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A Report to the People of the Greater New Haven Area from the Hospital of Saint Raphael, 1974 Annual Report

Hospital of Saint Raphael

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A Report
To The People Of
The Greater New Haven Area

From The Hospital Of Saint Raphael

A supplement to THE NEW HAVEN REGISTER, Sunday, January 26, 1975
**A Message From Sister Louise Anthony**

Helping Growing Caring Those whose assumed new dimensions during 1974 at The Hospital of Saint Raphael. They symbolize the hospital’s dynamic growth.

My initial thoughts about 1974 produced the temptation to concentrate on the single word, “construction.” Certainly, our most unannounced new of the year is the impressive six stories of steel, concrete and glass that soared from what was only a big opening in the earth mid-12 months ago. But bricks and mortar, although so significant to our future, represent just one chapter of experiences unfolded to make this year a new dimension during 1974 at The Hospital of Saint Raphael. They symbolize the patient’s Bill of Rights. Our 12-point statement stresses the patient that everyone at our Hospital is aware of his needs and will be as sensitive as possible to those needs throughout his hospitalization.

A new patient relations program appropriate to the single “TL-C” was introduced during the year. Through the program, trained volunteers make daily person-to-person visits to patients, adding another dimension of communications and caring between the patient, the Hospital and our staff, and their families.

Sister Anthony was focused on Saint Raphael’s role in preserving the balance of life and dignity of the human person in today’s world and emphasized national “Respect Life Week.”

An innovation in recovery was fostered by introduction of an innovative patient care policy in the post-operative care with a program for the comfort of patients in the post-operative unit and less fatigue than usual still uniform for the psychiatric nursing staff.

A partnership between Hospital volunteers and our computer is providing accurate measurement of patients’ experiences. With Saint Raphael’s Volunteers mail questionnaires to patients soon after discharge and return questionnaires are analyzed by the hospital. This information forms a valuable tool for improving hospital services.

**MOTHER SETON’S BICENTENNIAL**

The Sisters of Charity of Saint Elizabeth Convent, New Jersey, and the five other American Sisters of Charity Orders, celebrated the bicentennial of the birth of our foundress, Elizabeth Ann Seton, during 1974. Our persons appear to have been answered when, at year end, final steps were taken by Pope Paul VI to make Blessed Mother Seton the first American-born Saint. This concludes a nearly 100-year process leading to her expected formal canonization during 1972.

**UNCOMMON CONCERN**

By others

The most shining chapter in The Hospital of Saint Raphael’s 1974 story is not about the Hospital’s concern for others but others’ concern for us. Support for Saint Raphael’s from the community has been our greatest source of inspiration since 1974 was organized.

The most exciting news was the announcement of a five-year capital campaign had reached its minimum goal of $2.5 million. Achieving that minimum goal just 18 months after its start contributes to the generosity of Saint Raphael’s many friends who believe in the future of our hospital.

A special effort was made during the year primarily from the Jewish community to obtain support for Saint Raphael’s. Such support underscores the Greater New Haven area’s versatility in supporting its community hospital.

The ever-persistent dedication of our Hospital volunteers and Auxiliary may not make the news as often as a successful fund drive, but a major merger which resulted in cooperation increased our hospital’s volunteers and Auxiliary, daily presence. Volunteers provided 58,569 hours of service to Saint Raphael’s last year, helping to maintain Hospital costs while performing their service.

In short, joint ventures to help patients properly discharged for discharge was initiated during 1974 by Saint Raphael’s, the hospital Volunteer Association, and the Regional Visiting Nurse Association. The program is available to all Saint Raphael’s community patients and helps them with problems of post-discharge hospital activity, medical services, special diet programs, and other concerns.

Several of Saint Raphael’s, one of the hospital’s pioneers in community care, sponsored a symposium entitled “The Medical Technology Program” in October for over 90 registered nurses from throughout the nation. The nurses, all experienced in caring for patients with special interests, were given the latest techniques and methods in managing the care of patients with coronary artery disease.
Some of the Hospital's 1974 stories are well-known:

- Wounded police officers cared for by a team of composed professionals with gunfire and a three-hour siege just feet from the Emergency Room entrance following a dramatic bank robbery in the Hospital neighborhood.

- The young law school graduate sworn in as an attorney of the Connecticut Bar Association while a surgical patient. When he missed a regularly scheduled ceremony following aortic surgery, hospital personnel arranged for a judge, court clerk and State Bar Examining official to perform the formalities at bedside.

- The 101st birthday party managed by Saint Raphael's staff for Haddam's Sigmund Gallert, who gained fame the preceding year by becoming the world's oldest person with a pacemaker.

- Saint Raphael's help for the three children burned in a gas explosion in Woodbridge... and the Hospital's helplessness — except for prayers — for the three children brought to the Emergency Room following a tragic, fatal bicycle-auto accident in that same town.

