



Together – we are **one**



## Letter from the *President*



*Keith A. Hovan*  
*President & CEO*  
*Southcoast Health*

### Healthcare is in a time of historic change.

The same companies that have transformed how we buy books, listen to music and schedule a vacation now plan to remake the field of health care. At the same time, CVS Health and Aetna entered into a nearly \$70 billion merger, announcing that together they would create healthcare's "new front door."

At Southcoast Health, we intend to be at the forefront of this evolution, and last year we unveiled a new strategic direction to help ensure our success.

It is too early to say just what Amazon Health, Apple Health, Google Health and others plan, but it is clear that our patients are ready for new, more convenient ways to access the care they need. In fact, they are demanding it.

Millennials, those between the ages of 23 and 38 years old this year, are leading that demand. In all, 71 percent of millennials want to book appointments via mobile apps; 74 percent would prefer to see a doctor virtually; and 75 percent select a physician only after they read online reviews.

They are not alone. People of all ages enjoy the ease and convenience that digital technology allows. At the same time, we have patients who prefer face-to-face visits with their physician, others who need care in their home and, of course, those who require treatment in a hospital. We must be ready to provide care in the many ways people want it, wherever and whenever they need it.

### We already have made important progress that will serve as a sound foundation for success in this disruptive time.

- + **MyChart**, the online patient portal puts patients in easy contact with their physician's office, enabling them to request prescription refills and appointments and see lab results.
- + We opened two new **Urgent Care** centers last year, bringing the convenience of walk-in evening and weekend hours, as well as online check-in, to Fall River and Lakeville. At the beginning of 2019, we opened our seventh Urgent Care center, and first in Rhode Island,

in Middletown, and we will continue to identify opportunities to expand convenient access to care for patients.

- + **Online check-in** is also available for our laboratory services, along with wait times for each location, as is online scheduling for physicians. SAM – a chatbot driven by artificial intelligence will help you easily navigate southcoast.org.
- + Because not everyone wants to see a doctor in person, we have introduced a telehealth program – **Southcoast Health On Call** – so that sinus infections, rashes and other routine ailments can be diagnosed and treated through a smart phone.

Our standard of clinical care rivals that of the nation's finest health centers, while our three hospital campuses, clinics, physician's offices and Visiting Nurses are integrated so that everyone who enters the Southcoast Health system, no matter where, has the same outstanding service.

*Newsweek* recently validated the quality of our care by naming Southcoast Hospitals Group in its inaugural list of the World's Best Hospitals 2019. Out of the 2,743 US hospitals that were considered, only 250 earned this recognition. Southcoast Hospitals Group ranked 162. We are the only community and non-academic hospital group from Massachusetts to make the list. Our care is world class and this national and international recognition is a testament to the incredible work our physicians, advanced practice providers, nurses and staff do every day.

The substantial investments we have made, of time and money, put us in a position to invent new ways to satisfy our patients' growing demand for outstanding customer service.

In the near future, we will be looking to link MyChart and Urgent Care's online check-in service to Google Home, Alexa and other home digital assistants, so that appointments can be made with voice command.

This is just a sample of how we are leading our industry in consumer innovation. We want to improve our consumer services, so that we are delivering what our patients want before they even know they want it. Our strategic plan also ensures that we will have the workplace culture and the financial stability to support our increased presence within the market, while earning greater loyalty from our patients and their families.

How we deliver care at Southcoast is undergoing a revolutionary change centered around you. But I assure you some things will never change. Clinical excellence will always be central to the mission of Southcoast Health as will our partnerships in the community.

Bringing the highest standard of care close to home for the populations of this region will always be what drives us. But our dedication to the well-being of the South Coast goes far beyond medical care. We know that education, economic opportunity, adequate housing and safe neighborhoods all contribute to a person's health. They help determine how likely we are to suffer from cardiac disease, diabetes, asthma and substance abuse disorder.

We will continue to work with our community partners to address these social determinants of health, and seek to implement solutions that have positive effects on a regional level.

**With our strategic direction and your continued, generous support for your community-based, not-for-profit health system, I am confident that Southcoast Health and the region we serve will not just survive in this new era.**

**We will thrive.**



## Letter from the Sr. Vice President of *Philanthropy*



*Jack Dresser*  
Sr. Vice President of Philanthropy  
Southcoast Health

### Many reasons, many ways to give to Southcoast Health

As we prepare this Annual Report each year, I am reminded how a great community health care system depends on a great community – it depends, in other words, on you.

Your generosity has helped make Southcoast Health a national leader in community-based care, which means that when you or your loved ones need the very best treatment available, you will find it close to home.

There are as many ways to give to Southcoast Health as there are reasons to give. The stories in this report demonstrate that.

New Bedford business leader, **James DeMello**, for instance, has a keen interest in how technology enables sophisticated, minimally-invasive medical treatments. He donated \$1 million for advanced cardiac care at Charlton Memorial, where the George F. and Ermalinda R. DeMello Cardiac Catheterization Suite was named for his parents. The suite offers the latest technology for diagnosing and treating cardiac artery blockages, as well as evaluating the functioning of the heart, heart

valves and the major blood vessels.

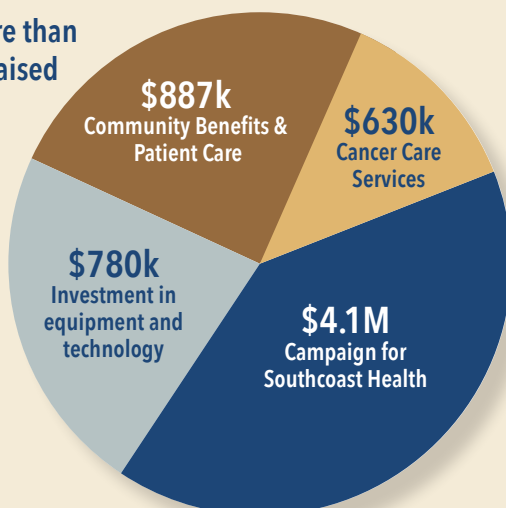
**Anne Fayan**, a retired physical therapist, wanted to honor her late father, while fighting the cause of the lung disease that took his life. So she endowed The Louis F. Fayan Smoking Prevention Program for Children in his memory.

She also deepened her life long ties to Charlton Memorial Hospital with a gift annuity, which enabled her to make a major donation to Southcoast Health while still earning a return on the money. The returns on a gift annuity exceed the earnings on most other safe investments.

