



# Committed TO OUR **COMMUNITY**

2019 ANNUAL REPORT OF PHILANTHROPY

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Main Cover Photo:  
Gabriela Barbosa  
Barbosa Family Farm  
Farmer’s Market, St. Luke’s Hospital  
2019

WAYS TO GIVE

 <b>ONLINE</b>  www.southcoast.org/ philanthropy/ for credit or debit card gifts	 <b>CALL</b>  508-973-5353	 <b>MAIL</b>  Fill out the enclosed postage-paid envelope
<b>AUXILIARIES &amp; GUILD</b>  If you would like more information:  Jennifer Szabo Szaboj@southcoast.org or 508-973-5752	<b>VOLUNTEER</b>  If you are interested in joining our Volunteer Program and Services:  Donna Galotti-Kincman 508-273-4102 galottid@southcoast.org  Cynthia Turgeon 508-973-7038 turgeonc@southcoast.org	<b>COMMUNITY BENEFITS PROGRAM</b>  If you would like more information:  Rachel Davis 508-973-5273 davisra@southcoast.org

COMMITTED  
TO OUR  
COMMUNITY

Southcoast Health is a charitable not-for-profit community health system that was formed in 1996 with the merger of Charlton Memorial Hospital in Fall River, St. Luke’s Hospital in New Bedford, and Tobey Hospital in Wareham.

WHAT DOES IT MEAN TO BE NOT-FOR-PROFIT?

About 60 percent of American hospitals are not-for-profit. A not-for-profit charitable organization is mission-driven rather than profit-driven. Southcoast is governed by our Board of Trustees — unpaid volunteers who live and work in our communities and dedicate their time to ensuring that every dollar spent goes toward our patients and the community. Southcoast Health must continuously reinvest revenue to recruit the highest caliber clinicians and staff, utilize state-of-the-art technology, and improve and expand our facilities. In other words, fulfilling our mission of providing the highest-quality care close to home. We rely on your partnership and generous financial support to help us deliver this care day in and day out. Thank you.

A not-for-profit charitable organization is mission-driven rather than profit-driven. We rely on your partnership and generous financial support to help us deliver excellent care day in and day out.

EQUITY FOR THE SOUTH COAST REGION — IT IS TIME



Keith A. Hovan  
PRESIDENT & CEO  
SOUTHCOAST HEALTH

In 2019, Southcoast Health said, “It is time.” It is time that we, as the largest healthcare system in the South Coast region and the only not-for-profit, do more to help address the root causes of poor health suffered in our communities.

With the support of people like you, and alongside our community partners, we have continued to build a comprehensive, community-based healthcare system that meets or exceeds the very best work of academic medical centers in Boston or other major cities.

We have done that while contending with changing regulations, shrinking third-party reimbursements and often threatening market forces, because we can see opportunity as well as challenge.

Together, we’re expanding and renovating the Tobey Hospital Emergency Department. We’ve built a new ICU at St. Luke’s, where we’re also establishing a Level II Trauma Center. At Charlton Memorial, the Southcoast Cardiovascular Care Center has emerged as the region’s premier heart hospital, from minimally invasive procedures to major cardiothoracic surgery. And both the Southcoast Cancer Center and Weight Loss Center celebrated major milestones during a year that saw us recruit many new providers, including primary care physicians and direct patient care nurses.

The value of these investments, year after year, is reflected in the awards we earn. In 2019, Newsweek listed Charlton Memorial, St. Luke’s and Tobey among the World’s Best Hospitals, while US News ranked Southcoast hospitals eighth in Massachusetts — the highest community hospitals on the list.

As important as all of this is, however, it’s not enough to sustain a healthy population. Even our best efforts fall short if our patients return to unsafe neighborhoods and homes; if substance use disorder makes their future and that of their children uncertain; or if they lack the education to earn a steady living. In fact, inadequate education is associated with the very ailments we see at a high rate in this region, including diabetes, cardiovascular disease and asthma.

Our latest Community Health Needs Assessment highlights these challenges — as well as opportunities for improvement. So we have entered into an agreement with UMass Dartmouth to help us build new paths to community health by creating a Community Health Improvement Plan.

Why are we doing this? Because, It is time.

It is time that a street address no longer determines that some of our neighbors will live a decade less than the average life expectancy in Massachusetts.

It is time that all our children have access to quality education.

It is time that our regional economy puts us on equal footing with other parts of the state.

It is time that everyone receives the respect and opportunity they deserve, regardless of race, gender or sexual orientation.

At Southcoast Health, we are fortunate to work closely with groups that are dedicated to addressing these longstanding and complicated problems. Working together, we have the means and the leadership to do even more. Community coalitions help show us the way as they form to answer concerns such as our region’s dire need for high quality early childhood education opportunities.

Almost 25 years ago, community leaders came together and said it is time that South Coast residents have healthcare of the highest standard close to home and tailored to our needs.

They were right. It was time. People from this region were risking their health and even their lives because they would not or could not travel to Providence or Boston for vital treatments.


Look at what we have achieved since then, with hard work and faithful dedication to our mission.

