

Hurricanes *continued*

Oklahoma. Three other New Orleans sisters and one sister's parent found housing in Springfield, Missouri, after spending time in various locations in Louisiana. Another group evacuated to Mercy housing in Fort Smith, Arkansas. Eight sisters were left homeless by the storm and are now staying with friends or temporarily living in a retirement community in Jackson, Mississippi.



Helping the Victims

While Mercy convents sheltered the sisters, Mercy hospitals opened their doors to hurricane victims. St. Edward Mercy Medical Center in Fort Smith, Arkansas, treated approximately 225 evacuees of Hurricane Katrina, while volunteers fed, clothed and consoled close to 10,000 more at the nearby Fort Chaffee military base. St. John's Hospital in Springfield treated approximately 70 hurricane victims. Mercy Health Center in Oklahoma City cared for nine victims of Hurricane Rita, from a



St. John's LifeLine crew Steve Holmes, R.N., and Phil Rogers, lead pilot, bring Janet Jordan, M.D., emergency medical services director, back to Springfield along with patient Gypsy Rose Blanchard. Gypsy and her mother had been staying in a Covington, Louisiana, shelter following Hurricane Katrina.

woman in labor and her newborn child to an elderly stroke victim who came to the hospital with only her name, unable to speak. They also welcomed two new co-workers from hurricane-damaged areas to their staff.

In addition, many Mercy co-workers and community members raised money and

collected supplies to help families displaced by the storm. When Anna Dunlevey, a teacher at a low-income Oklahoma City elementary school, heard about Mercy's hurricane fund, she put a challenge to her students. They gave so generously that their first batch of donations, mostly coins, had to be hauled in a cooler on a rolling cart. In total, they gave \$1,113.61.

Some co-workers even took families into their own homes. Monte Wilson, vice president—clinical services at St. Edward Mercy, took in three children who had been separated from their parents. He housed them for two nights before driving them to Texas to be reunited with their family after their parents were located.



Reviving the Ministries

After having faced Hurricane Katrina's fury, some of Mercy's ministries are beginning to get back on their feet. It is unknown when others will reopen.

Project WiTH has reopened in Gulfport, Mississippi. Sister Martha Milner, RSM, and her staff are assisting homeowners by helping them assess the damage to their homes, file insurance claims and gain access to social services. They are especially concerned for those who have lost employment and are working to help these people avoid foreclosure so they can remain in their homes.

Coastal Family Mobile Health, a community health provider serving communities along the Mississippi gulf coast, lost several of its clinics and its mobile van. The Sisters

of Mercy Health System Foundation's Hurricane Relief Fund has helped with the purchase of generators and cleaning supplies to be used in retrieving medical records and assessing the damage to facilities and equipment. Co-workers from St. Louis and Springfield also helped stock and deliver a



Genesis Continues Progress Toward Go-Lives

Making a single change to a work process or a computer program can be challenging. But changing literally hundreds of work processes and their supporting technology across an entire healthcare system, and making many of those changes at the same time, takes an enormous amount of understanding, coordination and focus. That is exactly what the Genesis Project seeks to accomplish across the Sisters of Mercy Health System (Mercy), with the goal of improving patient safety, productivity and physician and co-worker satisfaction.

Through a series of Genesis Project implementation meetings held this fall at Mercy facilities, leaders from the four Genesis areas – Enterprise Resource Planning (ERP – which includes Finance and Human Resources/Payroll), Clinical, Revenue and Supply Chain – took a few more steps toward that goal. The meetings serve to build awareness and understanding of upcoming implementations as well as to clarify roles and responsibilities. In addition to these meetings, leadership interviews and change readiness workshops are helping to prepare the Mercy facilities for the transformation that Genesis will bring.

ERP Finance – Because virtually everything from ordering supplies to drawing blood results in an accounting transaction, the Genesis Finance area had to be the first to go-live with its new Lawson financial

system. This event took place on July 1 in St. Louis and Washington, Missouri. After the first month-end closing using the new system was deemed successful, the Genesis team has moved on to prepare Finance leaders at St. John's Health System in Springfield for an April 2006 go-live. The Lawson system offers the capabilities Finance co-workers need to connect accounting, finance and supply chain activities and to see how transactions recorded in one area will impact the others, resulting in a clearer picture of an organization's financial fitness.

ERP Human Resources/Payroll – Testing continues on the computer programs that will convert the large amount of data which has to be brought in from various existing human resource, payroll and automated time and attendance systems. This work is necessary to prepare for the first HR/Payroll go-live, now scheduled for July 2006 in St. Louis and Washington. As part of the changes in this area, co-worker identification numbers will change from social security numbers to a randomly assigned identification number. This change, which will be made over time, will give co-workers more security and confidentiality in the workplace – a concern voiced in satisfaction surveys.

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cargo van filled with antibiotics, bottled water and IV fluids to the Center's clinic in Saucier, Mississippi. One clinic is currently operating out of a donated trailer and Coastal Family is in talks with the Federal Emergency Management Agency to obtain a temporary clinic.

