Jim Ball retires as COO of Catholic Health Services, leaves legacy of quality and growth

Jim Ball's career at Catholic Health Services has been one of unique possibilities, interesting timing and created opportunities. After relocating from California where he earned his master's degree in physical therapy from USC, he served as director of rehabilitation services for St. John's Nursing Center, joining in 1980, before Catholic Health Services had been formed as an organization by the Archdiocese of Miami. Being partial to entrepreneurship, he jumped on an opportunity to start Selective Rehabilitation Services, offering contract services to hospitals and SNFs as well as an outpatient physical therapy center. SRS captured the attention of RehabWorks in 1991 and he sold his company while accepting a position as Florida state director and later promoted to vice president of operations. By the time Jim accepted the position of President/COO in May 1997, RehabWorks had grown to a $350,000,000 national contract therapy company.

A year later, he returned to Catholic Health Services as administrator of two free standing rehabilitation hospitals and assumed responsibility for strategic planning of the CHS health care network, managed care contracting, hospital and physician relations.

In August 2002, Jim was promoted to Chief Operating Officer. One could say it was a great combination of the right person in the right place at the right time! The healthcare landscape he navigated during these last 15 years required careful and skilled steering, but his high energy and vision together with his confident experimental style rendered some of the most exciting progress and innovations in CHS health delivery systems. His tenure has been filled with opportunities created, new programs launched, a new campus built, services expanded, challenges met, growing innovations, bold chances taken, as he played an integral leadership role on the team that grew CHS to a market leader and the largest post-acute non-profit health care continuum in the southeast US.

Jim Ball, to this day, refers to himself as a physical therapist and has always maintained active participation in the American Physical Therapy Association, serving on various committees and elected positions on a state and national level. He has also served on the Centers for Medicare and Medicaid Innovations panel in reviewing proposals for demonstration projects. He has been in several elected positions on the Board of Directors of the South Florida Hospital and Healthcare Association and has served on the Board of Trustees of Palmetto General Hospital.

On September 15th, the Board of Directors of Catholic Health Services, together with Joe Catania, CEO of CHS and senior management staff celebrated his career and retirement with the presentation of Board Resolution and wished Jim much continued success and happiness in his future adventures.

Catholic Health Services Connections is a publication of Catholic Health Services
Seniors at St. Dominic’s love the Techno BUS!

One of the many great services offered by the Miami Dade Library is a portable Technobus that drives up to senior residences to teach computer classes to the elderly. The bus holds 11 people at a time and while aboard, they are committed to teaching our seniors how to operate the computer. "The classes are exciting and they learn a lot," states Lisett Fernandez-Montero, social service coordinator for St. Dominic Gardens. The bus stays for one and a half hours and they have (2) 45 minute shifts that our seniors occupy. Due to the overwhelming response and enthusiasm, this service will be permanent to our Residents twice a month.
Welcome Ardy Pallin -
New COO for new era at CHS

For 12 years, Ardy (Aristides) Pallin has had a special relationship with Catholic Health Services. “From the first meeting I attended as a member of the board of directors I became a huge fan of this organization. The more I learned and the more special people I met along the way, the further I was convinced that this was definitely an organization I wanted to stay close to and grow with” shares Ardy, the newly appointed CHS Chief Operating Officer.

Among the many ways Ardy can be described, the most accurate would be that he is truly a transformational healthcare industry leader. He takes on his new challenge at CHS with a proven track record across financial, operational, technological and executive roles in multiple provider and payer settings in the south Florida community.

Before leaving his post as member of the CHS Board of Directors and his position as VP Jackson Health System, he was solely responsible for the strategic and business development of a new health campus in west Miami-Dade county. The new campus would include a 100 bed hospital, Emergency Department, diagnostic center and physician offices and clinics. As executive vice president and chief operating officer of Leon Medical Centers, a multidisciplinary group of 7 centers, serving 44,000 Medicare Advantage members, Ardy was at the forefront of dramatic growth and expansion for the organization. In his time at Leon, the membership grew by 100% and facilities were expanded to double patient care capacity. Under his leadership, the medical centers were named one of the four best healthcare institutions in the country by Health Affairs magazine.