Southcoast Health is not only a regional institution — it is a regional achievement. From the patients who entrust their care to our providers, to the generous donors who trust us to make wise investments; from the volunteers who give us their time; to the trustees, employees, allies and advocates who share their wisdom and experience ... we are standing up and standing together.

United, we can achieve the future that our families, our friends and our neighbors — our beloved community — deserve. The future we are earning every day.

It is time.

Thank you,



Keith A. Hovan  
President & CEO  
Southcoast Health

WHY ARE WE DOING THIS? BECAUSE, IT IS TIME.

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PROFILE

Tracey & Ray Kruger, MD

50  
Combined years of service

8,000  
Patients treated at the bariatric surgery center

30  
Years supporting Tobey Hospital and Southcoast Health

Residents of Rochester, MA



*"We're now a community hospital with advanced levels of care. We offer it all — cancer care, critical care, cardiac care and soon to be trauma. The care and expertise we offer in managing complex conditions are the best they've ever been. It's comparable to Boston. There's really no reason to leave."*

**"Every staff member and provider are committed to working together."**

DONOR PROFILE

When Ray Kruger, MD, Chief of Surgical Services, completed his residency training... he was determined to find a coastal community to call home.

When Ray Kruger, MD, Chief of Surgical Services, completed his residency training at the Dartmouth-Hitchcock Medical Center in Hanover, NH, he was determined to stay in New England and find a coastal community to call home. At the time, Tobey Hospital had just completed a successful capital campaign to expand the emergency department and radiology wing. Impressed with the investment from the community, Dr. Kruger joined Wareham Surgical Associates without hesitation.

"It was important to me to join a hospital that was well supported by the community and whose facility and equipment were state-of-the-art. Tobey offered that opportunity," said Ray.

That tradition of community support still exists today. Ray credits the community with helping Tobey remain competitive by continually investing in people, programs, equipment and facilities.

Not long after the dedication of the emergency and radiology wing, Tobey launched a fundraising campaign to create a new suite of operating rooms. With our operating facilities as good as or better than the academic medical centers to our north, we had the opportunity to develop a bariatric surgery program that has now blossomed into a Center of Excellence that has treated over 8,000 patients.

"Once again the community stepped up to improve and expand the facilities and capabilities at Tobey," said Ray. "Today, the same can be said for the creation of the Lash Heart & Vascular Center at Charlton. These investments have allowed Southcoast continually to attract the next generation of talented physicians."

Ray isn't alone in his praise for Tobey Hospital. His wife, Tracey, has been a respiratory therapist at Tobey for over 20 years.

"At Tobey, I discovered a sense of belonging, and a dedication to teamwork and a common purpose. Everyone is committed to working together," said Tracey.

During her 20 year career at Tobey, Tracey has found patients want to stay local and not have to travel all the way to Boston. "There's no reason they need to; they can get great care on the South Coast. Everyone here knows one another. Why wouldn't you want your care from someone you know, someone who has your very best interest at heart?"

The Krugers have not only spent their careers working at Tobey Hospital and for Southcoast Health, but they've also joined their friends and neighbors in investing in the health system's future.

"There are many reasons for supporting Tobey Hospital and Southcoast Health — the care is more cost-effective, the services more convenient and the outcomes are terrific. But really, we give because we believe strongly in the programs we've helped to build," said Ray. "Local care truly is the very best care."

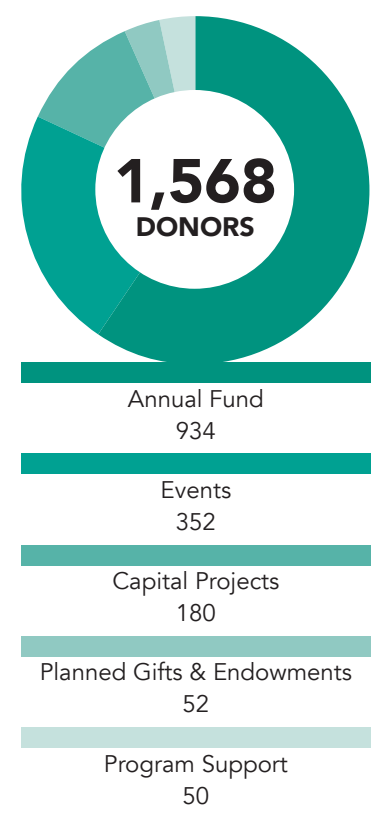
"It's about people supporting the community they live in," said Tracey.

Ray and Tracey both have had impressive careers at Tobey. Ray was recently appointed Chief of Surgical Services. "It's truly been an honor to live and work in this community. Tracey and I will continue to give back to this community we call home."

*"We give because we believe strongly in the programs we've helped to build. Local care truly is the very best care."*

POWER OF GIVING

Southcoast Health received 5,175 gifts in 2019 from 1,568 donors. We are grateful to everyone who chose to support the following fundraising initiatives in 2019:





# HEALTH OF OUR COMMUNITY

Every gift to the Southcoast Health Annual Fund promotes wellness for every individual, focusing not only on acute medical care, but on preventive care as well. Regardless of the size, each and every gift is an investment in the health of our community. We are proud of the support that we receive from patients and friends — and especially our staff and providers whose giving accounts for nearly one-third of all annual fund contributions.