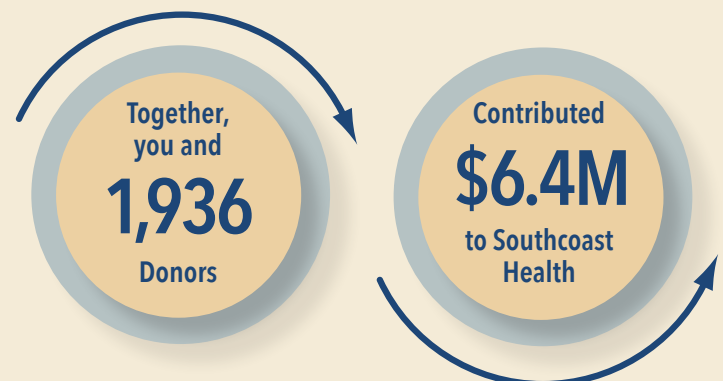
Three siblings with ties to Mattapoisett also honor family with their support of Southcoast Health. **Prentiss Higgins**, **Genie Rice** and **Trish Arnold** each extend their parents' and grandparents' rich tradition of philanthropy with generous donations to Southcoast.

In addition to financial backing, they also offer their time and expertise. Genie and Don Rice opened their home to a fundraising reception for Southcoast, as did Trish and Chris

In 2018, more than  
\$6.4M was raised  
to support:



### The power of your giving



Arnold. Don Rice, a retired lawyer and businessman, is a member of the Campaign Steering Committee, which is leading the Campaign for Southcoast Health.

**Todd Blount**, president of Blount Fine Foods, knows that excellent health care makes his company more attractive to top recruits. Soon after the company relocated to Fall River in 2004, it made its first donation to Southcoast's Annual Fund.

The maker of gourmet soups and fine foods has been a steady backer ever since. It supports the Campaign for Southcoast Health with in-kind donations of soups and gift cards and baskets and is a reliable sponsor of Southcoast events.

For two years, Ronnie King, Blount senior director of human resources, co-chaired comedy nights to raise money for the Southcoast Health Centers for Cancer Care.

These are just a few of the many people who are making our fundraising endeavors – like The Campaign for Southcoast Health and the Southcoast Health Annual Fund – huge successes.

To date we have raised more than \$22 million toward our \$25 million goal to support the Harold and Virginia Lash Heart and Vascular Center at Charlton Memorial, the Stoico/FIRSTFED Maternity Center at St. Luke's Hospital, and the planned redevelopment of our Emergency Department at Tobey Hospital.

Southcoast's broadest source of unrestricted funds come from

## Ways to Give



### Online

[www.southcoast.org/philanthropy/](http://www.southcoast.org/philanthropy/)  
for credit or debit card gifts



### Call

508-973-5353 or fax 508-991-8711



### Mail

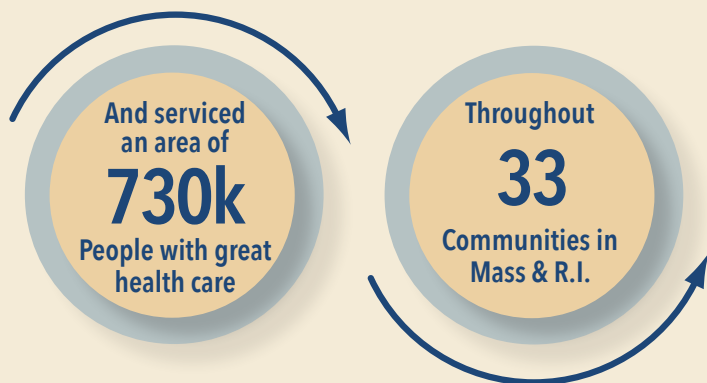
Fill out the enclosed postage-paid envelope

employees, volunteers, physicians, patients and community members who choose to invest in Southcoast Health's Annual Fund each year. Gifts to the Annual Fund help us provide patient care services and lifesaving procedures today and the promise of a healthier future through education programs, support groups and preventative screenings for cancer, diabetes and many other diseases.

"If you trust an organization enough to give them money, you should trust them to decide how to use it," said Trish Arnold, who along with her husband choose to support the Annual Fund.

Throughout this report you will find even more ways that you can support Southcoast Health. We are grateful to all of our donors and volunteers.

**No matter the size or type of your donation, or the reason you decide to contribute, you can be sure that your gifts will be invested in the health of your community.**





## The Campaign for Southcoast Health

Southcoast Health has embarked on a \$25 million fundraising campaign – the largest campaign in the health system’s history.



The Campaign for Southcoast Health provides the necessary resources to respond to the needs of the community by attracting top medical talent, expanding clinical programs, investing in the latest medical and information technologies, and renovating and expanding facilities.

Philanthropic support ensures that we can continually improve the care we deliver to all residents throughout the South Coast and East Bay, R.I.

We aim to meet or exceed the goal of \$25 million before the end of 2019.

**The campaign supports four main areas:**

**+ Lash Heart and Vascular Center at Charlton Memorial Hospital**

The new Center expands Southcoast’s nationally recognized cardiovascular program and includes a state-of-the-art hybrid operating room and new electrophysiology lab.



*The Slader family (from left: Arthur, Sandy, Maise Joy, Vivian & Kaleigh-James) presents a CuddleCot to the nursing staff at St. Luke's Hospital in memory of their daughter, Margaret Rose.*

**+ Stoico/FIRSTFED Maternity Center at St. Luke's Hospital**

The Center includes 19 newly renovated private postpartum rooms; a Level II nursery to provide specialty care for newborns; five dedicated labor and delivery rooms (two with labor tubs); three dedicated triage rooms; and two C-section operating rooms.

**+ Emergency Department Renovation at Tobey Hospital**

The new space will be developed to deliver efficient, personalized, high-quality care; improve patient satisfaction; and accommodate increasing patient volume.

**+ Southcoast Health Annual Fund**

The Annual Fund is the broadest source of unrestricted philanthropic support and each gift to the Annual Fund directly enhances the patient experience. Gifts to the Annual Fund provide Southcoast with the flexibility to respond where the need is the greatest.

## Campaign Steering Committee

Maureen Sylvia Armstrong

Louis A. Cabral

Nicholas M. Christ, Co-Chair

Keith A. Hovan

Jean F. MacCormack, Co-Chair

George B. Mock, III

Donald S. Rice

Jason M. Rua

Jay S. Schachne, MD

Gilbert L. Shapiro, MD



*From left: Gina Boone, Joan Martin, Anne Downey, Janet Graner, Joyce Ciffolillo and Wendy Russo present baby baskets for Southcoast Health's Maternity Services.*

**Campaign Goal \$25 Million**



**88%**  
**of Goal Reached**



### James DeMello donates \$1 million for cardiac catheterization suite

James DeMello is a business leader who is dedicated to seeing New Bedford and the region prosper. For that reason, he is also a philanthropist who helps ensure that Southcoast Health can provide the highest quality health care with the latest technology.

Last year, DeMello donated \$1 million for advanced cardiac care at the Lash Heart and Vascular Center at Charlton Memorial Hospital, where the George F. and Ermelinda R. DeMello Cardiac Catheterization Suite was named for his parents. The suite offers the latest technology for diagnosing and treating coronary artery blockages, as well as evaluating the functioning of the heart, heart valves and the major blood vessels.

