

HEALTHCARE THAT WORKS. HEALTHCARE THAT IS SAFE. HEALTHCARE THAT LEAVES NO ONE BEHIND.

2008 Community Service Plan



MESSAGE

from the CEO



Dear Friends,

Providing community benefit is an important part of our Mission. It represents a vital link to our community and neighbors. Our strength is in our history and Mission. The Mission and work of Lourdes goes on- as it has since 1925. You will hear more about our "Mission 2012: Building Tomorrow's Health Care Today" program in next year's report. This program is designed to address the future health care needs of our community.



Every year we learn the importance of depending upon each other in times of need. This past year our community experienced changes resulting from a turbulent economy. The numbers of uninsured and underinsured continued to rise.

Lourdes responded to the community's needs by increasing access and coverage to health care by adding much needed services such as hyperbaric oxygen therapy to treat wounds; expanded access to laboratory services, primary care, cancer screening, and diabetes services. We expanded access to dental services to six new school sites and two head start sites through our Mobile Dental Services. We began providing increased preventative services for youth through \$3 million in additional grants which will be administered over the next few years to serve youth. And, we are thrilled to announce that we were awarded \$257,000 in grants to bring a free pharmaceutical prescription program to the community, called the Hope Dispensary of the Southern Tier. This program will begin in August 2009 and will serve thousands of uninsured in need of pharmaceuticals. We express our heart felt gratitude to our community partners and our Ascension Health Ministry in Nashville, Tennessee, who helped make this dream a reality.

Our associates extended our ministry into the community by providing supplies to elementary schools, participating in food drives, and ensuring that nearly 600 persons were able to enjoy the blessings of the holiday season.

As a leading health care provider, each year we provide millions of dollars in charity care and health education programs to our community. Lourdes is pleased to report to the community the services provided during 2008 which address the Community's Health Status and Health Priorities.

We remain committed to our call to provide Health Care that Works, Health Care that is Safe, and Health Care that leaves No One Behind. We look forward to continuing to partner with the community in the future. Our relationships inspire us and make our community a stronger, healthier place to live. We invite you to Experience Lourdes and to participate in furthering the healing ministry to which we've been called.

David Patak
President/CEO

Priorities for the Year

During 2007-2008, Lourdes collaborated with community agencies under the direction of the New York State Health Department and County Health Departments to address public health issues and contributing factors, underlying causes to health status, and chronic disease. This report to the Community demonstrates how Lourdes has worked over the last year to help the Greater Binghamton community in the following key community health areas:

- Access to Healthcare
- Behavioral/Mental Health
- Frail & Elderly
- Maternal/Child/Adolescent Health
- Preventing & Managing Chronic Disease, including cancer, diabetes, pneumonia, asthma, cardiovascular disease/stroke, and obesity

The following chart gives an overview of some of the programs and services Lourdes offers that impact the community's health status. More information about these programs is available on our website at www.LOURDES.com.

PROGRAM	PERSON'S SERVED
Access To Healthcare	
Patient Financial Assistance Program	3,600 enrolled
Discounted self-pay accounts	Over 24,000
LECCO – Total Donations 8 Community Agencies which assist with Access to services and to persons in need	\$91,000
Medicaid Facilitated Enrollment	2,900 screened with 21% being enrolled in a health coverage program
Community Awareness Events – Health Fairs	Over 5,200 persons served
Mission in Motion	Over 1,200
Mobile Mammography	Nearly 2,500
Physician Referral Services/Call Center	3,300 persons served
Behavioral/Mental Health	
The Corner (for health and counseling)	4,200 visits
Mental Health Juvenile Justice Project (MHJJ)	219 youth and family members
Detention Alternative After School Program (DAASP) and Juvenile Arrest Diversion Endeavor (JADE)	138 served
Student Assistance Program	8 schools, 7,066 units of service
Alcohol & Drug Education Prevention Program	2,378 units of service
Teen Nurturing Parenting Program	9 families and 25 family members
Frail & Elderly	
Hospice	Over 39,000 visits
Volunteers	8,500 volunteer hours; Drove over 48,600 miles to assist patients and their families
Palliative Care	Nearly 900 consultations and visits