## DONOR PROFILE

### Kimberley Coon lives and breathes Southcoast Health.

“Southcoast is my home away from home, and I consider it a great opportunity to work here.”

Kimberley started her career at Southcoast in 1993 as a Coordinator in the Occupational Health Department. She loved her colleagues and the work she was doing, but she also was acutely aware of her own leadership qualities and knew that the opportunity to lead a team was what she wanted in her career. So after a year in Occupational Health and 10 years in Radiology Imaging Services, Kimberley joined the Southcoast Medical Staff Services team and quickly ascended to a leadership role within the department. She started as a Medical Staff Coordinator and was promoted to Manager of Medical Staff Services. It wasn’t long before she was promoted again, this time to Director of Medical Staff Services. Then, in October of 2019, Kimberley was named Executive Director of Hospital and Medical Staff Services.

“Southcoast believes in their internal leadership,” Kimberley said. “And I’m an example of that.”

Kimberley is a tireless advocate for the quality care rendered at Southcoast. As with many of our employees, she has depended on that care.

“Speaking from personal experience, when one of us quickly transitions from employee to patient overnight, we know that we are being cared for by people who embody the Southcoast motto of More than medicine. I’m able to speak to that firsthand.”

*“I’m proud to receive my care here at Southcoast. I wouldn’t go anywhere else because I know that we have the best of the best here.”*

In addition to advocating strongly for the care provided at Southcoast, Kimberley is also a champion of philanthropic support.

While being a proud donor since 1993 might be enough for some, Kimberley is a natural leader and uses that leadership to encourage others to join her in supporting Southcoast.

“As a leader, it’s my responsibility to give back. I understand what working hand-in-hand with Philanthropy can do for our patients and for us as a system. We have 7,500 employees, and we are all an extension of Philanthropy.”

With this positive mindset, Kimberley has been instrumental in growing the percentage of employees giving back to Southcoast. She understands, though, that philanthropic support for Southcoast Health comes from a variety of benefactors, including community members.

“We have great programs and facilities thanks in part to philanthropic support from community members,” Kimberley said.

When talking with friends and neighbors about healthcare in Southeastern Massachusetts, she always emphasizes that Southcoast Health is the only not-for-profit healthcare provider in the region, and she’s not shy about letting people know the advantages of this.

“When people in our community contribute financially, Southcoast Health is better positioned to provide vital programs and services, to buy the latest equipment and to attract the most skilled providers.”



*“I’ve given from day one.”*

*“We are mission-driven. People in our community rely on our programs and services. Philanthropic support helps make possible the amazing things we do here.”*

## PROFILE

### Kimberley Coon

**1993**  
Began career at Southcoast Health

**2019**  
Named Executive Director of Hospital and Medical Staff Services

**25+**  
Years donated to the annual fund.

Resident of Somerset, MA





Rachel Davis  
DIRECTOR OF THE SOUTHCOAST  
HEALTH COMMUNITY BENEFITS  
PROGRAM

*“At Southcoast,  
we strive  
to provide  
exceptional  
care, but this  
care really goes  
far beyond  
our walls and  
out into the  
community.”*

## COMMUNITY BENEFITS

### COMMUNITY BENEFITS PROGRAM

The Southcoast Health Community Benefits Program works with community-based organizations and civic leaders from across the region who focus on things like chronic disease prevention and detection and food security, in an effort to develop a health plan for the community. The health of a population depends not only on access to care, but also on access to other things like housing, education and employment.

Southcoast Health continually strives to understand the health needs of the communities we serve and to offer services aligned with those needs. Every three years, Southcoast conducts a comprehensive Community Health Needs Assessment to identify the most pressing health needs and where to focus our efforts to best serve the community.

To learn more about  
our **Community  
Benefits Program**

Rachel Davis  
508-973-5273  
davisra@southcoast.org



### Grant Programs

**18 grants** were awarded for a total of **\$150,000**. Since its establishment in 2015, the program has awarded **111 grants totaling over \$559,565** to organizations working to improve the health and wellness in our communities.

#### FY19 Grant Recipients

Acushnet Council on Aging

Boys and Girls Club of Fall River

Boys and Girls Club of New Bedford

City of New Bedford Community Service Department

Community Economic Development Center of Southeastern Massachusetts

Father Bill's & Mainstream (FBMS) in collaboration with Wareham Area Committee for the Homeless (WACH)

Grace Episcopal Church

Greater New Bedford Community Health Center (GNBCHC)

Immigrants' Assistance Center

Inter-Church Council of Greater New Bedford

Junior Achievement of Southeastern Massachusetts

Our Sisters' School  
People Incorporated: Diabetes Association  
SSTAR: Family Health Center

Steppingstone Incorporated

United Neighbors of Fall River

YMCA Southcoast: Gleason

Youth Opportunities Unlimited

### Food is Medicine



#### One Mobile Market =

Approximately **126 persons** (47 households) served for a total of **835 lbs. of produce** and **27 dozen eggs**.