Enthusiasm overflows as Ardy embarks upon his newest quest to make his mark on another thriving area of healthcare. As our healthcare environment is reconfigured by demographics, changes in coverage and reimbursement practices and technology, post acute care is moving from the periphery to the epicenter and demand will continue to grow as will expectations for greater value.

The challenges are many but the instinct and desire to take the CHS Mission to the next level is strong and backed by a willing and highly motivated team.

A new Auxiliary Bishop for the Archdiocese of Miami

The Archdiocese of Miami is proud to announce that Pope Francis has appointed the first Peruvian bishop in the United States and the 14th Auxiliary Bishop to the Archdiocese of Miami.

Father Enrique Delgado was born December 26, 1955 in Lima, Peru and is one of 11 siblings, all professionals. Father Delgado studied at Universidad of Peru where in 1982 he earned a Masters in Economics, with a concentration on finance and accounting. He managed a company of 150 employees, but after several years he discerned a vocation to the priesthood.

He immigrated to the US and applied for the Archdiocese of Miami and was accepted into its seminary programs in Miami and Boynton Beach, where he graduated with honors, receiving both a Masters of Theology and a Masters of Divinity. He was ordained June 29, 1996.

After being assigned as parochial vicar at St. Agnes in Key Biscayne from June 1996 to June 1999 and Nativity in Hollywood, from June 1999 to April 2003, he was appointed pastor of St. Justin Martyr Church in Key Largo in April 2003.

In August 2010, he was appointed pastor of St. Katherine Drexel Parish in Weston, where he recently completed construction of the parish’s first building. In December 2015, having completed his doctoral dissertation, “Building our Parish Together: an Exploration in Participatory Leadership”, he was awarded a PhD in practical theology from St. Thomas University in Miami Gardens, Florida.

We congratulate our new Bishop and wish him well with the Lord’s blessing.
Strong under Pressure
..... The CHS staff vs Hurricane Irma

The rain started on Saturday. Hurricane Irma, the record-breaking storm we had anticipated for a week, finally arrived. It came first in violent bursts that lasted for a few minutes, then died away before beginning again, each time louder and stronger and more sustained.

By evening, both the National Hurricane Center in Miami and Miami-Dade County’s emergency response offices were on lockdown. No one was allowed to go outside. At Villa Maria Nursing Center in North Miami, the staff had collected all the patients and residents in the auditorium to keep them safe, distracted and entertained as the hurricane made its way north. Most of them remained calm and were actually enjoying the novelty of the occasion. Thanks to the nimble and ever-cautious leadership, emergency plans were rolled out and all life-saving building functions remained operational. Food, water and medical supplies were never in shortage.

Every facility had a similar story of preparation, teamwork, camaraderie, resourcefulness and most of all prioritizing the patients and resident’s welfare above all. As things started to calm down on Sunday and assessments could be made, reports from all CHS facilities were coming in. All in all, considering the possibilities, we got very lucky as the greatest loss was electricity for a few days in most facilities.

Day after day, the staff remained ‘all hands on deck’ with morning calls sharing information and resources, filling needs and lending helping hands. One by one, trees and rubble were removed and debris cleared, power restored, a sense of normalcy was restored and each facility came back on line.

St. Boniface Gardens in Pembroke Pines was the very last property that was restored to full power after 9 days! “Hurricane Irma did not stop us from making the best of it, from cooking and then serving door-to-door delivery and lots of entertainment!” shared Juana Mejia, executive director of Catholic Housing Management. “A huge ‘THANK YOU’ to the staff, volunteers and the city of Pembroke Pines for obtaining water and ice for us!”

To the Staff of Catholic Health Services

I would like to thank all the staff, physicians and volunteers for their tireless efforts in caring for all of Catholic Health Services’ patients, residents and families during Hurricane Irma.

