Dear friends in the Lord:

With all the changes taking place in healthcare, people today are more concerned than ever about finding the best care for themselves and those they love. Recent changes in how government insurance programs like Medicare and Medicaid pay for services like long-term care have only added to the people’s uncertainty and stress.

The genius of the Church is that we always find ways to keep pace with our changing society. As the needs of our communities have evolved, our diocesan healthcare ministry, known as ArchCare, has evolved along with them. Over the last few years, ArchCare has transformed itself from a provider of institutional care for the frail elderly into a vibrant collection of programs and facilities serving people of all ages, in their homes and in the community, as well as in our five exceptional nursing homes.

Sadly, as has happened with public hospitals and nursing homes, a few Catholic healthcare providers in our area have had to close recently, leaving some with the incorrect perception that Catholic healthcare is in retreat. Here in the Archdiocese of New York, nothing could be further from the truth! ArchCare and our other Catholic health partners are growing, delivering first-rate care — with Catholic values — to more people in more places and ways than ever before. Forced to adapt to the new environment, many healthcare providers have said, “We can’t!” We as Catholics say, “We can, and we will!” As the Gospel teaches, “Nothing is impossible with God!”

I am pleased to welcome you to this guide to Catholic healthcare in the Archdiocese of New York. I encourage you to keep and refer to it when you or someone you love needs care, and to explore all the wonderful services ArchCare and our other Catholic healthcare partners have to offer. Call them when you have questions, as they have a wealth of knowledge and information to share. And be sure to visit ArchCare’s new website at www.archcare.org, with its “Care Finder” feature to guide visitors to the services that best meet their needs.

As our society continues to struggle with the current healthcare turmoil, you can rest assured that our creative care of the sick in the name of Jesus, the Divine Physician, will continue in fresh, innovative ways far into the future.

With prayerful wishes, I am,

Faithfully in Christ,

Timothy Michael Cardinal Dolan
Archbishop of New York

March 2014
We're here to help. To learn more about ArchCare programs and services, call us at (855) 951-CARE.

ArchCare: Catholic Care, Reinvented

In 2008, few healthcare providers could even imagine what the healthcare landscape would look like in just a few short years, let alone accurately predict how coming changes in government policy would radically alter the way people obtain care for themselves and their families.

Of course, ArchCare is not your average health-care provider. With government payments for long-term care plummeting and more and more families looking for ways to keep their loved ones out of nursing homes, the non-profit healthcare ministry of the Archdiocese of New York knew that if it remained focused on its historic mission of providing residential care for the frail elderly, its days were numbered. Keeping ArchCare's ministry sustainable and responsive to the region's evolving health needs would require nothing short of a top-to-bottom transformation, one that would equip it to deliver a wider range of services wherever people wanted to receive them – in nursing homes, in the community, even in their own living rooms.

Fast forward to today. With its metamorphosis complete, "ArchCare has emerged as a thriving, fully integrated healthcare provider serving people of all ages, faiths and financial means," says ArchCare President and CEO Scott LaRue. "We are touching the lives of more than twice as many people in more settings than ever, and our ministry continues to grow."

ArchCare is also working hard to become a trusted health resource at the parish level, especially in the northern counties where it lacks a physical presence. A free, ArchCare-funded parish advocate program will over time have representatives stationed throughout the 10-county archdiocese to answer parishioners’ questions and help them find the services they need. Calls to ArchCare’s new customer service center at 855-951-CARE are answered by trained “care navigators” who can explain available options and direct parishioners to local providers and programs.

And there’s more to come. Next in store is the creation of a dedicated 10-bed hospice unit at Mary Manning Walsh Home later this year in partnership with Calvary Hospital. The development of new assisted living programs tailored to residents with special needs, supportive housing for low-income elders, and on-site adult day centers in Catholic housing complexes, are among the other opportunities under exploration.

