet Health has stayed true to our mission of compassion for the poor. This is true of St. Joseph and St. Mary’s Medical Centers, our long-term care facilities and Carondelet Home Care Services.

This past year has brought even more challenges to health care and we know that thousands of people have little or no insurance coverage. Even in these uncertain economic times, patients who come through our doors receive the highest level of care we can give them, regardless of their ability to pay. In the fiscal year that ended June 30, 2010, we provided more than $22 million in unreimbursed care.

This report summarizes the community benefit that Carondelet Health has provided in the past year. It also shares the story of Mark and Becky Batulis, whose lives have been touched by Carondelet Health’s mission. This is just one example of how we work to fulfill the needs of our patients beyond their hospital stays.

With thanks,

Fleury Yelvington
President and Chief Executive Officer
Carondelet Health
Becky and Mark Batulis have never known a day together without cancer. When Mark interviewed Becky in 1997 for a customer service job at the auto repair shop where he worked, Becky was undergoing post-surgery radiation for thyroid cancer. The disease had already cost her previous employment, and a marriage. Mark found particular interest in this somewhat overqualified candidate, and offered her the job.

“I wasn’t concerned about the cancer,” says Mark, now 56. “What I saw were strong skills and a great personality that could positively connect with customers coming through the door.” What Mark may not have seen coming was the way the couple connected with each other. After months of working side by side, Mark and Becky fell in love and were married.

The couple moved to Detroit and built a happy life together. Their family grew in 1998, with the birth of their son. Becky was 41 at the time and while delighted with motherhood, she also had another cancer scare. Surgeons removed a precancerous mass from one breast.

The promise of a job for Mark brought the family to Blue Springs, Mo., in 2001—but the job didn’t materialize. Instead, he went to work for a small, family-owned repair business. It was a job, but provided no health insurance and Mark was now battling diabetes. Becky started her own yard and home care business and had yet another cancer scare—a benign breast tumor.

These events were becoming routine for Becky, but when Mark began experiencing pain in his back and legs, panic was about to set in. Mark’s pain became so severe that Becky insisted on going to the Emergency Department at St. Mary’s Medical Center. Becky refused to utter the word she had been thinking, but said, “I knew whatever was wrong was really bad.”

Doctors immediately transferred Mark by ambulance to St. Joseph Medical Center where tests revealed Mark had Non-Hodgkin’s Lymphoma, a blood cancer. Nearly 30 tumors were discovered along his spine and within his chest and groin. This made surgery impossible, leaving chemotherapy as Mark’s best chance for recovery.

Since his diagnosis, neither Mark nor Becky has been able to work. The exhaustion, nausea and other side effects from chemo have wracked Mark’s body. Endless testing, waiting for physicians and chemo treatments is all-consuming for both of them. Mark can only walk with a cane and needs Becky’s help for simple tasks such as bathing, shaving, administering drugs and getting him to multiple medical appointments.

Becky is once again facing serious medical issues, but tries to remain optimistic. “We just take it one day at a time,” she says. “And somehow we manage to adapt to whatever happens next. Our son, Sean, has been a great blessing to us. He’s only 12, but understands everything. He’s a wonderful child and makes our world brighter.”

St. Joseph has become Mark’s home away from home. “I was very fortunate that Richard McKittrick, MD, was on-call when I was admitted,” Mark says. “He’s been my oncologist ever since. Mark is also a regular at St. Joseph’s Pain Clinic, working with Richard Morgan, MD, to keep his pain under control.

Neither Mark nor Becky has enough to say about the dedication of the St. Joseph nursing staff who care for Mark during his frequent visits. “They’re knowledgeable, compassionate and personable,” says Becky. “They’ve become like members of our family but with the ability and education to help Mark. They look after both of us. They know our names. They hug us. They make sure we’re fed. They always ask what they can do to help us. We feel that same level of caring from so many of the staff. Sister Gabrielle is another one who has taken a personal interest in us. We’ve cried with her and we’ve prayed with her. She is one of God’s angels.”

Initially, Mark’s cancer went into a seven-month remission, and then returned. Still, the couple continues to stay positive, though Mark admits it can be a challenge. “I have to push myself,” he says. “I get angry. I don’t like what cancer has done to my family. But I’m not going to let it beat me. My faith in God is still strong.”

In spite of daily challenges, Mark, Becky and Sean manage to help others in any way they can, including ongoing participation in a Salvation Army program to help the homeless. “Giving back by helping others is what keeps us going,” says Becky. “It helps us keep everything in perspective and it feeds our souls.”