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PROGRAM

PERSON'S SERVED

PROGRAM	PERSON'S SERVED
Maternal/Child/Adolescent Health	
DeMarillac Prenatal Program	Over 5,560 visits
DePaul Pediatric Program	Over 9,730 visits
Center for Oral Health Center	4,147 patients and 10,755 visits
Mobile Van (new 2006)	1,546 patients and 2,649 visits 209 patients for 501 visits (provided at area schools)
Community Outreach and Oral Health Education	1,874 persons at 16 community and school events
Parents And Children Together (PACT)	390 families and 3,500 home visits; Expansion to Tioga County to serve over 100 children and parents
Family Support Program - Families and Schools Together (FAST)	11 School Districts, over 6,700 contacts
Summer Evening Program	109 families and 490 family members
Mission in Action (Community Outreach)	
School Supply, Holiday Programs, Thanksgiving and other service	1,200 persons served \$7,000 donated by the Medical Staff
Community Awareness Events - Donations raised by Lourdes Associates (American Heart Association, American Cancer Society Events, Diabetes Walk, March of Dimes and other events)	\$23,000
Preventing & Managing Chronic Disease	
Cancer	
Breast Cancer Screening	Over 14,000 Screenings, a 14.5% increase; Nearly 2,500 Mobile Mammography
Radiation Therapy	10,400 Treatments
Mission in Motion	Over 1,200
Cardiovascular	
Screenings	Nearly 1,300
Diabetes	
Community Education, support groups	2,000
Minority glucose screenings	Over 100
Endocrinology visits	Over 11,000
Infectious Disease/Pneumonia	
Influenza Vaccines	Nearly 20,000

Our Mission

Rooted in the loving ministry of Jesus as healer, we commit ourselves to serving all persons with special attention to those who are poor and vulnerable. Our Catholic health ministry is dedicated to spiritually centered, holistic care which sustains and improves the health of individuals and communities. We are advocates for a compassionate and just society through our actions and our work.

In addition to these specific Lourdes programs, Lourdes was also involved in a variety of Community coalitions and efforts to further address these community needs.

COMMITMENT TO COMMUNITY HEALTH STATUS

Access to Health Care

- Lourdes made a significant investment in helping to provide healthcare access and coverage to help the uninsured. Lourdes provided leadership for the **Cover the Uninsured** week; hired six **financial counselors** to assist uninsured individuals to determine eligibility for healthcare coverage.
- Provided the leadership in the development and design of the **Hope Dispensary of the Southern Tier**, a free pharmaceutical prescription program which will serve thousands in need of pharmaceuticals.

Behavioral & Mental Health and Maternal, Child, and Adolescent Health

- Lourdes **Youth Services** reaches thousands of children and families each year with quality, comprehensive services. Lourdes Youth Services touched the lives of nearly 40,000 youth and their families during the year through collaboration with area schools, coalitions, the health department, the New York State Juvenile Justice System, and the Lourdes Oral Health Center.
- The 2007-2008 year was a special year in which Lourdes was awarded over \$3 million to be received over several years, in grants and donations to expand programs and services: methamphetamine and drug and alcohol prevention, PACT home visiting (expanded to Tioga County), and Teen Nurturing Parent Programs.
- Dental services were expanded to elementary schools and for adults.

Chronic Disease

- **Lourdes Regional Cancer Center** provided outreach and education services for breast, cervical and colorectal cancer through the **Healthy Living Partnership**, community health fairs, and support groups. Lourdes Regional Cancer Center was named a recipient of the **2008 Commission on Cancer (CoC) Outstanding Achievement Award**. As one of only 95 programs nation-wide, to achieve this award, Lourdes demonstrated the highest levels of commitment to high quality cancer services to all.
- Lourdes is an active partner in the **Steps to a Healthier NY** consortium. “Steps” is a part of a national health promotion and disease prevention initiative (Steps to a Healthier US). This program aims at helping Americans live healthier, longer, better lives by reducing the burden of diabetes, obesity and asthma by addressing three related risk factors: physical inactivity, poor nutrition and tobacco use. Locally, Lourdes has been involved with Steps to a Healthier New York through events such as:
 - **BC Walks for the Gold** (physical activity)
 - **Working on Wellness (WOW)**, a program designed to address childhood obesity issues and their relationship to health, disease, and Type II diabetes.
 - **Reducing heart disease:** through activities such as Mission Meltaway; maintaining a smoke free environment. Smoking cessation programs were expanded throughout the Lourdes Primary Care Network with the local “Team Act” coalition.
 - Lourdes introduced the **Glucose Stabilizer**, the latest in diabetes management technology.