- Mrs. M., 46 years old, fractured her tibia, femur and pelvis in an automobile accident and, following surgery, was placed in a body cast. An early return home was possible after being assisted by Saint Raphael's Home Care Program. Nursing staff instructed her daughter in proper care and a hospital bed and other equipment were sent home with her. A visiting nurse made regular calls to supervise care, monitor progress and instruct in cast and skin care. Mrs. F. was in excellent condition when she returned home after having completed the cast and physical therapy was started on an outpatient basis to help her start walking again.

- Mr. G., age 53, is an ardent New York Giants fan. Too ardent. He was brought to Saint Raphael's from the Yale Bowl with his second serious heart attack in three years and admitted to the Coronary Care Unit. Mrs. G. arrived from Long Island and the hospital staff comforted her and arranged for local accommodations. Mr. G. was hospitalized for three weeks before a transfer was possible.

- Mrs. H. is a 48-year-old mother of two who was weak and in pain following a radical mastectomy. She felt that the cancer had spread and that she was grossly unattractive to her husband. The Hospital staff provided medical reassurance about her condition, therapy to regain use of her arm and reduce pain, group sessions with others who have experienced similar problems and counseling for her husband in how to reassure her and about the nature of her problem.

Tens of thousands of others went unnoticed to the public, but each, in its own way, was representative of Saint Raphael's flexibility in meeting the community's health care needs in an environment of medical excellence and human compassion. Here are some examples:

- Miss C., 79 years old, had just been discharged from the Hospital. She required a special diet but could not prepare her own meals and was unable to hire someone to help. Through the "Meals On Wheels" program of the Homemaker Services Bureau of Greater New Haven, Saint Raphael's dietary staff prepares nutritional meals each day for Mr. G., who receives them right at his doorstep.

- Mr. G. is a 72-year-old Spanish-speaking New Haven resident who had been experiencing frequent chest pains. He is a welfare recipient whose apprehensions and fear mounted when he was unable to find a private physician to care for him. At Saint Raphael's Primary Care Center, he was examined by two physicians, including a Spanish-speaking doctor, who ordered chest x-rays and an electrocardiogram. Both were inconclusive and Mr. G. is still seen regularly at the Primary Care Center.

- The parents of Billy S., age 4½, thought he had a bad cold until they took his temperature and it registered 104°. Billy's pediatrician asked his parents to immediately bring him to the Emergency Room where, under their doctor's orders, a variety of tests were initiated. Billy and his mother stayed the night in Saint Raphael's pediatrics unit while the reasons for the high temperature were explored. The final diagnosis: an upper respiratory infection. Medications prescribed, Billy was discharged the following morning in plenty of time for Sesame Street.

The Hospital was many things to many people: a bright, cheerful place to the starry-eyed girl becoming a mother for the first time, a sanctuary for the family learning that a loved one had met disaster in an early-morning automobile accident... a sanctuary for the helpless with no place else to turn.

Editors' Notes:
Some circumstances in the case histories presented on this page have been changed to protect the identity of patients. For the same reason, photographs of patients may not represent the cases presented here.

This report was produced by Saint Raphael's Dept. of Community Services and Public Affairs, designed by Wayne W. Cipriano, computer typeset by the Billman, Mach Company. Photographs by Otilio Guile, Jack Keating and Ray Scully.
1974 Financial Review

**WE EARNED:**
- From direct care of patients: $26,068,934
- From other related services: 689,201
- Loss: Contractual allowances for third party payments and provision for uncollectible accounts: $26,969,635
  - Net Revenue from services to patients and other services: $24,024,804

**WE SPENT:**
- For salaries and wages: $14,948,655
- For supplies and other costs: $23,936,611
- Extraordinary item:
  - Loss on demolition of buildings: $(90,265)

**NET INCOME (LOSS):**
- $358,765

1974 Statistical Review

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<td>Number of inpatient days</td>
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<td>Patients admitted</td>
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<td>Average length of stay (days)</td>
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<td>Emergency Dept. visits</td>
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<td>Out patient Clinic visits</td>
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<td>Psychiatric Clinic visits</td>
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<tr>
<td>Home Care visits</td>
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<tr>
<td>X Ray patients</td>
<td>48,496</td>
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<tr>
<td>Operations</td>
<td>8,129</td>
<td></td>
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<tr>
<td>Laboratory procedures</td>
<td>255,281</td>
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<tr>
<td>Hematology</td>
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<td>Clinic Chemistry</td>
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<tr>
<td>Bacteriology-Serology</td>
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<tr>
<td>Radiologic procedures</td>
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<tr>
<td>Therapeutic</td>
<td>7,841</td>
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**Anesthetics administered:** 8,241
**Pharmacy prescriptions filled:** 604,480
**Medications dispensed:** 737,857
**Mobile meals served:** 7,890
**Number of employees:** 1,691
**Avg. length of stay (days):** 9.4
**Newborn days:** 4,015
**Emergency Dept. visits:** 46,206
**Outpatient Clinic visits:** 19,296
**Psychiatric Clinic visits:** 4,472
**Home Care visits:** 1,033
**X-Ray patients:** 48,496
**Operations:** 8,129
**Laboratory procedures:** 255,281
**Hematology:** 24,098
**Clinic Chemistry:** 396,538
**Bacteriology-Serology:** 69,745
**Radiologic procedures:** 64,325
**Diagnostic:** 16,225
**Therapeutic:** 7,841