"Remaining true to our Catholic roots and values has empowered us to take the bold steps necessary to diversify our ministry and help keep Catholic healthcare in our area vibrant and relevant," LaRue says. "Even more important, these moves have reestablished ArchCare on the solid financial footing needed to allow us to continue growing and meeting our communities’ emerging health and social needs well into the future.”

We’re here to help. To learn more about ArchCare programs and services, call us at (855) 951-CARE.
ArchCare Stories of Caring

ON TOP OF THE WORLD WITH MISSION ON THE MOVE

For most, the end of life’s journey is a time of sadness and regret for dreams never fulfilled. But that was not the case for ArchCare resident Beverly Gunther. She felt like she was on top of the world thanks to some unexpected help from a program called Mission on the Move.

The Wappinger Falls resident lived in a succession of hospitals and nursing homes after suffering a stroke nearly 20 years ago at age 56. She came to ArchCare at Ferncliff Nursing Home in 2011 suffering from mild dementia and other problems. Later, she was diagnosed with end-stage kidney disease.

Beverly enjoyed being wheeled around thewooden grounds of the Riverview, New York home. On one such foray late last summer, she began to reminisce with one of the home’s pastoral care assistants about how she liked to climb trees as a youngster. She had no fear of heights, she said, and always dreamed of seeing the skyline from the top of the Empire State Building. From that brief exchange, a plan quickly began to take shape.

Little did she know, Beverly was about to become one of the first beneficiaries of Mission on the Move, which encourages ArchCare staff to find ways to make an extra-special difference in residents’ lives. Contributions to the Catho-lic Health Care Foundation help cover the costs.

“Mission on the Move is another way in which the people of ArchCare express our love of our ministry and of caring for others,” said Sister Sheila Brosnan, ArchCare’s vice president of mission integration and one of the program’s creators. “Some careful listening and a bit of logistical ingenuity is often all it takes to make somebody’s dream come true.”

ArchCare Stories of Caring

A SECOND CHANCE AT LIFE

For Rocco, being able to dance a simple box step again was all the proof he needed that he had beaten the stroke that nearly ended his life.

“On Sunday, I was at my granddaughter’s Communion, dancing and having a great time,” the Staten Island resident says, recalling the day his life changed. “When I woke up the next morning I couldn’t move. I couldn’t speak. I had a stroke, and things didn’t look good.”

When Rocco left the hospital, he still had a long road to recovery ahead. How much function he might regain and whether he would even walk again were unanswered questions. ArchCare at Carmel Richmond Healthcare and Rehabilitation Center made possible the miraculous recovery he and family were praying for.

“When I first came to ArchCare they looked to me and said, ‘What can we do to get you back on your feet?’” Rocco says. “Mission on the Move was about to become one of the first beneficiaries of Mission on the Move, which encourages ArchCare staff to find ways to make an extra-special difference in residents’ lives. Contributions to the Catho-lic Health Care Foundation help cover the costs.”

Eight days later, Beverly could share the excitement of her day with friends and staff.

Just before Christmas, a limousine whisked Beverly, her brother Bernard Roe, and two members of her care team to the Big Apple, where special-access tickets to the Empire State Building’s observation deck enabled them to bypass the crowds of tourists. As she took in the view for the first time, Beverly rose from her wheelchair and declared that she never wanted to leave. After a leisurely lunch, the four returned to Ferncliff so Beverly could share the excitement of her day with friends and staff.

EASING A GRANDDAUGHTER’S BURDEN

Maria would go to any length to make sure the grandmother who raised her is safe and well cared for. “For her happiness and my happiness, I would quit my job to take care of her,” Maria says. “She needed help.”

For Maria, ArchCare at Ferncliff Nursing Home in 2011 suffering from mild dementia and other problems. Later, she was diagnosed with end-stage kidney disease.

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Maria speaks glowingly of the services she receives, right down to the transportation. With her previous care provider, the drivers were often late and rarely helped her in and out of the vehicle. “With ArchCare, the drivers are always on time, they’re courteous, and they’re respectful,” she says.