Frail & Elderly

- Lourdes addressed the needs of the frail and elderly and their families through many venues, among which were participation in the **Agging Futures** community-wide coalition whose mission is to address the needs of the senior population in the community.
- Lourdes at Home served over 2,000 persons, providing nearly 44,000 home health visits. Lourdes at Home expanded its tele-health program to 26 monitors which were utilized to capacity, and demonstrated improved patient outcomes. During the year, Lourdes at Home accepted their first external heart pump patient into Home Care.
- Lourdes provides the leadership for the **Southern Tier End of Life Coalition**, whose mission is to improve the quality of life at the end of life, and provides the area's only palliative care services. In 2008 Dr. Francine Rainone, received board certification in Hospice and Palliative Medicine, a newly added subspecialty by the American Board of Medical Subspecialties. The clinical expertise provided by Dr. Rainone and the Hospice and Palliative Care Team at Lourdes will continue to be an important resource in addressing community health status and quality of life.

Commitment to Health Care that is Safe

Lourdes is committed to providing quality care to everyone we serve. By instituting a number of quality improvement initiatives, Lourdes continues to offer improved community health status.

- **Cardiovascular disease**, including stroke and heart failure, remains a significant health concern locally and nationally. Through Lourdes' heart failure disease management programs and home care heart failure program Lourdes met or exceeded local and New York State clinical outcomes for Heart Failure, Pneumonia, and Surgical Site Infection. Public and professional education on stroke prevention and treatment was provided throughout the year, along with

cardiovascular screenings. Lourdes maintains its New York State Health Department Stroke Center designation.

- **Infectious Disease & Pneumonia.** Lourdes participated in the Institute for Health care Improvement (IHI) 100k Lives Campaign, and is a designated mentor hospital, in recognition of efforts and results with the campaign. Issues being addressed through the campaign included ventilator acquired pneumonia, acute myocardial infarctions, preventing central line infections and preventing adverse drug events.

Lourdes' Financial Commitment to the Community

2008 CALENDAR YEAR

Charity Care	
Free Care.....	\$4,442,000
Community Benefit Programs.....	\$14,470,000
Total Charity Care	\$18,912,000
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Bad Debt	\$10,248,000
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Medicaid Shortfall.....	\$8,071,345
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Medicare Shortfall.....	\$11,547,635

Core Values

SERVICE OF THE POOR

Generosity of spirit, especially for persons most in need.

REVERENCE

Respect and compassion for the dignity and diversity of life.

INTEGRITY

Inspiring trust through personal leadership.

WISDOM

Integrating excellence and stewardship.

CREATIVITY

Courageous innovation.

DEDICATION

Affirming the hope and joy of our ministry.

ABOUT Lourdes

For over 80 years, Lourdes has been a cornerstone of our community, offering resources that have made a difference. With our spiritual, Catholic faith tradition, Lourdes Hospital provides the compassionate care that every patient deserves.

Lourdes is more than an inpatient acute care hospital...we are an outpatient ambulatory surgery center...we are a Regional Cancer Center. We provide Palliative Care and Hospice Care, an orthopedics program, diabetes care, home health care, and much more. Reaching beyond the boundaries of our main campus, Lourdes has established a network of primary care physician offices at convenient sites throughout the region. The Mission In Motion, Mobile Mammography and Dental Care programs provide primary care cancer screening services, mobile mammography and dental care through three mobile medical vans, making health care accessible to rural populations and children in need.

Lourdes is also a member of Ascension Health, the largest, Catholic, nonprofit healthcare system in the nation with more than 107,000 associates represented across 20 states and the District of Columbia.

Much has changed in the community and at Lourdes since the Daughters of Charity opened a small 25-bed hospital on Riverside Drive over 80 years ago, but one thing remains constant: the commitment and Mission of caring found here each and every day.