"We have to take a regional view about what benefits the entire South Coast," said DeMello. "That's what Southcoast Health does."

DeMello, who retired in 2000 as President and CEO of the Acushnet Rubber Company, is owner of the DeMello International Center, in downtown New Bedford. He also is trustee of the DeMello Charitable Foundation.

A native son of New Bedford, DeMello grew up with working class parents who valued education. His father, who worked as a driver for a law firm, bought a small parcel of land in Marion so his only son could attend Tabor Academy tuition-free. DeMello went on to Northeastern University and the Wharton School of Management at the University of Pennsylvania.

Education remains a passion for DeMello. Among his many initiatives is a collaboration with Lesley University to offer affordable undergraduate and graduate programs for adult learners in his downtown New Bedford building.

A long-time supporter of Southcoast Health, DeMello served as co-Chair of the Southcoast Centers for Cancer Care Campaign Cabinet. Given that experience, he knows just how important it is to support The Campaign for Southcoast Health and he is pleased that his commitment advanced the campaign's fundraised total to within \$3 million of its \$25 million goal.

DeMello became interested in the range of cardiac care offered at the Lash Heart and Vascular Center after his daughter Cheri developed a heart problem. He said

he was impressed with the highly skilled physicians and dedicated staff of the catheterization lab. And as a trained chemical engineer with a love for technology, he also was intrigued by the high-tech imaging equipment and surgical tools that enable cardiology specialists to perform sophisticated, minimally invasive procedures. By using incisions that are far smaller than with open surgery, minimally invasive procedures allow for faster healing, with a lower risk of infection and other complications.

Southcoast Health performs more cardiac catheterizations than any other community hospital system in the state, with more than 2,000 patients receiving this treatment each year.

**"Southcoast Health offers care that is as good as you can get anywhere," DeMello said. "With their technology and the quality of their staff, they are bringing great care that is grounded in the community. There is no advantage to go anywhere else."**

**"We have to take a regional view about what benefits the entire South Coast. That's what Southcoast Health does."**

**— James DeMello**



*James DeMello stands on the balcony overlooking the lobby of his building, the DeMello International Center, in downtown New Bedford.*





**The Southcoast Health Annual Fund promotes wellness for every individual, family, and population in the region, focusing not only on acute medical care, but preventive care and health education.**

Annual Fund gifts provide for the most current and urgent needs of our health system and support an array of initiatives and priorities designed to provide the best health care experience for our patients and their families.



If you wish to learn more about Southcoast and the Annual Fund, please visit [southcoast.org/annual-fund](https://southcoast.org/annual-fund)

**A gift to the Southcoast Health Annual Fund — no matter how large or small — is an investment in the health of our community.**

#### Donations to the Annual Fund have been used to:

- + Acquire leading-edge technology and support technological enhancements
- + Recruit the very best clinicians and offer specialized training for our clinical staff
- + Support critical preventative and wellness care programs for cardiac care, breast health and diabetes management
- + Promote new healthcare initiatives
- + Provide accessible healthcare in our communities

#### Why is the Annual Fund so important?

A robust Annual Fund is the cornerstone to meeting the immediate needs of our patients, their families, and the community at large. To achieve this, Southcoast depends on the community's generous support. Your gift, no matter the size, makes a big difference in maintaining a healthier community for every person living on the South Coast and East Bay, RI.

#### Who gives to the Annual Fund?

The Annual Fund is supported by the community – both individuals and businesses – as well as employees, medical staff, trustees and foundations.

#### Do we have recognition programs for Annual Fund?

We are indebted to those who understand the value of unrestricted donations which directly support our mission and provide Southcoast Health with the ability to direct those resources where they are most needed.

Donors of \$100 or more to the Annual Fund are listed in the Southcoast Health Annual Report of Philanthropy in recognition of their support.

#### Who gives to the Annual Fund?



*Annual Fund supporters comprised 45% of total donors to all programs and campaigns in 2018.*



*From left, standing: Prentiss Higgins, Don Rice, Trish Arnold and Chris Arnold. From left, seated: Polly Higgins and Genie Rice.*

## Siblings in generosity

**Prentiss Higgins, Genie Rice, and Trish Arnold are siblings who – along with their spouses – share a conviction that great health care should be available without traveling far.**

"We think Southcoast Health is moving in the right direction and doing what it needs to do in order to serve the community with excellent health care," said Prentiss Higgins, whose Chelmsford-based business, PhytoChem Technologies, develops botanically based therapeutics.

Prentiss, Genie and Trish grew up in Worcester, where their father was CEO of The Norton Company, at the time the city's largest employer. And they have fond memories of summers in Mattapoisett, where Trish and Chris Arnold, and Genie and Don Rice later built neighboring homes. Children and grandchildren continue the tradition of Mattapoisett summers, and Prentiss and Polly Higgins return every summer from their retirement residence in Naples, FL.

Their interest in health care also has family roots. Their grandfather helped found the Worcester Foundation for Biomedical Research, which developed the oral contraceptive pill, and did early research on in vitro fertilization and the use of tamoxifen to prevent recurrence of breast cancer. In 1997, the foundation merged with the University of Massachusetts Medical School, where the family established the Higgins Family Professorship in Neuroscience.

All three couples recognize the importance of great health care delivered

locally. Polly Higgins, who holds an MBA and still works part-time in the financial support business she started, recalls when her son needed surgery on his Achilles heel. The family took him to Charlton Memorial Hospital, which she found more comfortable than Mass General Hospital in Boston. "Comfort is important when you are in the hospital," she said.

The Rices moved full-time to Mattapoisett after Don, a lawyer and businessman, retired as a partner in Ravitch Rice & Company in New York City. They both remain involved in New York, where Don is the senior vice president and trustee of the National Committee on Foreign Policy and Genie is co-chair of CIVITAS, which she co-founded and focuses on Upper East Side and East Harlem neighborhoods and city planning.

They moved their primary care to Southcoast Health, where Tobey Hospital once saved Genie's life after a bee sting. She appreciates being able to manage her care through MyChart, the online portal that allows patients to communicate with their physicians, request appointments and view lab results. When Don recently needed a decompressive lumbar laminectomy, a surgical procedure that relieves the pain caused by severe spinal stenosis, he turned to Southcoast neurosurgeon Dr. Michael Harrison. The surgery was performed at St. Luke's Hospital.

"Some of our friends were surprised that Don had it done at Southcoast, but it's no longer necessary to travel to New York, Boston or Providence for major medical care," Genie said. "Southcoast Health has

top medical talent and they give you wonderful attention."

"I was particularly impressed with and am grateful for the pre- and post-op teamwork by a most professional and caring group," Don said.