### Community Partnerships



#### Community Coalitions

During FY19, Southcoast Health participated in more than **30 community coalitions** across the region.

### Southcoast Wellness Van



#### Health Screenings + Clinics

Over **5,000** residents visited the Southcoast Wellness Van, which provided **20,000** health screenings.

Held **13 pediatric clinics** in collaboration with New Bedford Public Schools. These clinics allowed children to receive the necessary vaccinations to attend school. **178 students vaccinated** for a total **456 vaccines**.

### Behavioral Health Connect



Behavioral Health Connect is a comprehensive online database offering information on regional behavioral health services and community resources.

The database includes over **1,000 pages of searchable information** on hundreds of clinical and community behavioral health and social service agencies.

## FRIENDS OF JACK FOUNDATION

We would like to extend our sincere appreciation to the Friends of Jack Foundation, a community-based nonprofit dedicated to supporting children in need across the region. FOJ's ongoing support of our pediatric initiatives, particularly Southcoast's Child Life Program, has had a tremendous impact on our youngest patients and their families. Child Life Specialists are professionals trained to work with children and families in medical settings. These caring individuals ease the stress of hospitalization and other healthcare experiences, helping children understand what is going on around them at the hospital and making them feel more comfortable.



Renee Clark, Executive Vice President, Chief Operating Officer, Southcoast Health (left) and Jill Fearons, Executive Director of the Friends of Jack Foundation in the Pediatric Emergency Room at St. Luke's Hospital.



PROFILE

Tech-Etch & the Cancer Center

December 2018 was an especially difficult time for Tech-Etch employee Laura Monteiro and her family. Laura’s mother, Diane, hadn’t been feeling well and the pancreatic cancer diagnosis she received was frightening. With a tumor on her pancreas that had spread to her liver, it seemed the odds were stacked against Diane. Patients battling the same diagnosis usually only live three to six months.

Diane has been undergoing treatment at the Southcoast Health Cancer Center in Fall River for well over a year now and continues to enjoy precious time with her family and friends.

“We are so lucky to have her here with us,” said Laura, noting the amazing care her mother has received from her oncologist, Sophia Rizk, MD, and the entire Cancer Center team.

“We’re fortunate that she can receive this care locally, right at Charlton, close to home. The Cancer Center staff are amazing. They encourage her to keep living her life and making plans for the future.”



Tech-Etch Employee-Owners



Tech-Etch

“We’re proud to support Charlton because we feel we’re all in it together, working as one team.”

“It’s important for our employees to give back to the community where they live and work.”

DONOR PROFILE

Sometimes in life things come full circle.

The same can also be said in business with longtime Southcoast Health donor, Tech-Etch, being the perfect example.

Founded in 1996 in Boston by George E. Keeler, Tech-Etch was originally a pioneer in the photo chemical etching process. The company, which owns manufacturing facilities in Fall River and Plymouth, as well as in Litchfield, MN, has evolved over the years with its focus now on the production of precision engineered parts. Some products are components of the implanted medical devices used by Southcoast’s Interventional Cardiology team within the Harold and Virginia Lash Heart and Vascular Center at Charlton.

“George’s commitment to his employees and the community is what has brought this company to where it is today,” said Rich Cammarano, President and CEO of Tech-Etch. George Keeler stepped down in 2016 and the company was sold to its employees through an employee stock ownership plan (ESOP) in 2018.

“Employees have a lot of important input here, including which charities we give to,” said Rich. Tech-Etch has been contributing steadily to Southcoast’s Annual Fund for over 20 years, directing their support to Charlton where many of their 100-plus employees and their families receive care.

“It’s important for our employees to give back to the community where they live and work.”

“George’s commitment to his employees and the community is what has brought this company to where it is today.”

One employee for whom Tech-Etch has come full circle is Manufacturing Engineer John Rogers, who has been with the firm for 20 years. Both of his octogenarian parents have undergone cardiac surgery at Charlton, with his mother having received a pacemaker in November 2019.

“It’s great to know that we play a part in saving lives,” said John, noting that his wife was also recently a patient at Charlton.

“The doctors, the nurses, everyone were really great and took the time to explain everything to us. When these things happen, it’s always a blur, and I’m so thankful to them all for helping us through it.”

“We believe we are in the lifesaving business where we all contribute in our own way to the incredible work these surgeons are doing,” said Rich.

“We’re proud to support Charlton because we feel we’re all in it together, working as one team.”