After months of frustration and delays, Mark finally received Medicaid approval, yet they still must pay a hefty deductible each month for the first two years. Bills pour in from 23 different medical offices. “It’s very humbling,” according to Becky. “Thankfully the business office at St. Joseph has treated us with dignity and has sought ways to assist us, like helping us with Mark’s Medicaid application.”

Both Becky and Mark are filled with gratitude for the financial assistance they’ve received. “St. Joseph has been God’s gift to us,” says Becky. “We have received the finest care physically, mentally and spiritually. We think of the staff as our new-found family and can never repay everyone here who has helped us.”

“They give us hope every day,” Mark says quietly. “We were in need, and they took us in.”
With Charity for All

The downturn in the American economy these last few years has proved challenging for everyone involved in health care. Not-for-profit hospitals have felt the increasing number of patients who have no insurance, are underinsured and cannot pay the full cost of their care.

Comparative health care costs have soared since the Sisters of St. Joseph of Carondelet started Kansas City’s first hospital in a three-story house in downtown Kansas City. Today, Carondelet Health provides financial assistance to uninsured patients at both St. Joseph and St. Mary’s Medical Centers. If patients are eligible for Medicaid, the medical centers will assist with the application. Carondelet Health also helps patients who need extra time to settle their bills with an interest-free, extended-term payment plan, regardless of their employment or credit history.

Carondelet Health is also deeply involved in educating the public about the challenges for those without health insurance. Each year it joins other organizations in Cover the Uninsured Week. Carondelet Health prints a resource guide for the uninsured that is used throughout the region and is available in both English and Spanish.

In keeping with the rich tradition of the founding Sisters of St. Joseph of Carondelet and the Sisters of St. Mary, our medical centers turn away no one in need. The sister’s commitment to providing compassionate, quality care remains visible at St. Joseph and St. Mary’s to this day.

Caring for Our Community

Carondelet Health’s facilities are active members of the communities they serve, offering a long list of programs and services to help care for the physical, mental, social and spiritual health of the residents living in those communities.

Here are some highlights:

The Health Sciences Library at St. Joseph Medical Center. This library facility welcomes anyone wishing to learn more about health, disease and wellness. Visitors have access to print, video and computerized health information.

Support Groups. Both medical centers offer groups for bereavement, Alzheimer’s, stroke, infant loss, Lyme disease, diabetes, battered women and other areas of need.

Informative Web site and Health Magazine. Our newly redesigned Web site, CarondeletHealth.org offers health information and direct links to more than 50 health-related organizations and support groups. Health Wise, our community health magazine is full of interesting and educational health features and is available on our Web site or by mail.

High Risk Obstetrics Care. Our Healthy Beginnings program provides counseling and pre- and post-natal care for underinsured, uninsured and Medicaid mothers going through high-risk pregnancies.

Seniors Clinic. Located at St. Joseph, this popular program addresses the health needs of homebound seniors and residents of long-term care and assisted living facilities. The clinic provides a comfortable, convenient, cost-effective setting where seniors’ needs can be assessed, diagnosed and treated by physicians. The clinic also provides free transportation for many patients.

Free Wellness Services. Carondelet Health provides wellness services to nine churches in its service area and to designated low-income patients.

Classroom Space. Space is provided for alternative high school classes offered by the Kansas City School District. Other local
not-for-profit agencies are invited to host meetings and seminars in the medical centers for a nominal fee.

**Contributions to Community Groups.** Carondelet Health contributes to many worthwhile organizations, including Cristo Rey High School, the American Cancer Society, the American Heart Association and Catholic Charities of Kansas City. It supports the Seton Center Family and Health Services by providing human resources, maintenance and wellness services; and funds after school programs for at-risk children at YMCAs in Kansas City and Blue Springs.

**Involvement with Community Events.** St. Joseph and St. Mary's participate in numerous health fairs, offering free blood pressure, blood sugar and prostate cancer screenings. Together the medical centers sponsor a domestic violence rally to raise awareness about this critical issue and to support area victims. St. Joseph also coordinates a free informational seminar with the American Diabetes Association.

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**Caring for the Poor:**

Charitable Losses by Carondelet Health of Kansas City
Fiscal Year 2010 (July 1, 2009 - June 30, 2010)

![Pie chart showing community benefit](chart.png)

- **Collectible Debt:** $1 million
- **Unpaid Medicare Reimbursement:** $3.4 million
- **Unpaid Medicaid Reimbursement:** $3.2 million
- **Subsidized Services:** $4.2 million
- **Traditional Charity:** $2.8 million
- **Community Services:** $1.4 million

**Total Community Benefit:** $22 million

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