Trish and Chris Arnold moved to Mattapoisett full time in 1997, and they, too, appreciate not having to travel to Boston for their health care. Chris had a career as an educator in independent schools before co-founding Educational Directions, which conducts searches for heads of school and senior administrators. Trish calls herself a "professional volunteer." Among her many involvements is serving as life director of the Posse Foundation, which helps students from inner-city backgrounds get into and succeed in college.

She values Southcoast's growing network of Urgent Care centers, as well as the surgical and nursing care at Tobey Hospital. She also likes MyChart, which makes it easier to be "executive director of one's own health."

All three couples have advanced The Campaign for Southcoast Health with their contributions, and Don Rice serves on the Campaign Steering Committee. All three couples also make unrestricted gifts to the Southcoast Annual Fund.

"I know how important unrestricted funds are to an organization," Trish Arnold said. "If you trust an organization enough to give them money, you should trust them to decide how to use it."

**"I know how important unrestricted funds are to an organization.**

**If you trust an organization enough to give them money, you should trust them to decide how to use it." – Trish Arnold**



## A great family business supports great health care for its employees

**When Blount Fine Foods moved its headquarters from Rhode Island to Fall River in 2004, it wanted to establish itself as a good corporate citizen.**

"As we engaged as an employer and as a member of the community, we saw how important Southcoast Health was to this region and our employees," said Todd Blount, president of Blount Fine Foods.

The company soon donated to Southcoast's Annual Fund, which provides unrestricted funds for community programs, such as smoking cessation, health education, patient support services and other non-medical initiatives.

Blount Fine Foods has been a continuous supporter ever since. In addition to Annual Fund gifts, it supports the Campaign for Southcoast Health with in-kind donations of soups, and gift cards and baskets, and is a reliable sponsor of Southcoast's fundraising events.

Ronnie King, Blount senior director of human resources, learned about the range of care offered by Southcoast and the technology used to deliver that care as a member of the Charlton Memorial Business Council. For two years, she co-chaired a

comedy night that raised \$25,000 for the Southcoast Centers for Cancer Care.

"Southcoast Health provides world-class care that focuses on total wellness," she said. "It is important for our employees to have this resource nearby for themselves and their families. It is so much easier for a family member to manage the care of a loved one if they don't have to travel to Boston."

Blount Fine Foods makes soups for restaurants sold under the Blount brand and retailers nationwide under the Panera Bread brand. The family-owned company started in 1880 in Warren, R.I., where it was first in the oyster business. Over time, it moved into harvesting, processing and selling clams to Campbell Soup. Eventually, the company started making its own clam chowder and then expanded into all kinds of soups, developing recipes in its test kitchen in Fall River.

Todd Blount, the fifth-generation to lead the company, oversees 750 employees in Fall River, as well as operations in Warren, R.I., and McKinney, Texas. From August to March, when soup is most in demand, Blount Fine Foods also employs as many as 250 seasonal workers.

Blount values having comprehensive, high-quality health care in the same region where his employees live and work.

"One of the things I like best is the efficiency of having high quality care available locally," he said. "Southcoast Health allows people to get the care they need at a lower cost. In some cases, the care could cost many times more in Boston. This is important to us because all costs fall to the employer and employee in one way or another."

In addition, Southcoast Health's strong reputation makes it easier for Blount to recruit employees, who want to know they are moving to a region with great health care, he said.

"We are a strong believer in making the South Coast region strong," Blount said. "Southcoast Health system is an important part of that."



**"We are believers in making the South Coast region strong.**

**Southcoast Health system is an important part of that."**

*– Todd Blount*



*Blount Fine Foods President, Todd Blount, center, with employees, Maria Cabral, Packout Associate, and Clayton Burrows, Research and Development Chef, holding their signature soups: New England Clam Chowder, Lobster Bisque, and their newest offering, Shrimp & Corn Chowder.*





"My job, to me, is my vocation. I thank God for the opportunity to work to help people for just a small swatch of time. I believe in helping in an incremental way – a drop in the bucket approach. **Our helping a little together is a lot. I give because I can and I know the money is going to help someone in need.** And I am appreciative of being able to give."

**Daniel T. Wilkinson**

*Safety Sitter/Therapeutic Assistant,  
St. Luke's Hospital*

**"Through the years, Southcoast Health has always given to underprivileged families.** When I was a child, my Dad worked two jobs and my parents had ten children. When things were tight near Christmas, my Mom would reach out and they would always help. My Mom never let us forget that. That is why I give.

I have always contributed to the Southcoast Health Annual Fund since 2000. I was away for four years and I am resuming contributing now."

**Patricia Verissimo**

*EVS Team Leader/Trainer,  
Environmental Services*

**"I have worked for Southcoast for 27 years and I give because I am dedicated to our system.** I feel if a Southcoast employee not only works for the system, but also gives to the system it shows the dedication they have for Southcoast. In turn this will help others give, not just other employees, but donors outside Southcoast."

**Suzanne Cookson**

*Specialty Pod Coordinator,  
SPG Care Connect – Call Center*

**"I have contributed to the annual Employee Appeal because I feel it is always important to give back.**

I have been part of the Tobey team as Physical Therapist for the last 30 years and I currently work as Physical Therapist at Recovery Rd in Wareham and with Southcoast VNA. Over the years I have seen how lives have been changed in the clinic and home setting since we merged into Southcoast Health. I feel the weekly contributions in even a small way help to keep this organization moving forward."

**Deborah Youd**

*Physical Therapist, Rehabilitation Services*

"I have been an employee of the Charlton Memorial/Southcoast Health "FAMILY" since 1980. I have been given many opportunities in my career and have seen the advances in healthcare we have taken.

My family has had many encounters with Charlton Memorial/Southcoast Health. They have always been treated with the utmost professional and caring attitude. Our Practitioners, from physician to nurse's are highly skilled and always put our patients first. I cannot think of another healthcare system that I would choose for myself or loved ones.

**I have contributed to the annual appeal from its start and will continue to give, to assist in the growth and development of Southcoast Health."**

**Paul E. Gaudreau, RN**

*Professional Practice Specialist, Charlton Memorial Hospital*



"As both a patient and an employee of Southcoast Health, I feel it's important for me to re-invest in the health system that provides health care to me, as well as to other members of my family and loved ones.

**By donating to the annual fund, it makes a statement that I believe in Southcoast,** and their ability to provide exceptional care and services to our community."

**Teri Kinder**

*Manager, Employee Health*

"I have worked at Charlton Memorial Hospital for almost 32 years and during that time I have met so many wonderful people along the way. Because of the friendships and bonds that have been formed, I've cherished my time working at Charlton. **I have come to realize I do owe a debt of gratitude to my employer because my employment has brought purpose and meaning to my life, and for that I am thankful.** That is why I contribute annually to the Southcoast Health Employee Appeal."