ArchCare Stories of Caring

ONE BEAUTIFUL PERSON AFTER ANOTHER

It was a chance sighting of ArchCare’s red awning that first brought William to the ArchCare Senior Life Program of All-inclusive Care for the Elderly (PACE) in Harlem. It is the warmth and caring he discovered inside that keeps him coming back.

Depressed and reliant on a walker after a car accident in Virginia, William returned to New York to live with his sister and brother with hope of finding better healthcare. A neighbor urged him to visit a local senior center to see if it could help. “I never got that far,” he says. “I walked through the door and was met with one beautiful person after another.”

As he struggled along Fifth Avenue, William noticed the sign on the PACE center’s clean, modern building. Figuring he had nothing to lose, he stopped in and started asking questions. Soon, he was touring the center and learning about all the ways ArchCare Senior Life could help him.

“From the first time I walked through the door I met one beautiful person after another,” William says. “I was impressed by the cleanliness and the layout of the clinic and day center.”

Rocco M. Staten Island

Maria Maria would go to any length to make sure the grandmother who raised her is safe and well cared for. “For her happiness and my happiness, I would quit my job to take care of her,” Maria says. Thanks to ArchCare Community Life, she doesn’t have to.

Leonza enrolled in the Medicaid Managed Long Term Care Plan following a recent hospital stay, when it became clear she needed extra help to manage her increased list of needs. Her previous care provider, the drivers were often late and rarely helped her in and out of the vehicle. “With ArchCare, the drivers are always on time, they’re courteous, and they’re respectful,” she says.

ArchCareStories of Caring

ArchCare Stories of Caring

To William, it was like his prayers for a more independent life had finally been answered. The center’s physical and occupational therapists began working with him, and he was soon able to put aside the walker for good.

Ask William how he’s doing, and he’s quick to say that things just keep getting better.

“Coming here has given me a second life,” he says. “The healthcare I get is exceptional because the staff at ArchCare is a team. Everyone pitches in. There are times I come in when I feel the world is crashing in on me. No matter if I’m feeling good or feeling bad, no matter what mood I’m in, when I’m at ArchCare, there is always someone I can talk to. They listen.”

William N. Manhattan

We’re here to help. To learn more about ArchCare programs and services, call us at (855) 951-CARE.
Our Catholic Healthcare Partners

Keeping Catholic healthcare alive is a collaborative effort.
At ArchCare, we work regularly with other Catholic health care providers that offer a wide range of services throughout our area, including:

ARCHCARE

ArchCare, formerly Bon Secours Health System of New York, serves New York City and its surrounding areas. ArchCare Adolf Coons, MD, President and Chief Executive Officer 
www.archcare.org

Our Mission
To provide compassionate, coordinated, and award-winning care in the comprehensive continuum of health care services. We are committed to promote and maintain the health and well-being of our patients, while delivering quality care, in a secure, comfortable, and healing environment. 

Our History
ArchCare is the result of the merger of Bon Secours and the New York Catholic Health System, which were both founded by the Sisters of Charity of St. Elizabeth. 

Our Services
Our services include: 
- Acute Care Hospitals 
- Rehabilitation 
- Long-Term Care 
- Adult Day Health Care 
- Home Health Care 
- Hospice Care 

Our Locations
ArchCare operates 13 hospitals, 10 nursing homes, and 7 adult day health centers throughout New York City and Westchester County.

Our Catholic Healthcare Partners

BON SECOURS NEW YORK HEALTH SYSTEM

2975 Independence Avenue
Riverdale, NY 10463
(718) 418-1700
Website: www.schenkerservices.org

BON SECOURS ELDERCARE

500 East 10th Street
Bronx, NY 10463
(718) 893-6800
Website: www.bonsecours-eldercare.org

Mission/services:
Our mission is to serve those in need. We are committed to the healing ministry of Jesus Christ and the Catholic Church.
We provide full services to those in need, including skilled nursing, palliative care, home care, and senior housing, and care for seniors and younger adults in short-term rehabilitation and ambulatory surgery programs. Our mission is to provide care to all, regardless of their ability to pay.