Pictured: Richard Cammarano, President and CEO and Peter Joyal, Vice President of Operations

YOUR GIVING HAD A PROFOUND IMPACT

on the care provided to thousands of patients in the following areas:



Capital Improvements	\$1,881,512
Patient Care	\$1,217,936
Cancer Care Services	\$450,403
Equipment & Technology	\$50,000



## DONORS FOR TOMORROW

To become a member of the Southcoast Health Planned Giving Societies, like Sandi, please contact:

Southcoast Health  
101 Page Street  
New Bedford, MA 02740

508-973-5353

philanthropy@southcoast.org

### DONOR PROFILE

## For nearly four years, Sandi Montour has been happy... as a volunteer at St. Luke's Hospital

For nearly four years, Sandi Montour has been happy to clean rooms, restock shelves and empty soiled linen bins as a volunteer at St. Luke's Hospital's Emergency Department. However, what really gives her satisfaction is offering comfort to patients and their families.

Whether it is delivering crackers and juice to a patient, helping visitors find a loved one or sitting with worried families as they await news from a doctor, she is pleased to help "put the care in healthcare."

Having served for three years as a VNA hospice and bereavement volunteer, she knew how small acts of compassion could lighten even the worst of days. "I'm a big fan of deliberate acts of kindness," she said. "Even a seemingly minor act like getting a patient a warm blanket can make a difference in their comfort and experience."

So despite a full-time job with a software company, she volunteers three nights a week, while also serving as a member of Southcoast Health's Patient & Family Advisory Council and Community Benefits Advisory Council.

"Sandi is much more than a volunteer, she is part of our ED family," said Chris Chevalier, RN Team Lead, Emergency Services. "She is also an invaluable asset to the patients and families that come in to our

ED suffering tremendous pain or devastating loss. It is reassuring to know that when Sandi is volunteering, she makes a difficult day so much brighter with her smile."

As far back as she can remember, Sandi recalls her parents caring for others and giving back to the community. "They sparked and welcomed my desire and enthusiasm to get involved in organizations whose missions inspire me," she said.

Sandi's mother, Gert, also volunteers for Southcoast. From knitting hats for newborns or patients in our Cancer Centers to filing paperwork, Gert lends a hand wherever she's needed. Sometimes that means serving as a cuddler for premature babies or newborns born with Neonatal Abstinence Syndrome, a condition caused when a baby withdraws from certain drugs they've been exposed to in the womb.

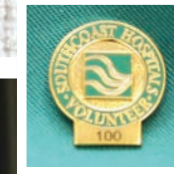
"They're some of our most vulnerable patients," said Gert. "I feel honored to give them additional care and comfort at a pivotal time of their young lives."

"Not-for-profits rely on volunteers to provide that extra comfort and support beyond clinical care," said Gert. "Whether you are looking to spend an hour, week or year volunteering, there are numerous ways to contribute."

Sandi's support for Southcoast Health goes beyond her hours as a volunteer. When she was reviewing her estate plan several years ago, she thought a lot about the organizations that were meaningful to her. Not surprisingly, the emergency department at St. Luke's Hospital rose to the top of that list.

*"The decision to leave a bequest in my will allows for continued contributions to an organization I deeply care about — and one that cares for so many in our community."*

— SANDI MONTOUR



**"There's something for everyone."**

**"We both believe that Southcoast is truly helping others, and it's important for us to partner with them in continuing to make a difference. Southcoast is a true representation of our community; the health system touches everyone."**

— GERT MONTOUR



### PROFILE

## Sandi & Gert Montour

### 2013

Sandi began volunteering at Southcoast

### 2014

Gert began volunteering at Southcoast Health

### 13+

Years Sandi & Gert have volunteered

### 4,000+

Combined hours of volunteering

Pictured left to right: Ryan Perry, RN, Team Lead, Emergency Services, Christopher Chevalier, RN, Team Lead, Emergency Services, Gert Montour, Sandi Montour, Michael Barretti, MD, Pulmonary & Critical Care Medicine, Erin B. Lynch, RN, Resource Nurse, Emergency Services



## AUXILIARIES & GUILD

### The Auxiliaries & Guild of Southcoast Health



#### Charlton Memorial Hospital

Charlton Memorial Hospital Auxiliary's officers Marcia Liggin, President, and Judy Menard, Vice President, presenting baby baskets to Katelyn Caton, BA, Family Advocate with the New Beginnings Program, to support our community's babies and their families.



#### Tobey Hospital

The Tobey Hospital Guild presenting their 2019 scholarship awards to students in the Tobey Hospital region's school system.

From left to right: Elena Coffey, Tobey Guild Scholarship Chair, Renneanna Dillen, Jamie Read, Madison Brun and Joan Martin, Tobey Guild President



#### St. Luke's Hospital

The St. Luke's Auxiliary attends their annual event this past spring at Belle Mer, Newport, RI, raising money for a new nurses station at the St. Luke's Hospital newly renovated ICU.

From left to right, Dolores Rodrigues, Carol Forfa, Sandy Allen, Anne Porter, Joyce Amaral, David Cordeiro and Priscilla McDermott

The Auxiliaries and Guild were founded between 1941 and 1956. Their mission is to render service to their respective hospitals — Charlton Memorial Hospital, St. Luke's Hospital and Tobey Hospital — their tax exempt subsidiaries and patients and to assist Southcoast Health in promoting the health and welfare of the community.

The organizations promote community outreach, enhance patient experience and raise funds to support developing technology, hospital equipment and healthcare scholarships for students in the South Coast Region.

