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DAUGHTERS OF CHARITY SERVICES
OF SAN ANTONIO

Spring 2015

Daughters of Charitys Svcs on Road with One Ascension

Excerpted from an interview by Eric Larsen, Managing Partner of The Advisory Board Company, with Anthony Tersigni, President/CEO of Ascension, December 10, 2014. The whole interview can be found here: <http://www.advisory.com/research/health-care-advisory-board/blogs/at-the-helm/2014/12/qa-ascension-health>

Two years ago, Ascension Health—the nation's largest Catholic health system—created Ascension, a parent company that would develop “systems, services, and models to enable us to succeed in the new world” while allowing Ascension Health to “remain focused on making the incremental, operational changes along the way.” He and I spoke recently, and he shared his areas of strategic focus, which include a particular emphasis on developing leaders who are prepared for the new health care environment.

Q: Tony, you talk a lot about becoming ‘One Ascension.’ What does that mean, especially in terms of transforming care delivery?

Tersigni: With health care changing and evolving—to taking care of lives instead of just focusing on delivering care—we needed to integrate. Rather than being a system of systems, we needed to become one integrated ministry. We’ve been about person-centered care for hundreds of years, and specifically about holistic care that focuses on the body, mind, and spirit. We provide care even if we can’t cure because we know it’s about more than just the specific medical intervention. We have been focused on population health for years. Our goal has always been to care for people holistically and across the continuum of care. Changes in health

care have simply galvanized our philosophy—effectively, moving from this fee-for-service model to the value-based care system we believe in is what One Ascension is all about.

Q: How are you putting this into practice?

Tersigni: We held a focus group during our strategic planning process. This is something in health care we traditionally haven’t done; instead, we’ve just told people what they need. Through these groups we learned people want four primary things from us:

- Respect me: Treat me with respect, understand what is important to me, care for me as a whole person, and communicate in a way I can understand
- Include me: Listen to me, care for me in a personal way, and include my loved ones in my care
- Connect me: Connect me with the right health information that is relevant to me
- Engage me: Engage in a collaborative decision making process with me

If we’re able to deliver those four things, we think people will opt-in and we will be able to communicate and leverage information much more effectively.

Q: What’s your hope for the future of Ascension?

Tersigni: I want to provide a system of support from birth through death in a much more relationship-driven way than ever before. Lastly, we currently have a U.S. health care system designed for middle class America. I hope we can be part of redesigning that system to support everyone, including the most poor and vulnerable.



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Mission Statement

Faithful to the Vincentian tradition, the Daughters of Charity Services of San Antonio will establish and maintain neighborhood-based programs to increase accessibility to primary health care and human services on the part of the poor. These programs will have a strong holistic orientation and consider participation and empowerment as an integral dimension of the delivery service. While services will be rendered with preferential option for the poor, it is not to the exclusion of others.

Service Locations

Main phone number: **210-334-2300.**

DePaul Family Center

7607 Somerset Road
San Antonio, Texas 78211

DePaul Children's Center

3050 Golden
San Antonio, Texas 78211

DePaul-Wesley Children's Center

1418 Fitch
San Antonio, Texas 78211

El Carmen Wellness Center

18555-1 Leal Road
San Antonio, Texas 78221

La Misión Family Health Care

19780 South US Hwy 281
San Antonio, Texas 78221

MESSAGE FROM THE PRESIDENT/CEO

IN the last newsletter, I borrowed 17th century poet John Donne's line "No man is an island," and described how Daughters of Charity Services of San Antonio is decidedly not an island in our local community, partnering as we do with many private, city, and county organizations whose missions are congruent with ours, all to the benefit of the clients we serve.



But there's another way that Daughters of Charity Services is not an island. To understand this (and to introduce another watery metaphor) we will look upstream instead of downstream. Daughters of Charity Services of San Antonio is part of Ascension, the largest Catholic and nonprofit health system in the country. There are 150,000 Ascension associates serving in 23 states and the District of Columbia.

The great majority of Ascension member organizations are hospitals. San Antonio is one of five Ascension *Community Health Ministries* that aren't hospitals; the other Community Ministries are located in Gould (Arkansas), Kansas City, New Orleans, and El Paso. The work and opportunities of the Community Ministries are sometimes similar to our hospital system colleagues in Ascension, and they can be also be somewhat different. The way the Ascension mission and responsibility is fulfilled in San Antonio and the other Community Ministry locations will necessarily be different from the majority of Ascension.

Our parent organization Ascension is beginning a journey that locally we have been on for many years. In every community, a rapidly changing environment is affecting healthcare, early childhood education, and social services programming. Different providers of a variety of services are coming into our market every day. Digital communication is changing the ways people make contact and engage with us. Healthcare reform has enabled more people to get coverage and access care. We have been working with these forces locally for years, and our parent organization is making the nationwide commitment to integrate and broaden healthcare services so they are holistic and person-centered across the organization. I'm excited about joining our local stream to this mighty river (the last water reference, I promise).

In our primary medical, dental, and wellness program, we are focused on care delivered not just when a patient is sick, one episode at a time, but throughout a person's life, in a relationship that includes wellness, spirituality and good health. Likewise, in our early childhood education program, we are focused on the pivotal early moments in the life of a child and the child's family. It's good not to be an island—either locally or nationally. It takes many hearts, minds, and hands to carry out the mission we've taken on to serve those who count on us.

New faces, furniture, and timely tax help at La Misión

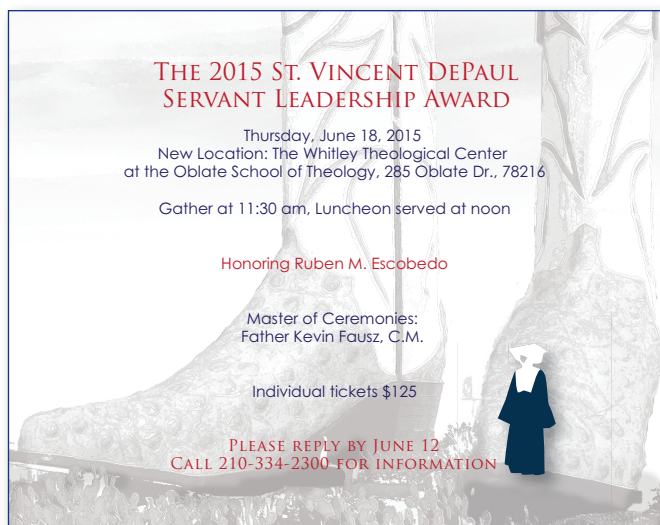
Ralph Grinnell is the new Family Nurse Practitioner at La Misión, pictured at right with Gracie Molina, COO, Clinical Services. Development Committee member and St. Mary's University faculty member Trish Britton (*below right*) brought volunteers from St. Mary's to assist our clients in preparing their income tax returns, as part of the Volunteer Income Tax Assistance (VITA) Program. The Myra Stafford Pryor Charitable Trust at Frost Bank funded new waiting room chairs (*directly below*) at La Misión. They are comfortable and easy to keep clean.



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We are honored to be the recipient of these loving tributes.



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Will you make a bequest to Daughters of Charity Services of San Antonio by including a gift in your will to our future work?

A charitable bequest is a gift intended to serve a religious, educational, political, or general social purpose to benefit mankind, aimed at the community or a particular segment of it. Charitable bequests also reduce the estate taxes that might be owed on the estate left by a decedent.

To discuss planned giving options, please call Dianne McAlister at 210-334-2300 or email her at dmcalister@dcssa.org.