



## Sacred Encounters

Every interaction with patients, providers and co-workers will be experienced as a sacred encounter.

## Perfect Care

We will strive to never fail to deliver care that is safe, timely, evidence-based, efficient, equitable, patient/family centered and spiritual.

## Healthiest Communities

By 2018, 100% of the communities we serve will be in the top 10% of healthiest communities in our nation.

AS WE CELEBRATED OUR 25TH YEAR, THE ST. JOSEPH HEALTH SYSTEM marked one of the most successful and encouraging years in our long history of service. Begun 90 years ago by the Sisters of St. Joseph of Orange, our journey has, this year, led us to a remarkable and memorable place.

For the second year in a row in 2008, the Gallup Organization awarded the St. Joseph Health System its highest honor– the Great Workplace Award. We are one of among only 20 organizations worldwide to receive that award. And the credit for this remarkable accomplishment is due largely to our employees and physicians who rely on us to support their efforts. It is their enduring commitment to our mission, vision and values that has made this achievement possible. And we will continue to recognize and support their accomplishments by striving to maintain a fully engaged workplace where employees and physicians know they have a voice, and trust that when they speak...they will be heard.

Our patients expressed their appreciation for excellent service through their response to our [AVATAR](#) patient satisfaction surveys. A number of SJHS ministries were singled out by Avatar International for their achievements in patient satisfaction. And a wide variety of other clinical, service and quality monitoring organizations recognized individual ministries for going above and beyond in service to their patients, employees and communities. You can read more about the accomplishments of our ministries in the pages to follow.

The gratitude of our patients and communities is reflected in the remarkable success of our ministry Foundations. As a result of their efforts we exceeded cumulative fundraising goals for FY 2008 and surpassed the \$269 million goal for our nine-year, philanthropy planning cycle by \$4 million...in only eight years. That level of community support made it possible for us to complete major construction and program development projects at a number of ministries. Together with Catholic Healthcare West (CHW) and Bon Secours Health System, our partners in preparing for pending changes in our national health care system, we launched an initiative to expand the work and resources of the Center for Healthcare Reform.

More specific and detailed information regarding the milestones and achievements of our ministries can be found in the pages that follow. I hope you will take a few moments to investigate the wonderful work our ministries have achieved.

Sincerely,

Deborah Proctor  
*President & CEO, St. Joseph Health System*

Sr. Katherine (Kit) Gray, CSJ  
*Chair of the Board, St. Joseph Health System*

## St. Joseph Health Ministry Commissioned

In May 2008, five individuals were commissioned by our founding sponsors to serve as members of the recently recognized, St. Joseph Health Ministry. The newly commissioned members include: Sister Katherine Gray, CSJ, Sister Suzanne Sassus, CSJ, and Sister Mary Therese Sweeney, CSJ; and two lay men, Jack Glaser, STD, and Ned Dolejsi.

St. Joseph Health Ministry creates the opportunity for the sisters to enhance their long-standing partnership with the laity by having lay individuals join the sisters in serving as sponsors. In assuming her role as Chair of St. Joseph Health Ministry, Sister Katherine Gray, CSJ, left her role as Chair of the St. Joseph Health System Board.

## St. Joseph Health System Names First Lay Chair

The SJHS Board has elected Walter W. ("Bill") Noce as the first lay chair of the SJHS Board. Mr. Noce is a health care executive whose considerable experience includes serving as CEO at St. Joseph Hospital in Orange, and as an Executive Vice President at the System Office before serving Children's Hospital of Los Angeles for over a decade. St. Joseph Health Ministry and the SJHS Board will work together to further strengthen the relationship between SJHS sponsors and board members.