**Paul N. Freitas**

*Security Officer,  
Charlton Memorial Hospital*

"I have been at Southcoast for almost 40 years. I have continuously given to the Annual Fund to support our health system's mission to give back to our own community based on its diverse needs. These funds have a direct impact and help support the development of programs to continue our organizations mission to care for the health of our community. **If we could each donate, no matter the size of the donation, we can help improve someone's life in our own neighborhood.**"

**Lori LeValley**

*RN Clinical Analyst,  
Management of Information Systems*

"I've been supporting the Southcoast Annual Fund for many years, because it helps others when they may need it the most. At some point we or a family member have been impacted by illness, and value just how great good health is. We may also have been at the receiving end of someone's else gift right here at Southcoast Health. The greatest gift of all is good health.

I give through payroll deduction. It makes giving very easy. **There's no such thing as a donation that's too small, every donation helps."**

**Maria Brigida-Gil**

*Sr. Financial Analyst, Financial Planning*

**"I take pride in working at Southcoast and gladly support our annual appeal.** As a long term employee, I marvel at the strides we have made. From stopping an MI in the cath lab, to open heart surgery, we are always seeking ways to better meet our community needs. It has been a pleasure to work with a great group of employees who make Southcoast such a special place."

**Susan Stakus**

*Administrative Supervisor,  
Charlton Memorial Hospital*



## Other Ways to Help *Fundraising & Other Events*

### Southcoast Health Invitational



KONE Team, left to right: Felix Keydel, Neill Mullane, Jay Williams and Chris Leblanc



SageView Team, left to right: Craig Hartigan, Stephen Popper, Mike Deneen and Bill Perez

### Podkowa 5K Run/Walk



Dr. John Podkowa at the inaugural run of the Nicole Podkowa 5K Run/Walk. More than \$40,000 was raised to benefit the Patient and Caregiver's Assistance Fund.



Staff from the Southcoast Centers for Cancer Care and nearly 500 runners and walkers turned out to raise money to help cancer patients with immediate needs while undergoing treatment at Southcoast Health Centers for Cancer Care.



## Stuffed Toy Drive



*Delivery of donated stuffed toys to the Pediatrics Department at St. Luke's Hospital.*

## Lemonade for Pediatrics



*The Fearons family selling lemonade at Bay Club at Mattapoisett to support Pediatric services at Southcoast Health.*

## Annual Meeting



*Helena DaSilva Hughes and Elizabeth (Beppie) Huidekoper, Southcoast Health Trustees.*

## Donor Appreciation



*JB Bodenmann and Joseph Ciffolillo at the Donor Appreciation reception held at the Stone Estate in Marion.*

## Upcoming Fundraising Events

**May 5, 2019**

**Nicole Podkowa 5K Run/Walk**  
*Bay Club at Mattapoisett*

To support the Nicole Podkowa Patient and Caregiver's Assistance Fund at the Southcoast Health Centers for Cancer Care

**May 31, 2019**

**The Gala for Southcoast Health**  
*Belle Mer in Newport, RI*

**September 21, 2019**

**Fourth Annual Fearons Family Celebration**  
*Bay Club at Mattapoisett*

To support pediatric care

**October 3, 2019**

**Southcoast Health Invitational Golf Tournament**  
*Bay Club at Mattapoisett*



## Other Ways to Help *Tribute Giving*

### A tribute is one of the most meaningful gifts you can give.

Tributes can be made in honor of a family member, friend, doctor, nurse, birthday or anniversary. They can also be made in memory of a loved one.

When you make a tribute gift to Southcoast, we will acknowledge your gift and notify the recipient, next-of-kin or caregiver of your kind and thoughtful charitable contribution, without disclosing the gift amount.

#### **Ways you can make a Tribute Gift:**

To donate online, visit [southcoast.org/philanthropy/tribute-gifts](https://southcoast.org/philanthropy/tribute-gifts)

#### **To donate by mail:**

Make check payable to Southcoast Health and be sure to include name of honoree with contact and/or family information.

Southcoast Health Philanthropy

101 Page Street

New Bedford, MA 02740

#### **To donate stock or if you have any other questions:**

Call 508-973-5353 or

email [philanthropy@southcoast.org](mailto:philanthropy@southcoast.org)

### In Gratitude



### In Honor



### In Memory





## Create your legacy and support Southcoast Health through planned giving

While each donor's story is personal and unique, all embody a shared appreciation for quality healthcare and a deep commitment to future generations. When you choose to establish a planned gift you are:

- + **Leaving a legacy** for your loved ones and your community that expresses what's important to you and ensures the continuation of quality healthcare for current and future generations
- + **Showing your gratitude** for the exceptional care you or a loved one received
- + **Paying tribute** to a special person, including a caregiver
- + **Earning membership** in one of Southcoast Health's Legacy Societies

Anyone who has the vision and inclination to provide for our region's long-term health care needs can make a tangible difference by including Southcoast in their estate plans. There are many different types of planned gifts that can fit your personal situation and help you achieve your personal goals. Here are some of the most popular options:

- + **Charitable Gift Annuities**
- + **Bequests**
- + **Charitable Remainder Trusts**
- + **Gifts of Retirement Plan Assets and Life Insurance**

We encourage you to think about tomorrow...today.

A planned gift to Southcoast Health helps to ensure that high-quality, affordable healthcare is available in our community for generations to come.

A gift through your estate is more than just an estate planning tool; it is a powerful message about who you are and what you care about.

It has a lasting impact on the families, friends and neighbors we serve, while providing financial flexibility and tax benefits to you and your family today.

### For assistance in how to include Southcoast Health in your estate plan:

Contact Sarah Gonet, Senior Major Gifts Officer, at 508-973-5950 or email [gonets@southcoast.org](mailto:gonets@southcoast.org)

For additional information about the variety of ways to support Southcoast Health, please visit [southcoast.org/philanthropy/legacy-giving](https://southcoast.org/philanthropy/legacy-giving)





## Other Ways to Help *Future Giving*



*Anne Fayan in the main lobby of Charlton Memorial Hospital with its signature rotunda in the background.*



## Anne Fayan: A life dedicated to health care and philanthropy

### Charlton Memorial Hospital has long been a part of Anne Fayan's life.

As a student in the 1940s, she worked summers as a hospital office runner, in the days when hospitals were run by nurses who served as administrators. "They had a wonderful administrator back then," Fayan said. "She was tough but loving."

Her father, the late Louis F. Fayan, served on the Board of Trustees of Charlton Memorial's legacy hospitals, first Union Hospital and then the merged Union-Truesdale Hospital, which was renamed Charlton Memorial in 1980. He was board treasurer when he died in 1976.

Fayan never forgot what the hospital meant to her family as she pursued a career as a physical therapist and then retired from Easter Seals after working for 20 years in home care. She is a generous donor to Southcoast Health.

In 1997, she endowed The Louis F. Fayan Smoking Prevention Endowment Fund. The fund has been put to use supporting smoking cessation programs in area schools and housing communities.