Mercy Family Center, an outpatient behavioral health clinic for children and

adolescents with two locations in the New Orleans area, was hard hit by Katrina and suffered additional damage from Rita. The main office in Metairie sustained major damage and it is unknown when it will reopen. The Mandeville office escaped with relatively minor damage from rain, wind and downed trees and is expected to be up and running with a full staff in October. In the meantime, they continue to serve displaced patients across the country via an electronic medical records system that allows them to fill prescriptions wherever their patients are located. In addition, they will expand their services on a limited basis to Baton Rouge in order to help local pediatricians provide service to children who have relocated to that community.



Providing Relief

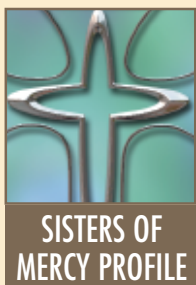
When Katrina hit, the Sisters of Mercy Health System Foundation established a Hurricane Relief Fund to collect donations to assist affected communities and individuals in New Orleans and Mississippi. As of October 7, more than \$215,000 has been donated in response to this appeal. Mercy has pledged to match co-worker contributions, dollar for dollar, up to a total of \$250,000.

In order to more efficiently respond to the ongoing needs of its health- and human services-related ministries, the Foundation has granted the September 30 balance of Hurricane Relief funds (approximately \$178,000) directly to Sisters of Mercy Ministries in New Orleans and Mississippi. The volunteer board of directors will oversee these funds and have responsibility for determining their distribution to best serve Mercy's ministries. Contributions continue to be collected for the fund and Mercy expects to grant additional funds in the future.

"The outpouring of support from the Sisters of Mercy community has been overwhelming and the work of the volunteers in our service areas has been extraordinary," said Ron Ashworth. "Our co-workers have shown what Mercy Service truly means."

More information about Mercy's response to Hurricane Katrina can be found on a special section of Mercy's Internet site at www.mercy.net.

Sister Cabrini Koelsch, RSM



As a second grader in Oklahoma City, Sister Cabrini Koelsch, RSM, told her teacher that she wanted to be a Sister of Mercy. But as a teenager, with fun and a boyfriend serving as distractions, she began to have second thoughts.

"When I was a junior in high school, God came calling. I did everything I could to ignore the call," she said. In 1964, right after high school, she decided to enter the convent "to give it a try" – but even her brothers had bets on how long she would last. The longest estimate was two weeks. Today, as a Sister of Mercy for more than 41 years, Sr. Cabrini would be wise to collect on that bet.

For the past year, Sr. Cabrini has been director of mission services for the regional hospitals of St. John's Health System in Springfield, Missouri. She spends half of her time at St. John's Hospital–Lebanon and the other half at St. John's regional hospitals in Mountain View, Aurora, Cassville, Missouri, and Berryville, Arkansas.

Sr. Cabrini has many responsibilities, including meeting with the leaders of the regional hospitals to provide input and guidance in making sure Catherine McAuley's mission remains alive and present in daily activities and decisions. In addition, she serves as a resource to the mission coordinators and Mercy Service coordinators at all five hospitals.

This summer, a highlight for Sr. Cabrini was the opportunity to assist

St. John's Mission Services Department in asking God's blessing on the hands of all co-workers in the Springfield system. "To look them in the eye and ask God to bless them and to thank them for being part of the ministry was an awesome, humbling experience," she said. "It is because of them that we are able to continue this ministry and I am grateful for their service."

In addition to her regular duties, Sr. Cabrini is active in the local community. She spearheaded the gathering of local service organizations that meet for breakfast at St. John's. The group shares what they are doing in service to the community, allowing them to make sure they are addressing needs without duplicating efforts.

Before coming to Springfield, Sr. Cabrini obtained a bachelor's degree in education from Maryville University in St. Louis, Missouri, and spent time as a school teacher and director of religious education for parish ministries in various parts of Texas, Missouri and Oklahoma. She received a master's degree from

St. Mary's University in San Antonio, Texas. Sr. Cabrini moved to Ardmore, Oklahoma, in 1996 to establish the mission services department at the recently acquired Mercy Memorial Health Center. From 2000 to 2004, she served as a member of the Regional Leadership Team for the Sisters of Mercy–St. Louis Regional Community. Sr. Cabrini credits her mother for her



Sr. Cabrini Koelsch, RSM

TOP 10 "FUN FACTS"

1. Favorite Color: Red
2. Favorite Season: Summer
3. Favorite Book: *Red Fire* by Paula D'Arcy
4. Favorite Hobby: Fishing
5. Favorite Memory: Summers as a child
6. Favorite Role Model: Sr. Mary Xavier Price
7. Favorite Travel Spot: Anywhere there is water and I don't have to fly
8. Favorite Flower: Daisy
9. Favorite Holiday: Easter
10. Personal Motto: Lord, you know I love you

decision to become a Sister of Mercy and notes that she was raised in a home with a service orientation. "We were always working on a project for someone," she said.

Due to her family's strong involvement in the church, Sr. Cabrini also experienced at a very early age the Sisters of Mercy and their ministry. "What a blessing to be a Sister of Mercy," she said. "Every time I touch someone's life, they touch me deeper."

With six brothers and sisters, Sister Cabrini is a proud aunt to many nieces and nephews – some of whom now have their own children. She enjoys visiting with all of them and attending an annual family reunion in Oklahoma City. When not busy with work or family, Sr. Cabrini loves to cook, read, crochet and fish. "I fish for whatever the worms will catch," she said with a smile. •