Many of you worked day and night since the threat of Hurricane Irma became apparent, making personal sacrifices to care for those most vulnerable. Your dedication to the Mission of Catholic Health Services is truly appreciated, and I am forever grateful for your compassion and dedication.

Thank You from Joe Catania, CEO
Another year of excellence at Catholic Home Health Services

An unannounced recertification and re-licensure two day survey which was conducted by the Agency for Health Care Administration in late September, concluded with yet another perfect report demonstrating ZERO deficiencies for our Catholic Home Health Services of Broward.

Carol Hylton, executive director of CHHS, received a call from the AHCA supervisor who informed her that based on her review and the responses given to the surveyor as well as documents provided, it was yet again a perfect survey. “So Catholic Home Health Services of Broward will maintain our history of being Deficiency Free” commented a proud Carol.

Chat with a Chaplain

CHS eChaplain is a service that connects CHS patients, families, employees, and the community with board certified Chaplains who provide spiritual and emotional support.

eChaplains work individually and confidentially helping a person discover what they believe deepest about themselves, the world they experience and God, leading to a sense of coping, hope and calm. Your faith journey and your prayer life are personal. We know that, and your privacy is important to eChaplains. To that end, you may use your own name or one that is more comfortable for you. You may receive the eChaplain service via email or phone.

If you need advice, help or simply a prayer, we can help—whatever your beliefs and whatever your need.

Our new eChaplain ministry is for those who stay at our hospitals and those who don’t. It’s our way of “Extending the Healing Ministry of Christ” to everyone we serve. And this is not simply a prayer line. We’re here to help with any theological inquiry or faith question you may have. Once a prayer or inquiry of any kind is submitted, the eChaplain will respond and provide counseling, answer questions or give simple encouragement. If you’d like us to follow up with a phone call, please let us know. If desired, an Adventist Health Care at Home chaplain can also make a home visit. This spiritual care service is also offered in Spanish.

While this is a major extension of spiritual care into our community, it is not a professional counseling service. We can provide a list of professional counselors if needed. From a spiritual perspective, some of the typical issues we deal with include bereavement, loss, stress, loneliness, health issues, and relationship issues.

The e-chaplain program is a CHS website on-line request that can be filled out by anyone.
http://www.catholichealthservices.org/about/pastoral-care/chat-with-a-chaplain/
As the calendar flips into fall, we are reminded that flu season is just around the corner. Getting an annual flu vaccine is the first and best way to protect yourself and your family from the flu.

And as healthcare workers, this preventive measure is important, especially for our patients and those in our care who are at high risk for flu complications. This group includes people 65 years and older, young children and those with chronic conditions such as asthma or heart disease.

Each year, more than 300,000 people are hospitalized due to the flu and more than 25 million were affected by flu-related illnesses — some contracting the illness at a hospital.

It takes about two weeks after vaccination for antibodies to develop in the body that protect against the flu, so it’s especially important to get the vaccine before the virus begins spreading in your community. The Centers for Disease Control and Prevention recommends that people get a flu vaccine by the end of October.

Take everyday preventive actions to stop the spread of germs.

- **Try to avoid close contact with sick people.**
- **While sick, limit contact with others as much as possible to keep from infecting them.**
- **If you are sick with flu symptoms, CDC recommends that you stay home for at least 24 hours after your fever is gone except to get medical care or for other necessities. (Your fever should be gone for 24 hours without the use of a fever-reducing medicine.)**
- **Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.**
- **Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand rub.**
- **Avoid touching your eyes, nose and mouth. Germs spread this way.**
- **Clean and disinfect surfaces and objects that may be contaminated with germs like the flu.**
Let’s Celebrate!!!

October is...
- Infection Prevention Week
- Pastoral Care Week

November is...
- Alzheimer’s Disease Awareness Month
- Diabetes Month
- Home Care and Hospice Month
- Older Americans Month

Happy Thanksgiving
Nov. 23

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A Ministry of the Archdiocese of Miami