Most recently, she established a gift annuity, which enabled her to make a major gift to Southcoast Health. In exchange for the gift, Fayan receives annuity income for her life. The return paid by the gift annuity exceeds the returns from most safe investments, and the eventual proceeds of her contribution will be added to her endowment.

Fayan's giving honors her father, a man with a ninth-grade education who was shining shoes at age 17. He took a job as the clerk of a Fall River mill and eventually became its CFO. He also served as president of the Fall River National Bank.

But as remarkable as his career was, Louis Fayan died because of his smoking habit, which also contributed to the death of his wife and Anne's mother in 1987.

Despite her summer hospital jobs, Anne Fayan didn't decide on a career in health care until an aptitude test pointed her toward physical therapy, a field that was expanding after World War II. She studied at Tufts University and returned home as only the second physical therapist in Fall River.

"I was strict, I'll tell you," she said.

"You don't get well without any effort."

She particularly enjoyed home care, welcoming the chance to get to know the families and home environments of her patients. "You don't just treat a patient," she said. "You treat a family."

Fayan was so dedicated to her work that she attended classes at Bristol Community College to learn Portuguese and better communicate with her patients.

After she retired, she sold her home in Swansea and used the proceeds for philanthropy. She volunteered with the Charlton Memorial Hospital Auxiliary and at 87, still gives her time to Marie's Place, which provides clothing and other goods to the poor.

"I am impressed with what Charlton Memorial Hospital has become," she said. "I always tell people, you don't have to travel to Boston. It's so inconvenient. You can get great care here."

**"I am impressed with what Charlton Memorial Hospital has become. I always tell people, you don't have to travel to Boston. It's so inconvenient. You can get great care here."**

**– Anne Fayan**



## Endowment Funds and Perpetual Trusts established for the benefit of Southcoast Health and/or its legacy hospitals

<p>Arthur W. Allen Fund</p> <p>Auxiliary of Charlton Memorial Hospital Endowment Fund</p> <p>Leonard &amp; Mary Birtwistle Memorial Fund</p> <p>John and Arline Booth and Frank and Norma DuVally Memorial Fund</p> <p>Charlton Charitable Trusts</p> <ul style="list-style-type: none"> <li>– <i>Ruth Charlton Mitchell Masson Fund</i></li> <li>– <i>E. P. Charlton Fund</i></li> <li>– <i>Earle P. Charlton Trust (for Truesdale Hospital)</i></li> <li>– <i>Earle P. Charlton Trust/Ida S. Charlton Fund (for Union Hospital)</i></li> </ul> <p>William Clayton, Jr. Trust</p> <p>Edith H. DeMauro Charitable Trust</p>	<p>Louis F. Fayan Smoking Prevention Endowment Fund</p> <p>Emma P. Fenner Trust</p> <p>Ethel M. Gainey Charitable Trust</p> <p>John T. Galligan Perpetual Trust</p> <p>The Ronald B. Goodspeed, MD Endowed Chair in Patient Safety &amp; Quality</p> <p>The Allen Jarabek Oncology Fund</p> <p>Mary E. "May" Quirk Living Trust</p> <p>Gladys Reynolds Savoie Trust</p> <p>Frank and Elizabeth R. Stevens Fund</p> <p>Susanna K. Tobey Trust</p> <p>Tobey Hospital Endowment Fund</p> <p>Frederick &amp; Charlotte Webb Trust</p>
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## Donors for Tomorrow

### Legend

- C** Elizabeth and Frank Stevens Society for the benefit of Charlton Memorial Hospital
- S** Bullard Legacy Society for the benefit of St. Luke's Hospital
- T** Alice Tobey Jones Society for the benefit of Tobey Hospital
- SH** Southcoast Planned Giving Society for the benefit of Southcoast Health

The following individuals are recognized as members of Southcoast Health's Planned Giving Societies because they have made a provision for the hospital(s) in their estate plans or through the establishment of a life-income or other planned gift. By notifying us of your intention to give a future gift, we are able to thank you during your lifetime for taking this important step.

Anonymous (2) (S)

Catherine A. and John D. Bergeron (T)

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If you would like more information about planned giving, or if you have made provisions in your estate plans for Southcoast Health and would like to be listed as a member of our planned giving societies, please contact Sarah Gonet, Senior Major Gifts Officer, at 508-973-5950 or email [gonets@southcoast.org](mailto:gonets@southcoast.org).

*\*Deceased*



## Other Ways to Help *Volunteers*

### Become a Southcoast Health Volunteer and make a difference!

In 2018, our amazing volunteers donated over 60,000 hours of their personal time to help patients at our doctor's offices, urgent care centers and in our three hospitals. Thank you!

The Volunteer Services team is comprised of over 520 individuals between the ages of 14 through 95 who work a variety of shifts seven days a week.

We are currently searching for dedicated, talented people who are willing to volunteer a few hours every week. If your passion is helping people, please consider joining our team of compassionate volunteers who are committed to providing the ultimate in patient care.

### 2018 Volunteer of the Year Award Winners



*Roger Hebert*  
Charlton Memorial Hospital



*Tracey Burke*  
St. Luke's Hospital



*Jean Alves*  
Tobey Hospital



The Concordia Choir is the 2018 volunteer group of the year for Southcoast VNA.

Back row, left to right: Susan Dickow, Linda Bardwell, Sandra Haworth, Tina Lorenzen and Elaine Dandrea. Front row, left to right: Kathy Levine, Mary McCarthy, Denise Kelleher and Pru Cass.

**Your financial support is greatly appreciated, but did you know there is still a lot more that you can do?**

Visit [southcoast.org/volunteer/](https://southcoast.org/volunteer/) to complete an application or contact one of the following Volunteer Services Managers:

**John Teixeira, Manager**  
St. Luke's Hospital  
508-973-5274  
[teixeiraj@southcoast.org](mailto:teixeiraj@southcoast.org)

**Cynthia Turgeon, Manager**  
Charlton Memorial Hospital  
508-973-7038  
[turgeonc@southcoast.org](mailto:turgeonc@southcoast.org)

**Donna Galotti-Kincman, Manager**  
Tobey Hospital  
508-273-4102  
[galottid@southcoast.org](mailto:galottid@southcoast.org)





## Other Ways to Help *Auxiliaries & Guild*

### 2018 – A Year in Review

The Auxiliary of Charlton Memorial Hospital, St. Luke's Hospital Auxiliary and Tobey Hospital Guild raise money for their respective hospital site and render services to Southcoast Health and its tax exempt subsidiaries.

The Auxiliaries and Guild help promote the health and welfare of the communities they serve.

Membership in the Auxiliaries and Guild is open to anyone who would like to become involved with their local hospital.

Members are informed of hospital updates and serve as ambassadors in the community. Here is a glimpse of the typical year and how the Auxiliaries and Guild put the word "fun" in fundraising.