Members of the Auxiliaries and Guild serve as ambassadors to the community on behalf of the hospital. Membership is open to men and women and there are many opportunities to become involved. The activities for membership are diverse, so there is something for everyone.

2020 is a new year for the Auxiliaries and Guild, and there are many exciting changes on the way!

#### To learn more about the Auxiliaries & Guild of Southcoast Health

Jennifer Szabo  
508-973-5352  
Szabojs@southcoast.org

#### Volunteer Services of the Auxiliaries & Guild

- + Promote the health & welfare of the community
- + 315 members across all 3 hospital sites
- + Ambassadors on behalf of the system

## SOUTHCOAST VOLUNTEERS

### Volunteers Are Vital to Southcoast Health

#### Why Volunteer?

Being a volunteer at Southcoast Health is a rewarding experience and helpful to patients and families. If you are interested in joining our Volunteer Program and Services, please contact us at:

Donna Galotti-Kincman,  
Manager  
508-273-4102  
galottid@southcoast.org

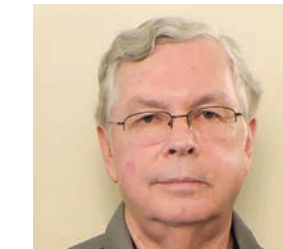
Cynthia Turgeon,  
Manager  
508-973-7038  
turgeonc@southcoast.org

Volunteers play an important role at Southcoast Health. They assist hospital employees directly in caring for patients and visitors and perform many other critical functions as well. Their presence helps hospitals run more smoothly by allowing doctors, nurses and other staff to focus on providing the best healthcare for patients.

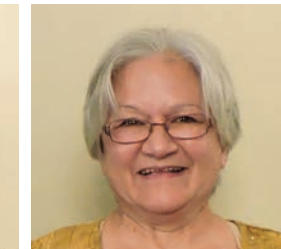
A variety of Southcoast Health departments depend on volunteers with many kinds of skills. Our Southcoast Health volunteers come from varied backgrounds and bring unique skills and talents. Every volunteer is essential to the care and services we provide to our community and to our patients.

Southcoast Health is very proud of our volunteer program and services. We are fortunate to have approximately 500-plus volunteers donating their time and serving in many facets of the health system.

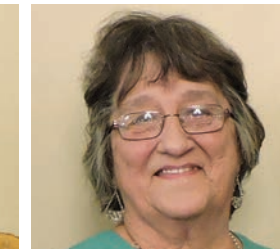
### 2019 Volunteer of the Year Award Winners



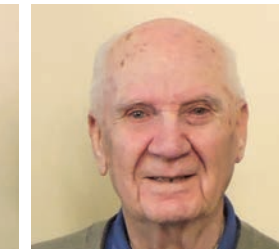
TOM ROCHFORD  
Charlton Memorial  
Hospital



ELIZABETH RAIMUNDO  
St. Luke's Hospital



LORRAINE CRABTREE  
Tobey Hospital



LEO VANDAL  
Southcoast VNA/  
Hospice

## VOLUNTEER SERVICES

- + Approximately 500+ volunteers
- + 50,000+ hours volunteered per year
- + Volunteer opportunities:
  - + Patient information desk
  - + Registration
  - + Cuddler program
  - + Hospice
  - + Eucharistic ministry
  - + Gift shop
  - + Patient Liaison





Nicholas M. Christ  
PRESIDENT'S COUNCIL MEMBER AND  
PRESIDENT & CEO, BAYCOAST BANK

*"A gift to Southcoast Health will be transformational and have high impact for the South Coast region."*

To learn more about our upcoming events, visit [www.southcoast.org/philanthropy/events/](http://www.southcoast.org/philanthropy/events/)

OTHER WAYS TO GIVE

## SPECIAL EVENTS

Southcoast Health hosts several philanthropic events throughout the year in southeastern Massachusetts and Rhode Island to recognize donors and to raise funds for projects and programs at Charlton Memorial Hospital, St. Luke's Hospital and Tobey Hospital.

It seems like these events happened so long ago! In light of today's crisis and social distancing, please continue to visit [southcoast.org/events/](http://southcoast.org/events/) for the latest information on Southcoast events.



Jonathan Rounds, Joan Greenwell and Lou Cabral  
at the 2019 Annual Meeting of the Southcoast Health  
Board of Trustees



George Mock, Jason Rua, Keith Hovan, Congressman  
Bill Keating and Dr. Sarah Bernier at the Tobey ED  
Renovation project groundbreaking ceremony



2019 Annual Meeting at New Bedford Whaling Museum



Southcoast helps our community partners at  
"Laundry of Love"

OTHER WAYS TO GIVE

## SPECIAL EVENTS

### GALA FOR SOUTHCOAST HEALTH



Dr. Preeti Gupta and Dr. Tushar Kumar



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Kate Thompson Calano and Daniel Calano



Tom Sully and Varick Niles

### SOUTHCOAST HEALTH INVITATIONAL



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Paul Bouchard



Jason Rua, Joe Baptista and Don Giumetti



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“Having excellent healthcare close to home means so much to me — Southcoast was my partner in caring for my parents when they needed medical care.”