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Need help finding the right care for yourself or a loved one and not sure where to turn?

**TURN TO US.**

Call (855) 951-CARE (TTY/TDD: 711) to speak with a care navigator who can answer your questions, explain the options, and direct you to the programs that suit your needs. We’re here from 8 a.m. to 8 p.m., seven days a week. If we don’t have the answer you need, we’ll do our best to help you find it.

*That’s the care in ArchCare.*

Our easy-to-use Care Finder is also available 24/7 on our website to help you locate care options in your area. Just go to www.archcare.org, where you can also explore our complete range of home and community-based and residential healthcare services.

**SKILLED NURSING & REHABILITATIVE CARE**

**ArchCare at Carmel Richmond Healthcare and Rehabilitation Center**
88 Old Town Road
Staten Island, NY 10304
(718) 979-5000

**ArchCare at San Vicente de Paúl Catholic Healthcare Center**
900 Intervale Avenue
Bronx, NY 10459
(917) 645-9200

**ArchCare at Ferncliff Nursing Home**
21 Ferncliff Drive
Rhinebeck, NY 12572
(845) 876-2011

**ArchCare at Terence Cardinal Cooke Health Care Center**
1249 Fifth Avenue
New York, NY 10029
(212) 360-1000

**ArchCare at Mary Manning Walsh Home**
1339 York Avenue
New York, NY 10021
(212) 628-2800

**ArchCare Senior Life in Harlem**
1432 Fifth Avenue
New York, NY 10026
(866) 263-9083

**ArchCare Senior Life at Carmel Richmond Healthcare and Rehabilitation Center**
88 Old Town Road
Staten Island, NY 10304
(866) 263-9083

**ArchCare Senior Life at San Vicente de Paúl Catholic Healthcare Center**
900 Intervale Avenue
Bronx, NY 10459
(917) 645-9200

**ArchCare at Calvary Hospital**
1740 Eastchester Road
Bronx, NY 10461
(718) 518-2000

**PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY (PACE)**

**ArchCare Senior Life at Carmel Richmond Healthcare and Rehabilitation Center**
88 Old Town Road
Staten Island, NY 10304
(866) 263-9083

**ArchCare Senior Life at San Vicente de Paúl Catholic Healthcare Center**
900 Intervale Avenue
Bronx, NY 10459
(866) 263-9083

**ARCHCARE ADVANTAGE HMO SPECIAL NEEDS PLAN (SNP)**

Serving the five boroughs of New York City, and Westchester, Dutchess, Onondaga, Orange and Putnam Counties.

205 Lexington Avenue, 14th Floor
New York, NY 10016
(800) 373-3177
TTY/TDD: (800) 662-1220

**ARCHCARE COMMUNITY LIFE MANAGED LONG TERM CARE PLAN (MLTCP)**

Serving the five boroughs of New York City, and Westchester and Putnam Counties.

33 Irving Place
New York, NY 10003
(855) 360-2589

**HOME CARE**

Serving the five boroughs of New York City and Westchester.

**ArchCare Empire State Home Care**
15 Metrotech Center, 10th floor
Brooklyn, NY 11201
(866) 923-7100

**PALLIATIVE AND END-OF-LIFE CARE**

**ArchCare at Calvary Hospital**
1740 Eastchester Road
Bronx, NY 10461
(718) 518-2000

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1 ArchCare Senior Life members may be liable for the cost of services not authorized by the ArchCare Senior Life Program.

2 ArchCare Advantage HMO SNP is a Coordinated Care plan with a Medicare contract. This information is available for free in other languages. Please contact our customer service number toll-free at 1-800-373-3177, seven days a week, 8 a.m. - 8 p.m. (TTY/TDD: 1-800-662-1220). This plan is available to anyone with Medicare who meets the Skilled Nursing Facility (SNF) level of care.

For more information, please visit our website at www.archcare.org

ArchCare 205 Lexington Avenue, 3rd Floor New York, NY 10016 (855) 951-CARE (2273)