### Winter Activities

Members deliver Valentine's cards to patients in each hospital on St. Valentine's Day.



*Winner of Lottery Raffle, Natalie Arruda of the Southcoast Health Centers for Cancer Care at Charlton Memorial Hospital.*

#### Fun Fundraisers:

- Lottery Tickets Raffle – Auxiliary of Charlton Memorial Hospital
- Cupcake Sale – St. Luke's Hospital Auxiliary
- Patriots Ticket Raffle – Tobey Hospital Guild

### Spring/Summer Activities

Auxiliaries and Guild award scholarships to students choosing a medical career path.



*Above, the scholarship winners awarded by the Auxiliary of Charlton Memorial Hospital.*



*Above, Paul and Dorothy Rasmussen, "An Evening with Tavares" July 27, 2018.*

#### Fun Fundraisers:

- Easter and Malasadas Sale fundraisers
- Donor Luncheons & Raffles
- An Evening with Tavares – White's of Westport

### Fall Activities

The Auxiliaries and Guild conduct their annual meetings every fall.



*From left: Jennifer Szabo, Auxiliary Liason; Joan Martin, Tobey Guild President and Jack Dresser, Senior Vice President of Philanthropy.*

Annual gifts are announced at the annual meetings of the Auxiliaries and Guild in support of the Campaign for Southcoast Health, to fund specific patient care needs or to enhance visitor comfort at Southcoast Health hospitals.



## Become a member

If you would like more information about joining the Auxiliary of Charlton Memorial Hospital, the St. Luke's Hospital Auxiliary or Tobey Hospital Guild, contact Jennifer Szabo at **508-973-5752** or email **szabojs@southcoast.org**

You can learn more and download our membership applications at **southcoast.org/philanthropy/join-auxiliary-guild**

## Holiday Activities

Each year the Auxiliary of Charlton Memorial Hospital, the St. Luke's Hospital Auxiliary and the Tobey Hospital Guild celebrate the Holidays and raise funds for their respective hospitals.

### Fun Fundraisers:

- St. Luke's Wine Glass Sale
- Tobey Lite a Lite
- Charlton Ornament Sale



*St. Luke's Hospital Auxiliary "Twelve Days of Christmas" raffle held at annual holiday brunch. From left: St. Luke's Hospital Auxiliary members Priscilla McDermott, Asst. Treasurer; Pamela Mirick, Director at Large; Betty Ann Simmons, Director at Large; Jennifer Szabo, Auxiliary Liason; and Pamela Raz, member.*



*St. Luke's Hospital Volunteers assist Auxilians in the delivery of poinsettias to patients.*



*Kathy King, St. Luke's Hospital Auxiliary Director at Large selling hand painted wine glasses.*



*From left: Sandy Beck, Tobey Guild Member; Sandy Slavin, Tobey Guild Treasurer and Jocelyn LaBoulier, Tobey Guild Director at Large at the Tobey Lite a Lite fundraiser.*



*From left: Marcia Liggin, President, Auxiliary of Charlton Memorial Hospital and Judy Menard, Vice President, Auxiliary of Charlton Memorial Hospital sell ornaments.*



## Campaign Donors

Southcoast Health proudly recognizes the following individuals and businesses for their cumulative support of \$1,000 or more to The Campaign for Southcoast Health which has resulted in more than \$22 million in support.

We are immensely grateful to those individuals and businesses that have supported our vision and inspired their community so generously.

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**We acknowledge these generous donors with gratitude for their gifts received from January 1, 2018 to December 31, 2018.**

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At the 2018 Annual Meeting, The Trustees Medal was awarded to Jill Fearons of Mattapoisett and Joanna Bennett and Christopher Makepeace of the Makepeace family of Wareham and Marion.

*Pictured, left to right: Jason Rua, Jill Fearons and Keith Hovan;  
 Jason Rua, Christopher Makepeace, Joanna Bennett and Keith Hovan.*

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American College of Cardiology

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American College of Surgeons

Certified by the American Diabetes Association for Diabetes Self-Management Education

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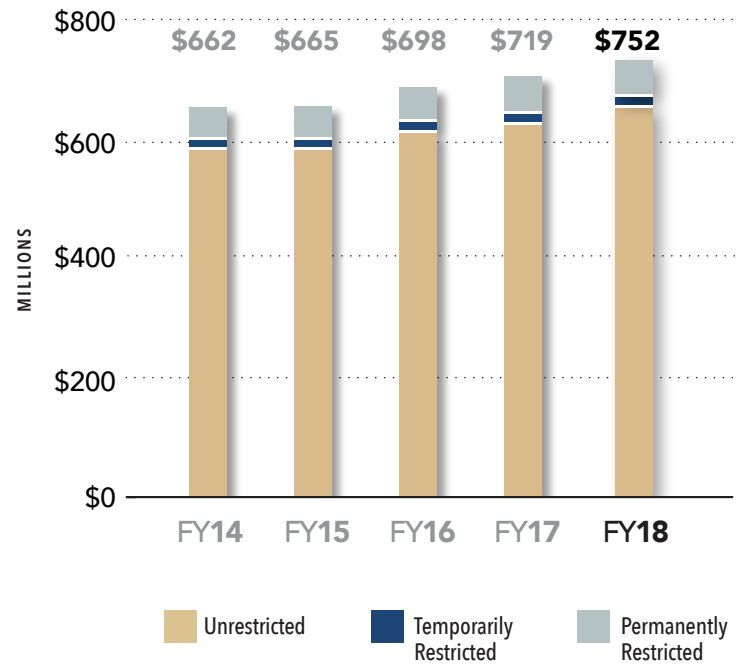
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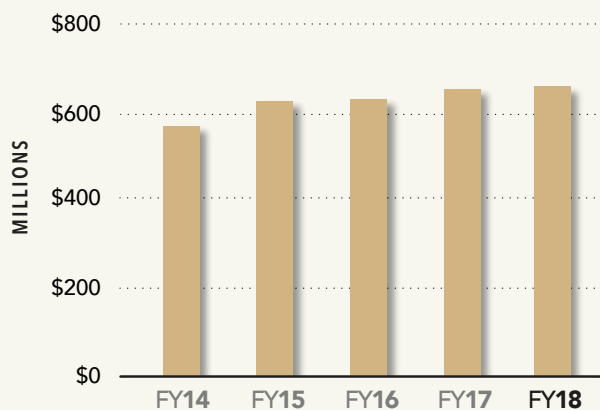


Southcoast Health  
System Financials for  
the Annual Report for  
the Fiscal Year ending  
September 30, 2018.