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Southcoast Health proudly recognizes the following individuals and businesses for their cumulative support of \$1,000 or more to The Campaign for Southcoast Health. Launched in October 2014, The Campaign for Southcoast Health was the largest fundraising campaign in our organization’s history, raising over \$23 million to help fund the creation of the Lash Heart and Vascular Center at Charlton Memorial Hospital, to renovate the Stoico/FIRSTFED Maternity Center at St. Luke’s Hospital and to expand the Tobey Hospital Emergency Department.



Charlton Memorial Hospital  
Hybrid Operating Room

St. Luke’s Hospital  
Renovated Postpartum Suite



Tobey Hospital  
Rendering of lobby of expanded Emergency Department



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VISITING NURSE ASSOCIATION

New Remote Monitoring System Provides Real-Time Care for Home Care Patients

Patients of Southcoast VNA may now experience a new type of technology designed to play a vital role in reducing the risk of hospitalizations and visits to the emergency room. For patients living with chronic illness, such as heart disease and COPD, frequent admissions can cause a large financial, physical and emotional burden.

To help lessen these burdens, Southcoast VNA recently introduced a new telehealth program that is able to manage patients’ needs at home in real-time using an advanced remote monitoring system that uses a 4G tablet and Bluetooth device. The program uses an easy-to-use software that customizes the tablets for each patient with disease-specific tools, including medication reminders, educational videos, video visits with VNA nurses and daily symptom surveys, as well as daily monitoring of vital signs.

Southcoast VNA nurses use a mobile app that is able to receive high-risk alerts for patients on the program. “This technology transforms how we care for patients, and most importantly, addresses some of the primary strategies to help our patients stay at home and reduce hospital admissions,” states Janet Stewart, Southcoast VNA’s Manager of Specialty Teams.

Southcoast VNA has been using telehealth technology since 2001 to improve patient care. The telehealth service for patients is available at no cost thanks to donations from corporate partners and individuals.



VNA patient John Costa of New Bedford receives guidance on his telemonitoring system from Jessica Magalhaes, LPN, VNA Telemonitoring Nurse.

To learn more about Southcoast VNA

Joanne Gregory  
508-973-3470  
gregoryj@southcoast.org



MEDAL FOR OUTSTANDING SERVICE

The Trustees of Southcoast Health periodically award their prestigious “Trustees’ Medal for Outstanding Service” to individuals who have shown exemplary service, selfless giving and commitment to the goals and mission of the health system and hospitals. This award is considered to be the very highest honor the Board of Trustees can bestow.

At the 2019 Annual Meeting, the Trustees’ Medal for Outstanding Service was awarded to Nick Christ, President & CEO, of BayCoast Bank.



Pictured, left to right: Lou Cabral, Keith Hovan, Nick Christ and Jason Rua

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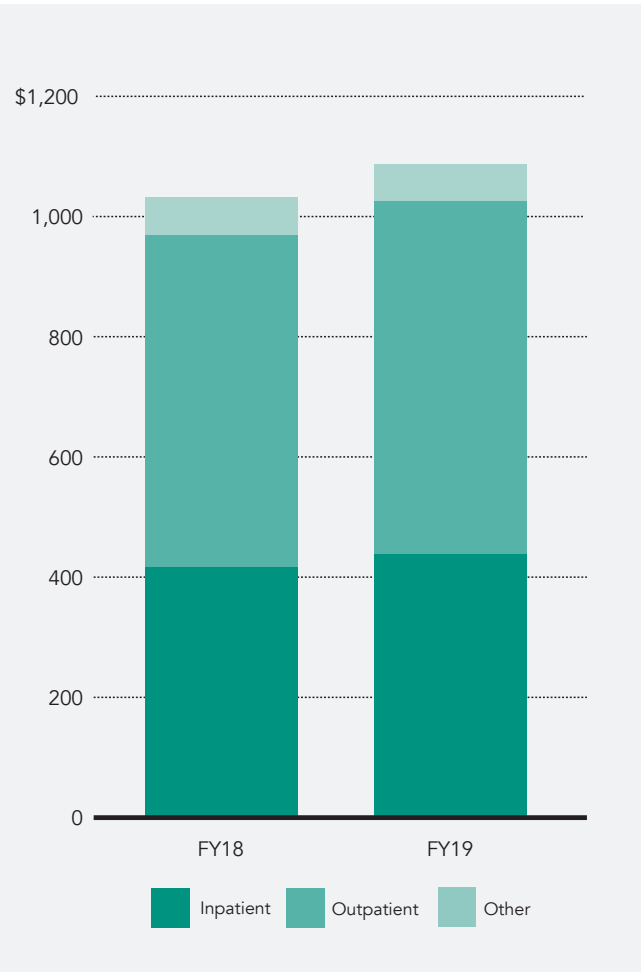
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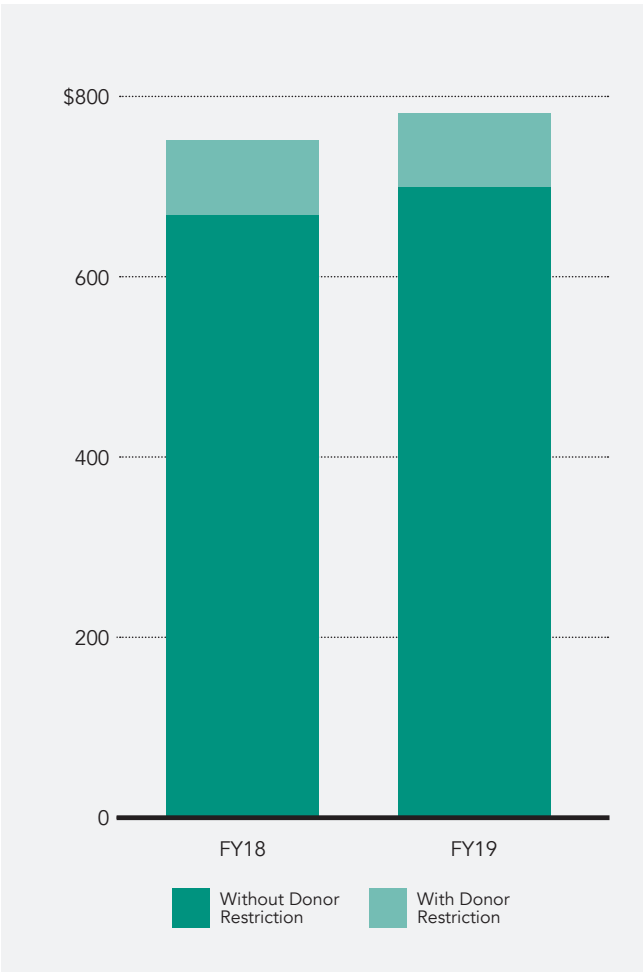
FINANCIALS