**Saint Raphael's Leadership**

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- Rev. John F. Whelan, D.D., President
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- Mrs. Mary Connell
- Mr. John Zuccarello
- Mr. Mark Smith
- Mr. Joseph Fisher
- Miss Josephine Zabala

**Construction Progress**

Take over five years of diligent planning and professional evaluation and add nearly $30 million of financing, countless tons of concrete and steel and 18 months of industrious labor. Top off with prayers for success. That's the recipe that has kept Saint Raphael's magnificent new hospital complex on schedule to open in mid-1976. The complex, which will be named in honor of the late Dr. William F. Verdi, is now over half completed.

There's little excitement these days for the casual sidewalk spectator who, watching from outside, may believe the project is already completed. Underway, inside, however, is the formidable business of fabricating the complex inner workings of a modern hospital building. Installation of major patient care equipment is expected by late 1975.

Upon completion, the building will add 65 percent more space to Saint Raphael's existing hospital complex and will include these major features:
- 266 new and replacement patient beds
- New and expanded Intensive Care, Coronary Care and Respiratory Intensive Care Units
- New operating and recovery suites
- New Emergency Department
- Expansion of Diagnostic Radiology
- Expansion of laboratories
- New kitchen, cafeteria and dining rooms
- Replacement of the present 60-year-old power plant
- Employment opportunities for approximately 300 additional area residents
- Expansion within present structure for: variety of out-patient facilities, Pulmonary and Respiratory laboratories, Central Supply, Pharmacy, Medical Records, Housekeeping, Business Services and Admitting. Renal Dialysis and various administrative services.

A multi-level, 750-car parking facility financed and constructed by the New Haven Parking Authority will expand Saint Raphael's total parking capacity from 410 spaces before construction to over 800 upon completion. The garage is expected to be completed by late summer, 1975.
HELPING OTHERS
THROUGH SAINT RAPHAEL’S

One of the greatest joys in life is the pleasure of helping others. The Hospital and its patients are fortunate that many individuals choose Saint Raphael’s as their way of extending a helping hand to others in need.

Many avenues exist at Saint Raphael’s for expressing such concern but the Hospital’s greatest need is for continued community support of its massive expansion and modernization program.

Saint Raphael’s Sisters of Charity and the Hospital’s Board of Trustees have turned to the community for the first time in three decades.

Saint Raphael’s will forever be grateful for the generous support from individuals, industry, foundations, business and its own Hospital “family” whose outstanding generosity has already pushed the building campaign over its minimum goal of $2.5 million.

But that $2.5 million is much like a downpayment on the purchase of a home. The total cost of the expansion and modernization program is nearly $30 million and every dollar raised now serves the crucial purpose of reducing the total borrowed by the Hospital. In fact, every dollar contributed now equals $2.35 to Saint Raphael’s in reduced financing.

Your gift to Saint Raphael’s can be made in a number of ways: a pledge payable over a period of months or years; a gift of cash; a gift of real estate; a gift of securities; a life-income trust with a charitable remainder; a gift of life insurance or a bequest in your will. One of the most desirable ways of making a gift is to select a memorial honoring someone who has given us life, whom we love, who has inspired or helped us or to perpetuate a family name.

Additional channels for helping others through Saint Raphael’s include service as a Hospital volunteer, membership in the Auxiliary, arranging for Saint Raphael’s film to be shown to your club, society or organization or simply by learning more about your community hospital’s services by having your name placed on the Hospital’s MONTHLY MEMO mailing list. Saint Raphael’s asks that you respond today by completing and returning the coupon on this page.

WATCH TODAY
The life-saving abilities and comprehensive services of The Hospital of Saint Raphael will be featured during a half-hour telecast today, Sunday, January 26, 1975 at 1:00 p.m. on WTNH-TV, Channel 8.

Name
Address
City State Zip

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TELEPHONE

NAME
ADDRESS
CITY STATE ZIP

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Clip and return to: Sister Louise Anthony, Administrator - The Hospital of Saint Raphael - 1450 Chapel St. - New Haven, Ct. 06511

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