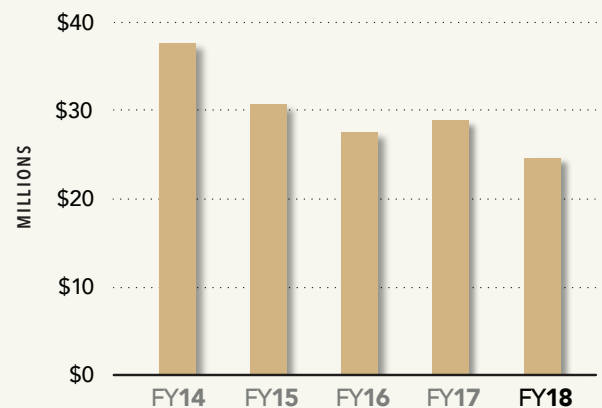
### Net Assets



### Employment Expense

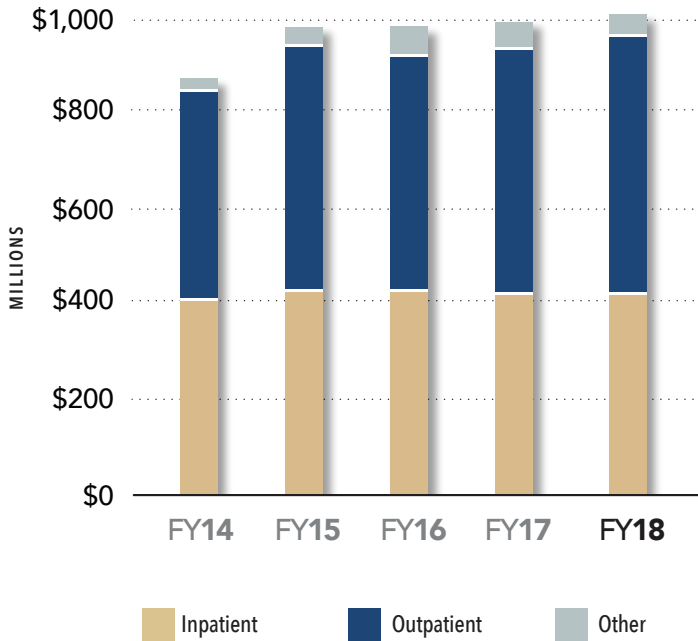


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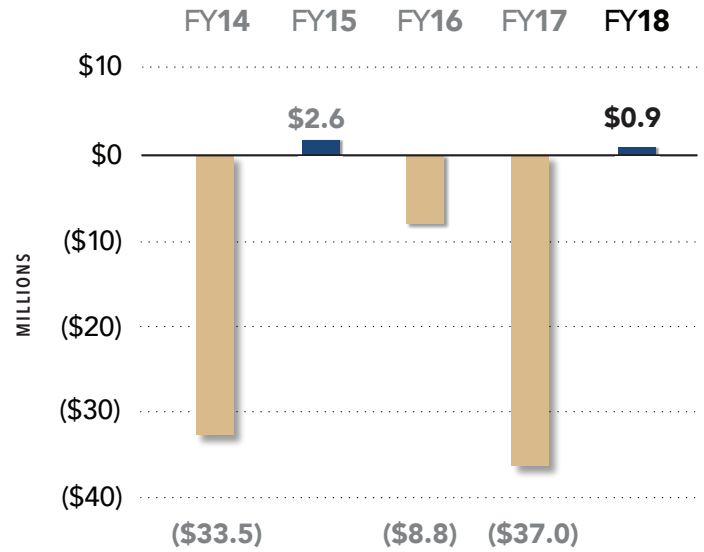




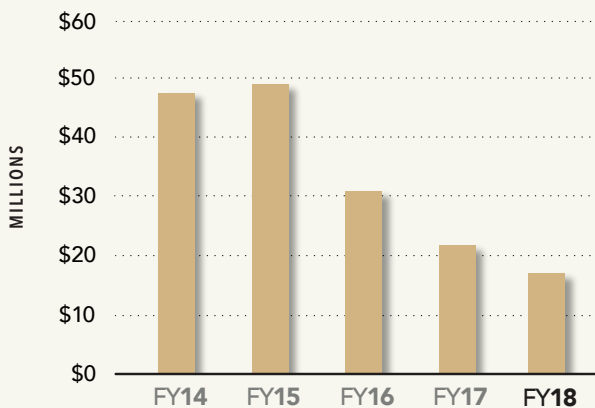
## Operating Revenue



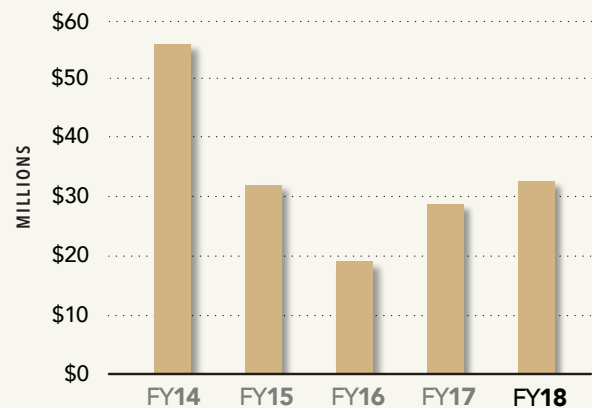
## Operating Profit (Loss)



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## Buildings and Equipment Investment





## Philanthropy Staff

### Contact:

**Southcoast Health  
Philanthropy  
101 Page Street  
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**508-973-5353 or 800-925-9450**

**[philanthropy@southcoast.org](mailto:philanthropy@southcoast.org)**

**Or, feel free to reach out to any  
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#### **Jack Dresser**

Senior Vice President &  
Chief Philanthropy Officer  
Philanthropy & Volunteer Services  
508-973-5354  
[dresserj@southcoast.org](mailto:dresserj@southcoast.org)

#### **Bridget Flynn**

Director, Major Gifts &  
Capital Campaigns  
508-973-5706  
[flynnb@southcoast.org](mailto:flynnb@southcoast.org)

#### **Sarah Gonet**

Senior Major Gifts Officer  
508-973-5950  
[gonets@southcoast.org](mailto:gonets@southcoast.org)

#### **Michael Matias**

Major Gifts Officer  
508-973-5065  
[matiasm@southcoast.org](mailto:matiasm@southcoast.org)

#### **Donna Roy**

Manager,  
Annual Fund & Donor Relations  
508-973-5359  
[royd@southcoast.org](mailto:royd@southcoast.org)

#### **Jennifer Szabo**

Manager,  
Auxiliaries, Guild & Gift Shops  
508-973-5752  
[szaboj@southcoast.org](mailto:szaboj@southcoast.org)

Produced by Southcoast Health  
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Editor: Patricia Giramma

Designer: Christine Azevedo

Writer: Barbara LeBlanc-Unger

Contributors: Bridget Flynn,  
Sarah Gonet, Barbara LeBlanc-  
Unger, Jennifer Szabo, Donna Roy

Principal Photographer:  
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Additional Photography:  
Stephen Preston, Joanne Sleep,  
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