Southcoast Health System Financials for Fiscal Year Ending September 30, 2019.

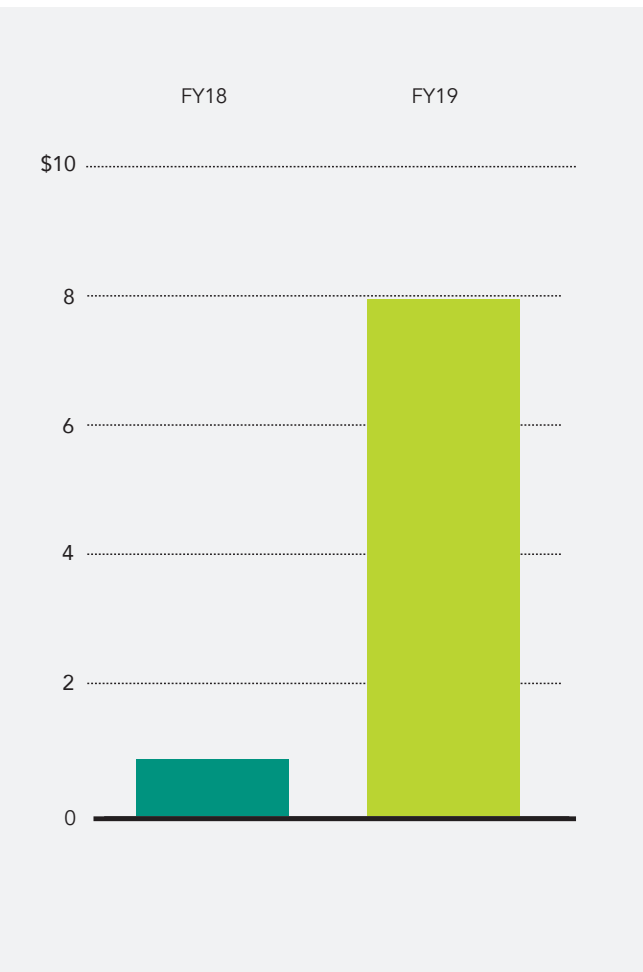
NET ASSETS  
(IN MILLIONS)



OPERATING REVENUE  
(IN MILLIONS)



OPERATING PROFIT (LOSS)  
(IN MILLIONS)



AWARDS  
MATTER  
WHEN  
THEY HELP  
PEOPLE

Great care is important to you and we're proud to be nationally recognized for it. We continue to be recognized for our clinical achievements across many areas of care.





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If you would like to learn more about making a planned gift to Southcoast Health, or if you have made provisions in your estate plans for Southcoast and would like to be listed as a member of our planned giving societies, please contact:

Southcoast Health  
101 Page Street  
New Bedford, MA 02740  
  
508-973-5353  
  
philanthropy@southcoast.org  
  
or visit  
Southcoast.org/legacy/

## WAYS TO GIVE

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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.

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- (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
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## SOUTHCOAST HEALTH

### Contact Us

Contact the philanthropy department at:

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or 800-925-9450  
philanthropy@southcoast.org

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If you note errors or omissions, please accept our sincere apologies and contact us.







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